



Media Release

FOR IMMEDIATE RELEASE

June 27, 2016

2016 BC Health Care Awards winners revealed

VANCOUVER – Winners of the 10th annual *BC Health Care Awards* were announced today at a gala luncheon in Vancouver. Thirteen Gold Apple winners and eight Award of Merit recipients were honoured.

Presented by the Health Employers Association of British Columbia (HEABC), the *BC Health Care Awards* celebrate successes and achievements in BC's health care system, and recognize people providing outstanding care and support. Awards are given in 11 categories to projects improving health care delivery, and to people making a positive impact and inspiring those around them.

"BC's exceptional health care professionals work extremely hard to ensure that British Columbians receive world-class care, and have helped to make our province a leader in medical research and innovation," said Health Minister Terry Lake. "The BC Health Care Awards are a great opportunity to recognize some of these professionals and acknowledge their contributions."

2016 Gold Apple winners

Provincial Health Care Hero & Health Care Hero – Island Health

Heather Dunne – Site Manager, Ladysmith Primary Health Care Centre

Throughout her almost 50 years as a nurse, Heather Dunne has pushed the boundaries of nursing, especially with regards to championing the role of the Nurse Practitioner and working to improve both access and the quality of health care service provided to remote and isolated communities, including First Nations.

Provincial Health Care Hero & Health Care Hero – Provincial Health Services Authority

Dr. E. Jane Garland – Child and Adolescent Psychiatrist, BC Children's Hospital

As a child and adolescent psychiatrist specializing in mood and anxiety disorders, Dr. Garland inspires her patients to develop their own strengths and in doing so has changed the lives of thousands of children and young adults.

Health Care Hero – Affiliate

Dr. Christine Gemeinhardt – Medical Coordinator, KinVillage

Health Care Hero – Fraser Health

Dr. Joshua Greggain – Site Medical Director, Fraser Canyon Hospital and Community

Health Care Hero – Interior Health

Karen Ritchie - Regional Home Health Operations Knowledge Coordinator, East Kootenay Region

Health Care Hero – Northern Health

Barb Crook - Health Services Administrator, Mackenzie & District Hospital and Health Centre

Health Care Hero – Vancouver Coastal Health

Sandra Edelman - Manager, Public Health & Chronic Disease Services, Parkgate Community Health Centre



Top Innovation – Affiliate

Providence Health Care – Daily Chlorhexidine Gluconate (CHG) Bathing project

Providence Health Care's Infection Prevention and Control team implemented daily bathing with chlorhexidine gluconate (CHG) for patients admitted to medicine units at St. Paul's Hospital. CHG is an antiseptic solution that's effective against a wide spectrum of bacteria, including MRSA and vancomycin-resistant Enterococci (VRE). In the units that used CHG instead of soap and water, hospital-associated MRSA was reduced by 55.3 per cent and VRE was reduced by 35.6 per cent.

Top Innovation – Health Authority

BC Cancer Agency (Provincial Health Services Authority) – Get Your Province Together! Emotional Support Transformation project

In 2013, the Ministry of Health and the BC Cancer Agency conducted two provincial cancer patient experience surveys. Although the overall rating was 97.5 per cent, the emotional support category received a rating of only 46.8 per cent. BC Cancer Agency launched a province-wide patient engagement initiative to identify service gaps and develop strategies for improving the emotional support that patients and their families receive. After two years of sustained change, patients and their families report being satisfied 90 per cent of the time with the emotional support they receive.

Workplace Health Innovation

Lower Mainland Consolidated Integrated Protection Services (Fraser Health) – Reducing Violence in the Workplace – Client Services Ambassador program

In 2014, Lower Mainland Consolidated Integrated Protection Services rolled out a trial Client Services Ambassador program at St. Paul's Hospital Emergency Department that would later be extended to the Royal Columbian and Surrey Memorial emergency departments. Ambassadors engage in proactive, positive interaction with emergency department visitors and recognize and de-escalate potentially aggressive behaviours early. The St. Paul's Hospital trial shows Ambassadors were able to de-escalate 1,126 instances of observable aggression without the need to escalate them to security. Data from Royal Columbian shows a 63 per cent reduction in physical aggression and a 53 per cent reduction in verbal aggression. Surrey Memorial is also yielding similar results.

Collaborative Solutions

Provincial Health Services Authority – Trans Care BC program

To thrive, trans individuals need access to supportive social networks and professionals who understand and specialize in trans health issues. The co-created Trans Care BC program model highlights how patient communities can be involved in innovative service planning and improvement. Although still in its early days, Trans Care BC has already seen improvements in communication and information sharing between service providers, and in access to surgeries and other treatments.



BC HEALTH CARE AWARDS

Awards of Merit were also presented in each of the four project-oriented award categories. This year's Awards of Merit recipients are:

Top Innovation – Affiliate

- Lower Mainland Health Information Management (Providence Health Care) – Transcription Services Project: Improving Quality, Efficiency and Accessibility
- Providence Health Care – Practice-based Research Challenge

Top Innovation – Health Authority

- BC Children's Hospital (Provincial Health Services Authority) – HEARTSSMAP Tool
- BC Cancer Agency - Sindi Ahluwalia Hawkins Centre for the Southern Interior (Provincial Health Services Authority) – Collision Detection Team

Workplace Health Innovation

- Vancouver Coastal Health – Respect Starts Here: Workplace Anti-Bullying Project
- BC Cancer Agency - Vancouver Centre (Provincial Health Services Authority)– The Five Cs of Culture

Collaborative Solutions

- BC Cancer Agency (Provincial Health Services Authority) – Permanent Breast Seed Implants
- BC Cancer Agency (Provincial Health Services Authority) – Personalized Onco-Genomics (POG) Program

Since the awards launched in 2007, 114 Gold Apples and 85 Awards of Merit have been awarded to health employees who are improving BC's health care system and patient care.

The 2016 *BC Health Care Awards* are generously supported by Great-West Life, Healthcare Benefit Trust, McCarthy Tétrault LLP and Pacific Blue Cross.

Visit BCHealthCareAwards.ca, [Twitter.com/BCHealthAwards](https://twitter.com/BCHealthAwards), [Facebook.com/BCHealthCareAwards](https://facebook.com/BCHealthCareAwards) or [YouTube/BCHealthCareAwards](https://youtube.com/BCHealthCareAwards) to learn more about the 2016 awards winners.

The Health Employers Association of BC (HEABC) coordinates the human resource and labour relations interests of 247 publicly funded health care employers in British Columbia and represents denominational, proprietary and affiliate health employers, as well as the province's six health authorities.

- 30 -

Media contact

Roy Thorpe-Dorward
HEABC Communications
604.767.2307 or Roy.Thorpe-Dorward@heabc.bc.ca