Hi everyone,

It’s time for the annual AON Hewitt Employee Opinion Survey. The survey is a great opportunity to share how we feel at work and about work.

We need to hear and understand what works well, where we need to improve, and how we can continue to provide the best possible hospital experience, and a positive working and learning environment.

The 2015 survey saw record participation at HSC Winnipeg. We went from 32% to 63% of staff sharing their feedback, and increased our engagement score significantly, up to 59%. We learned that 77% of us feel a sense of accomplishment from and enjoy our day-to-day work. This is important to sustain so we continue to be satisfied by our roles and the work we do.

Feedback told us the most important areas to improve at HSC Winnipeg overall are:

- Brand – how we deliver on the promise we make to staff
- Talent and Staffing – how we attract, promote and retain the people we need, in the numbers we need
- People or HR Practices – how our people practices and programs contribute to a positive work environment
- Managing Performance – how we manage performance
- Recognition – how we acknowledge and value contributions
- Senior Leadership – how staff perceive that senior leaders demonstrate effectiveness

Every people manager also worked with their teams to review their area’s specific results and to develop action plans to tackle improvements. We hope you had a chance to participate and will agree that there have been some terrific steps taken.

Here are a few examples of HSC-wide improvements:

- We brought job posting back in-house at HSC, resulting in quicker turnaround times to post positions and fill vacancies.
- Managers are spending at least 50% of their time “on the floor” to be visible and available to staff. This helps to recognize the good work everyone is doing, manage performance if there’s an issue, and better understand patient and family needs.

Cont’d on Page 2
The second year of Performance Conversations includes Personal Development Plans for all staff. In addition to the opportunity to celebrate how everyone contributes to the Patients First vision, it also helps us understand what areas of interest we should invest in for training and development programs.

We launched Manager 101 sessions, to help people managers with some of the basics, from organizational understanding, to providing effective feedback, to understanding how to build good rotations.

Of course, we can always do more to improve. That’s why feedback is so valuable. We encourage you to please take the time to complete the survey, which your people manager will be providing to you shortly. It’s anonymous and confidential and really does make a difference.

So please help make us better!

Sincerely,

Dr. Perry Gray

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Familiar Faces

You may have seen these professionals in our program and not known who they were. We have included some images, their names and specialties by way of introduction.

Dr. Scott Gregoire – Musculoskeletal

Dr. Stephen Ying – Neuro

Dr. James McEachern – Neuro Interventional

Dr. Chris Lindquist - Abdomen

Dr. Greg Ratcliffe – Neuro

Dr. Adam Globerman – Neuro

Dr. China Li Hillman – Chest
I recently read an article in the hospital news that I would like to reference as a reminder of how staff behavior can impact a patient’s experience in our departments.

A patient came to the hospital for a medical procedure accompanied by his wife. While he is being prepped, one of the nurses made a belittling comment to the co-worker who was tending to him. The affected co-worker is clearly upset and distracted and her attempt to draw blood does not work. They apologize and try again, unsuccessfully, and now the patient and his wife are stressed about the situation, do not trust the hospital staff and after the procedure is complete, go on to tell family and friends of their upsetting event.

What the patient and his wife experienced is what is now being termed as workplace incivility. They are low-intensity, seemingly insignificant words or actions that show total lack of regard for others’ feelings. They can come in the form of belittling comments, such as described above, or other behaviors like gossiping, exclusion, dismissive gestures (eye rolling, lip sounds), skipping greetings, silent treatment and the rude use of mobile devices.

It has been recognized that many hospitals struggle with persistent incivility issues and believe it is a behavior that could be brought on by the ever-present stresses that we face in the workplace. Our jobs are often performed within tight physical proximity and high role interdependence, so there is little time or space to check oneself before resorting to poor behavior. This is also compounded by the fact that physicians are not employees of the institution, which results in lack of consistent consequences for some of their behaviors.

Collaboration and teamwork are compromised when having to work in an environment such as this. Experiencing incivility reduces the amount of information sharing and help seeking between co-workers, it exacerbates both physical and mental stress and staff becomes less satisfied and committed to their job. Staff who have felt the brunt of this incivility make errors, take longer breaks, forget information and offer no creative solutions – just voice a lot of complaints.

Uncivil behavior between staff will inevitably spill over into their interactions with patients and create worry, anxiety and mistrust of our system and as we accept a behavior like this between co-workers, we will eventually treat patients in this same manner or will refer to them in a derogatory manner behind their backs.

So I encourage you all to become “upstanders” not bystanders. Silence condones bad behavior and only contributes to the distress of the person who is being subjected to the incivility. So when you witness these behaviors and say nothing, an opportunity for correction and learning is missed and it is assumed this behavior is acceptable and it will be repeated in the future. I fear that in some of our teams, poor interpersonal conduct has become a built-in, acceptable feature and it’s time for this to change. The leaders within our programs need to condone this behavior, but we are not there all the time, so you too need to discourage this behavior between co-workers in order to ensure our commitment to excellent patient care is upheld.

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**Event Horizon**

**Long Service Recognition Luncheon**

October 12th – NA105 – 12:00pm – 3:00pm

**Recognized Christmas Statutory Holidays**

Christmas Day – Tuesday, December 27th

Boxing Day – Monday, December 26th
Adult Radiology
Several new staff additions have taken place over the past nine months; some photos of our newest members are included in the Comings and Goings newsletter section here.

Special congratulations to Cynthia Kulzycki who has accepted a teaching position at Red River College!

We are very pleased to announce that Coreen Jeanson was awarded the Clinical Resource Nurse position in Interventional Radiology, congrats!

Ultrasound
September 28, 2016 marked a special day for our Ultrasound Department who celebrated their 50th anniversary at HSC! Attendees enjoyed cake and beverages while Dr. Perry Gray, Dr. Marco Essig and the Ultrasound physicians delivered congratulatory and commemorative speeches. A video presentation, including images of staff and Ultrasound’s history at HSC was played in the waiting room. Sonographic equipment of by-gone days was also displayed for staff to examine, easily illustrating how far technology has progressed over the years.

Congratulations on your 50 year anniversary!

Pediatric Radiology
DCE Update
We still look forward to our move to the DCE building in early 2017. Although a specific move in date has not been identified, much of the pediatric space is near completion. Discussions continue concerning details of procedure suite installations and timelines. A lot of background work is underway regarding IT and networking, way finding, signage, stakeholder orientation and a communication plan for the building. Stay tuned – move in is getting closer.

Rehabilitation Centre for Children (RCC)
In May 2016 the Rehabilitation Centre for Children moved from their previous site on Wellington Crescent to a new location in the Specialized Services for Children and Youth (SSCY) building at 1155 Notre Dame Ave. The new 94,000 sq. ft. facility focuses on the integration and co-location of services for Manitoba children and youth with disabilities and special needs, ensuring improved care for clients and families. A state of the art Philips, dual detector with wireless imaging General Duty system has been installed at the facility. A Pediatric DI technologist is located on site to provide regular imaging services.

CT
The new scanners are installed and fully operational. All staff members have received training and orientation.

The additional scanner should contribute to a decrease in our waitlist times.

Nuclear Medicine
Two nuclear medicine students completed the training program and have written the national CAMRT exam, and are awaiting results, best of luck! Also, three nuclear medicine students have started 2 year clinical training at HSC/WRHA sites, welcome!

Jaylene Ducharme has completed the second disciple MRI training program. This will be of great benefit to the department when we get a PET/MRI scanner in the future!

The RFP process has started to replace the 12 year old PET/CT scanner at JBRC. This process expected to take several months before a choice is made. Relocation of this PET/CT scanner to the HSC campus is also being considered.

Happy 50TH Anniversary Ultrasound
New & Noteworthy

AON Hewitt Employee Opinion Survey
REMINDER: We have from October 3 through October 31 to fill out the survey online. The results should be available this winter and they will be shared in early 2017:
- Survey is anonymous and confidential
- You have the options of filling it out online, in your work area or in one of these locations:
  - Knowledge Café, 24-hour Food Court
  - William Avenue Mall (schedule TBC)
  - Human Resources 60 Pearl St, 8am-4pm

Violence Protection Program
The new Violence Protection Program (VPP) training is underway and all staff are required to have completed the first two modules by March 31, 2017.

Please contact your manager to determine if there will be departmental in-services to complete the training or if they should be completed on LMS.

Comings & Goings

WELCOME
To the following new staff:

**Adult General Duty**
Ryan Tomczak – GD Tech
Breanne Ward – GD Tech

Left to right: Abyot Shiferaw, Kat Quiboguibo, Amanda Vokey, Brenley Pretula, Nicole Beerman

L to R: Shayla Ulmer and Laura Boyer

**Support Services**

Brittany Rego – Clerk III-Ultrasound

Lynn Welby – Clerk III-Ultrasound

**MRI**

Yvonne Shechuk – MRI Tech

**Violence Protection Program Cont’d**

**Interventional Radiology**
Left to right: Jaclyn Glavine, Leigh Douglas, Erin Buus– IR Nurses

Tammi Shymko – IR Tech

**Nuclear Medicine**
Cecelia Le – GD Tech – Casual

**Pediatric Program**
Abi Agboje – GD Tech
Nico Friesen – GD Tech
Kirby Boss – GD Tech Term to Jan 2017
Laura Garry – Charge Tech
Brandy Adolphe – MRI Tech in DCE
Mary Wenger – Casual Sonographer
Tracy Jacobson – RN
Shannon Tayler – MRI Clerk III

**BEST OF LUCK**
Our sincerest wishes for the very best the future has to offer is extended to the following staff:

**Adult General Duty**
Susie Yuen – GD Tech – New career with Breast Health
Caitlin Gibbons – Transferred to PEDS
Jamie Cole – Transferred to CT

**MRI**
Cynthia Kulczycki – New career with RRC
Laura Garry – Transferred to CT

**Pediatric Program**
Susan Thomson – GD Tech – Retired and returned to casual
Leanne Lohre – GD Tech – New career with RCC
Sandy Bodnaruk – RN – Retired and soon to return to casual
Louise Forlini - GD Tech – Term position at RCC returned to Sr Tech
Randi Anderson – Resigned to pursue her chosen profession

**Nuclear Medicine**
Marguerite Kostynchuk – Retired (44 years of service)
Leah Carrette – New career at GGH
Thanksgiving

There are three traditions behind our Canadian Thanksgiving Day.

1. Long ago, before the first Europeans arrived in North America, the farmers in Europe held celebrations at harvest time. To give thanks for their good fortune and the abundance of food, the farm workers filled a curved goat’s horn with fruit and grain. This symbol was called a cornucopia or horn of plenty. When they came to Canada they brought this tradition with them.

2. In the year 1578, the English navigator Martin Frobisher held a formal ceremony, in what is now called Newfoundland, to give thanks for surviving the long journey. He was later knighted and had an inlet of the Atlantic Ocean in northern Canada named after him - Frobisher Bay. Other settlers arrived and continued these ceremonies.

3. The third came in the year 1621, in what is now the United States, when the Pilgrims celebrated their harvest in the New World. The Pilgrims were English colonists who had founded a permanent European settlement at Plymouth Massachusetts. By the 1750’s, this joyous celebration was brought to Nova Scotia by American settlers from the south.

For your convenience, below are some frequently used links:

- **HSC Diagnostic Imaging SharePoint Site**
  [https://wrhasp.manitoba-ehealth.ca/hospitals/hsc/diag/default.aspx](https://wrhasp.manitoba-ehealth.ca/hospitals/hsc/diag/default.aspx)
  (This site works best using Mozilla Firefox browser and you may be prompted for your network sign in credentials. Unfortunately you cannot access this site from home.)

- **HSC Home**
  [http://hschome/](http://hschome/)

- **WRHA Insite**
  [http://home.wrha.mb.ca/](http://home.wrha.mb.ca/)

We want this newsletter to be a valuable tool for our staff. There is always room for growth and improvement.

We welcome your suggestions, event notifications, photos and contributions! Please forward to nwolfe@hsc.mb.ca or cparfeniuk@hsc.mb.ca

We are always open to collaboration and encourage staff to participate in all aspects of the newsletter!

All staff members who correctly solve the crossword on page 7 and send a copy to Nancy Wolfe, GA216 or scan by email to nwolfe@hsc.mb.ca will have their names entered for the quarterly draw.

Draw will be held mid-December and the winner will be contacted personally on draw date. The winner’s name will be published in Volume 2 Issue #2 of the newsletter.

$25.00 gift card!
50 Years of Ultrasound

(Hint: All answers can be found in the Ultrasound article in the Sept 23rd edition of the HSC Focus)

Across

1. In 1964, he brought the first American made Ultrasound to Winnipeg General Hosp
6. Who was the first ultrasound Section Head?
7. Dr. Lyons was awarded this fellowship of $10,000.00
9. Another name for Ultrasound Technologists
10. Ultrasound is considered a much more safe and _______ diagnostic tool
11. What do you call a diagnostic instrument that emits an ultrasonic beam into the body
14. Radiological Society of North American abbreviation
15. Dr. Cliff Levi started the _______ ultrasound program in the early 1980's
17. The removal of tissue, cells, or fluids from someone's body in order to check for illness
18. A branch of medicine that deals with the diseases and routine physical care of the reproductive system of women
19. The Ultrasound Department celebrated this anniversary
21. Scientific, Education and Research Fund abbreviation

Down

2. Ultrasound was used to remove this from the teeth
4. In 1973, the first formal training program was considered as this
5. Where did the Ultrasound Technologists Program move to?
8. Dr. Lyons spent his 3rd year of residency here
12. These remarkably increased the quality of ultrasounds
16. In 1991 he became section head of ultrasound
20. How many years is the training program at RRC?

Enter your name below and submit once complete and forward to Nancy Wolfe in GA216

Employee Name: __________________________ (please print)
According to Coloring Book Club there are 7 benefits to coloring:

1. Coloring Reduces Stress
2. Coloring Relaxes your mind
3. Coloring sparks creativity
4. Coloring lets you reconnect with your inner child
5. Coloring is mindful
6. Coloring has therapeutic value

Enjoy this lovely ornament colouring page!

WISHING YOU A HAPPY THANKSGIVING