

2016

10th Annual BC Health Care Awards



Celebrating 10 years of
excellence in BC health care



BC HEALTH CARE
AWARDS

JUNE 27, 2016
PAN PACIFIC HOTEL
VANCOUVER

PRESENTED BY

HEABC
HEALTH EMPLOYERS
ASSOCIATION OF BC



Welcome from the Minister of Health

I would like to extend a warm welcome to all the attendees of the 10th annual *BC Health Care Awards*, and my congratulations to the nominees.

Since the creation of the awards in 2007, the *BC Health Care Awards* have given us the opportunity to recognize outstanding achievements in innovation and collaboration throughout our province. BC's exceptional health care professionals work extremely hard to ensure that British Columbians receive world-class care. You have also helped make our province a global leader in medical research.

Since becoming Health Minister, I have had the pleasure of meeting many health care professionals working throughout the province in a variety of roles and settings. Your dedication and passion for this field is inspiring.

I wish I could be there to congratulate you all in person for your hard work. On behalf of all British Columbians, I thank you for your continued service.

Enjoy the awards!

Sincerely,

A handwritten signature in cursive script that reads "Terry Lake".

Terry Lake
Minister of Health





Welcome from HEABC's Board Chair and President & CEO

On behalf of the Health Employers Association of British Columbia's Board of Directors and staff, welcome to the 10th annual *BC Health Care Awards*.

This year, we celebrate 10 years of excellence in BC health care. The *BC Health Care Awards* were created in 2007 to celebrate achievements in BC's publicly funded health care community and to thank the incredible health care professionals who go above and beyond to provide the best possible care to the people of BC.

Today's Gold Apple and Award of Merit recipients join a long list of very worthy and inspiring award winners – a veritable all-star team of BC health care!

Congratulations to you all, including those who were honoured with an award nomination. We are very happy to have this opportunity to acknowledge and thank some of the professionals – both in direct patient care and behind the scenes – who make our health care system the best in the country, and one of the best in the world.

Thank you also to those who have supported the 2016 *BC Health Care Awards*, including HEABC members, the awards sponsors (see back cover) and this year's team of volunteer judges (see page 4). Finally, welcome to all of you joining us today to celebrate these truly outstanding health care employees.

Betsy Gibbons
Board Chair

Tony Collins
Interim President & CEO

Thank you 2016 judges

We would like to extend a heartfelt thanks to our judges who generously volunteered their time to select this year's award winners. This inspiring group of leaders from BC's business, academic and health care communities had the difficult task of choosing the 2016 award winners from a pool of exceptional nominees. We are very grateful for their support and contribution.

Caroline Bonesky

Chief Executive Officer
Family Services of Greater Vancouver

Bernice Budz

Dean, School of Health Sciences
BCIT

Pamela Cawley

Dean, Faculty of Health Sciences
Douglas College

Shelina Esmail

Partner
PFM Executive Search

Paul Gallant

President & Specialist
Gallant HealthWorks & Associates

Baldev Gill

COO & CFO
*BC Human Resource
Management Association*

David Marshall

Executive Director
Fraser Basin Council

Margaret McNeil

Chief Executive Officer
Canuck Place Children's Hospice

Ian Munroe

VP, Employer, Industry &
Worker Services, retired
WorkSafeBC

Debbie Nagle

Chair, Board of Directors
YMCA Metro Vancouver

Eyob Naizghi

Executive Director
MOSAIC

Jean Nicolson-Church

Associate Dean, Faculty of Health
Kwantlen Polytechnic University

Sue Paish

Chief Executive Officer
LifeLabs Medical Laboratory Services

Ben Ridout

Director of Patient & Public Engagement
BC Patient Safety & Quality Council

Amy Robichard

Director of Partnerships & Engagement
Minerva Foundation for BC Women

Arlene Ward

President
Genesis Rehabilitation Ltd.

Patricia Woroch

Chief Executive Officer
Immigrant Services Society of BC

Ken Werker

Managing Partner
Boyden Global Executive Search



Agenda

Master of Ceremonies: Dr. Joti Samra, Registered Psychologist

Welcome from Tony Collins, HEABC's Interim President & CEO

Welcome from Betsy Gibbons, HEABC's Board Chair

Video greeting from the Honourable Dr. Terry Lake, Minister of Health

Lunch served

Award presentations – Award of Merit recipients & Gold Apple winners

- Top Innovation - Affiliate
- Top Innovation - Health Authority
- Workplace Health Innovation
- Collaborative Solutions

Dessert served

Award presentations – Gold Apple winners

- Health Care Hero - Affiliate
- Health Care Hero - Fraser Health
- Health Care Hero - Interior Health
- Health Care Hero - Island Health
- Health Care Hero - Northern Health
- Health Care Hero - Provincial Health Services Authority
- Health Care Hero - Vancouver Coastal Health
- Provincial Health Care Hero

Presentation to BC Women's Hospital & Health Centre Foundation

Closing remarks

Giving back to BC's health care community

The *BC Health Care Awards* highlight how health care employees give back to the people of British Columbia. In this spirit, each Gold Apple sponsor has contributed \$1,000 for donation to a BC-based health care charity in recognition of the efforts of our award winners. This year's recipient is:

BC WOMEN'S
HOSPITAL+
HEALTH CENTRE
FOUNDATION



BC Women's Hospital & Health Centre is part of the Provincial Health Services Authority (PHSA), an HEABC member organization. The Centre is dedicated to improving the health of women, newborns and families through a comprehensive range of services, research and education.

Top Innovation – Affiliate

Gold Apple Winner

HEABC's affiliate members deliver a wide array of publicly funded, community-based health services, including drug and alcohol treatment, long-term care and mental health.

The Top Innovation – Affiliate Gold Apple is awarded to a project or best practice by one of HEABC's affiliate members that has brought fresh ideas or superior problem-solving skills to the health field and resulted in positive and lasting change, making the top innovation a model for others to follow. Whether the ideas involve large projects or small systems, the innovation brings new excellence to the sector.

Organization: Providence Health Care

Project: Daily Chlorhexidine Gluconate (CHG) Bathing Project

Project Leader: Dr. Christopher Lowe - Infection Prevention and Control Physician

Team Members: Infection Prevention and Control: Baljinder Sidhu, Danielle Richards, Thomas Kind, Azra Sharma, Elisa Lloyd-Smith, Victor Leung, Marc Romney
Medicine Program: Sandy Barr, Shannon Chutskoff, Marco Catalano, Mandy Lowery, Donna Giraud, Brittany Howlett

Administrative Decision Support: Ashish Chauhan

One in 12 adults admitted to a Canadian hospital is affected by multi drug-resistant bacteria, such as methicillin-resistant staphylococcus aureus, also known as MRSA. With a limited number of effective antibiotics and increasing resistance, new infection control solutions are critical.

In collaboration with the medicine program, 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).

The purpose of the project was to evaluate the effectiveness of daily CHG bathing on medical inpatient units, using a crossover study design.

The team monitored indicators of hospital-associated MRSA and VRE. They found that 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. Importantly, CHG resistance was not identified and adverse events, such as rashes, were rare.



Top Innovation – Affiliate

Award of Merit Recipients

Organization: Lower Mainland Health Information Management - Providence Health Care

Project: Transcription Services Project: Improving Quality, Efficiency and Accessibility

Project Leader: Naomi Brooks - Regional Director, Transcription Services & Health Information Exchange

Team Members: Yoel Robens-Paradise, Mary Procter, Jay Van Brunt, Melodie Yong, Dr. John Stockton, Jeff Turkington, Dennis Cabel, Pam Rana, Paulita Regalado, Julie McArthur, Debbie Baxmann, Leslie Lawin, Torri Higgins, Carol Saville, Jenny Karim, Marcos Turaglio, Transcription Services Systems Analysts, Quality Assurance, Customer Service and Clerks

Health Information Management (HIM) is a Lower Mainland consolidated department led by Providence Health Care. One of its services is Transcription Services and Health Information Exchange. In order to support the savings goal of Lower Mainland consolidation, HIM needed to meet an annual savings target of \$3 million. The Transcription Services Project (TSP) focused on getting patient reports to clinicians and patients in a timely and efficient manner across four of British Columbia's Lower Mainland health organizations. The TSP resulted in clinicians and patients receiving transcribed patient reports more than 10 times faster than before implementation. The project resulted in \$7.9 million savings annually and over 65 per cent of transcribed reports are now delivered electronically directly to physician electronic medical records instead of mailed or faxed.

Organization: Providence Health Care

Project: Practice-based Research Challenge

Project Leader: Agnes Black, Research Leader, Professional Practice

Team Members: Candy Garossino, Martha Mackay, Sara-Grey Charlton, Christine Wallsworth, Vicky Bungay and Wilma Chang

The Providence Health Care (PHC) Practice-based Research Challenge is an innovative program that supports teams of nurses and allied health clinicians to conduct small-scale research projects in their practice settings with support from research mentors. The Research Challenge program has been recognized as a Leading Practice by Accreditation Canada, and PHC has made a commitment to offer the program as a permanent opportunity for point-of-care clinicians. The implementation of the Research Challenge has fostered an appreciation for and increase in evidence-based practice and brought about sustained changes in clinical practice at all levels of the organization.

Top Innovation – Health Authority

Gold Apple Winner

The Top Innovation – Health Authority Gold Apple is awarded to a project or best practice by a BC health authority that has brought fresh ideas, ingenuity or superior problem-solving skills to the health field and resulted in positive and lasting change, making the top innovation a model for others to follow. Whether the ideas involve large projects or small systems, the innovative approach demonstrated by the project contributes to better care and outcomes across the health Sector.

Organization: Provincial Health Services Authority (PHSA)

Project: Get Your Province Together! BC Cancer Agency Emotional Support Transformation

Project Leader: Sue Fuller Blamey, Corporate Director, Quality & Safety, BC Cancer Agency

Team Members: Kris Gustavson, Tracy Lust, Georgene Miller, Tammy Currie, Jane Rowlands, Kelly Nystedt, Rob Crisp, Gerald Gelewitz, Andrea Wolowski, Allison Pow, Mary Beth Rawlings, Frankie Goodwin, Sophie Clyne-Salley, Gina Mackenzie, Heather Rennie, Gregory Huebner, Theresa O’Callahan, Sandy Faulks, Stephanie Aldridge, Fiona Walks, Sandi Broughton, John Larmet, Kim Steger, Nancy Payeur, Sharon Manship, Lexie Gordon, Serena Bertoli-Haley, Trish Hunt, James Chen, Ev Pollack, Damian Lange, Anne Hughes, Karen Janes, Briggitte McDonough, Sarah Sample, Alice Christianson, Jessica Place, Phil White, Allison Filewich, Glenda Kerr, Ann Hulstyn, Brenda La Prairie, Leanne Morgan, Sarah Hitner, Joyce Pocha, Susan Walisser, Jen Rosychuk, Cher Kinamore, Lori Rowe, Joy Bunsko, Susan Shroeder, Lisa McCune, Linda Holland, Judy Wang, Sue Gill, Patti Devion

The BC Cancer Agency has a mandate to improve the quality of life of people living with cancer. Having the right emotional support in place is key to helping cancer patients cope with the physical and psychological symptoms they experience during care.

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. Anchored in the principle of patient-centred care, the 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.

With funding from the PHSA and the BC Cancer Foundation, they partnered with the Emily Carr School of Art and Design to create an advertising campaign. Patients, their families and staff members were engaged to vote on the campaign slogan and guide the selection of images. They chose the slogan, “Every experience with cancer is unique. Whatever you’re feeling, we are here to support you.”

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.



Top Innovation – Health Authority

Award of Merit Recipients

Organization: BC Children’s Hospital (Provincial Health Services Authority)

Project: HEARTSSMAP Tool

Project Leaders: Dr. Quynh Doan - Pediatric Emergency Clinician Scientist, BCCH, PHSA, CFRI and Dr. Tyler Black - Medical Director for Child Adolescent Psychiatry Emergency Unit, BCCH, PHSA

Team Members: Gregory Georgio, Karly Stillwell, Jessie Dhillon, Alison Lee, Mariana Deevska, Garth Meckler, Ali Eslami, Emily Turnbull, David Park

HEARTSSMAP is a comprehensive mental health evaluation tool developed by Dr. Quynh Doan and Dr. Tyler Black. The tool supports emergency department clinicians in conducting comprehensive and efficient assessments for patients presenting to the BC Children’s Hospital emergency department with a mental health issue or concern. The goal is to improve access to appropriate care and decrease the length of stay in the emergency department for vulnerable mental health patients.

Organization: BC Cancer Agency - Sindi Ahluwalia Hawkins Centre for the Southern Interior

Project: Collision Detection Team

Project Leader: Dr. Rasika Rajapakshe - PhD, FCCPM, HCISPP, Senior Medical Physicist

Team Members: Gail Murray, Leigh Bartha, Duncan Szarmes

Recent advancements in the field of external beam radiation therapy have increased the complexity of treatment delivery, resulting in an increased risk of machine and patient collisions during treatment. The project team developed standalone room’s eye view simulation software that enables dosimetrists to pre-determine whether a patient’s complex treatment plan would result in any collisions between the patient, their immobilization devices, and/or the linear accelerator (linac) components. This enables dosimetrists to minimally adjust the treatment parameters prior to finalization of the plan in order to eliminate collisions while maintaining plan quality.

Workplace Health Innovation

Gold Apple Winner

The Workplace Health Innovation Gold Apple is awarded to a project or best practice that makes use of leading practices to improve workplace and worker health and safety.

Organization: Fraser Health - Lower Mainland Consolidated Integrated Protection Services

Project: Reducing Violence in the Workplace - Client Services Ambassador Project

Project Leader: Jonathan Acorn - Director, Integrated Protection Services

Team Members: Jeffrey Young, Ross Maguire, Chandler Tate, Emmett O'Hara, Tom Molin, Terry Ash, Joe Hansen, Scott MacMillan, Ema McMillan, Michael Cathcart, Sukhdeep Dhaliwal, Graham Lisitza, Kyle Rolfe, Josh McKay, Jessie Gauley, David Eden, Michael Cole, Morgan Shukster, Parmbir Kahlon, Matthew Lankin, Jerid McCuaig, Christine Predy, Martha Cloutier

The potential for violence in hospitals and other healthcare settings is an unfortunate reality; however, for the safety of patients, visitors and staff, it's critical that health care providers seek opportunities to prevent and respond to violent incidents.

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 goal of the program is to reduce the number of violent incidents by building trust and a positive rapport between security staff, patients, and visitors. At the same time, if an incident arises the Ambassador is able to step in.

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.



Workplace Health Innovation

Award of Merit Recipients

Organization: Vancouver Coastal Health (VCH)

Project: Respect Starts Here: Workplace Anti-Bullying Project

Project Leaders: Esther Eidse - Employee Relations Manager, and Wayne Balshin, Executive Director, Employee Relations

Team Members: All VCH HR Advisors, No-Bully Hotline Team (EFAP), Stacy Sprague, Nina Pauuwe, Employee Engagement Learning Technologies Department and the Employee Relations Pink Shirt Team

Vancouver Coastal Health introduced an innovative Respectful Workplace program and education campaign in 2014/15 to foster a psychologically healthy and respectful work environment in all VCH workplaces, including the first-ever confidential no-bully reporting line in Canada for incident reporting by staff and physicians who experience or witness disrespectful conduct in the workplace. The project included a regional Pink Shirt Anti-Bullying 'Respect Starts Here' campaign, classroom education and custom online education. This initiative is helping to change the culture at VCH to an environment where respect is a high priority and staff members feel empowered to report disrespectful behaviour, reducing sick leave and mental health claims, turnover and improving quality care outcomes.

Organizations: BC Cancer Agency – Vancouver Centre

Project: The Five Cs of Culture

Project Leader: Sophie Clyne-Salley - Manager of Clinical Services

Team Members: Sharan Manship, Frankie Goodwin, Anthony Slowey

Vancouver Centre (VC) is the largest cancer centre at the BC Cancer Agency. As the centre has grown to a world-class academic facility, patient incidents relating to communication have been on the rise and there is a growing awareness that employee engagement is an influential factor in patient satisfaction and subsequent outcomes. To address this, the VC leadership team developed an innovative approach to enhance the culture at VC and increase employee engagement. The Five Cs of Culture program aims to create a cohesive community that values trust, respect, safety and team work as vital to the heart of the organization.

Collaborative Solutions

Gold Apple Winner

The Collaborative Solutions Gold Apple is awarded to a project or best practice that harnesses the collective efforts of any joint project within the health system that has yielded positive outcomes. Projects demonstrate how an integrated approach yielded better outcomes for staff and/or patients.

Organization: Provincial Health Services Authority

Project: Trans Care BC

Project Leader: Lorraine Grieves - Provincial Program Director

Team Members: Arden Krystal, Vanessa Barron, Anne McNabb, Laura Case, Dr. Gail Knudson, Dr. David Hall, Janice Penner, Connie Coniglio, Gwen Haworth, Michele Lane, Natasha Wolfe, Dr. Soma Ganesan, Dr. Daniel Metzger, Fin Gareau, Raven Salander, Julia O'Dwyer, ChrYs Tei, Dr. Marria Townsend

Transgender (or trans) individuals face social stigma and discrimination that can lead to high rates of poverty, poor health outcomes and even suicide. To thrive, trans individuals need access to supportive social networks and professionals who understand and specialize in trans health issues.

Historically, trans services in BC were fragmented and concentrated in the Lower Mainland, making access difficult for those living elsewhere in the province. In 2014, PHSA launched the Transgender/Trans Health Steering Committee to co-design a provincial network of person and family-centred trans services. Focused on the principle of inclusion, it was important that community members with lived experience were partners in forming the Committee's recommendations to the Ministry of Health.

The result of this work was the launch of Trans Care BC in October 2015. This innovative "hub and spoke" model defines local, regional, provincial and specialized services, now integrated through a provincial network of care. 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.



Collaborative Solutions

Award of Merit Recipients

Organization: BC Cancer Agency

Project: Permanent Breast Seed Implants Brachytherapy

Project Leader: Dr. Marie-Pierre Milette - Senior Medical Physicist

Team Members: Deidre Batchelar, Juanita Crook, Michelle Hilts, Tracey Rose, Michelle Brandel, Bart Robertson, Janet Yanchuck, Eleanor Garcia, June Bianchini, Cherise Thompson, Tara Danilowich, Heather Cooke, Lizanne Clark, Peggy Sokol, Vanessa Zivkovic, Helen Shannon, DeeDee Marleau-Egar, Dan Morton

The Brachytherapy Team at the Sindi Ahluwalia Hawkins Centre for the Southern Interior was the second site in the world to implement Permanent Breast Seed Implants for the treatment of early stage breast cancer. This treatment involves implanting, under general anaesthetic, many small, radioactive seeds in and around the lumpectomy cavity. Treatment is completed in a single 1-2 hour outpatient procedure. This is in contrast to standard breast conservation therapy, which consists of a lumpectomy followed by 3.5–6 weeks of radiation therapy to the whole breast; a challenging course of therapy requiring the patient to attend treatment five days per week. Many patients undergoing this treatment are elderly and/or travel significant distances to receive their treatment, making this a significant improvement in care.

Organization: BC Cancer Agency

Project: Personalized Onco-Genomics (POG) Program

Project Leaders: Dr. Janessa Laskin - Medical Oncologist

Team Members: POG leaders Dr. Janessa Laskin and Dr. Marco Marra, and the entire POG program team

The BC Cancer Agency's Personalized Onco-Genomics (POG) program is a clinical research initiative that is embedding genomic sequencing into real-time treatment planning for British Columbian patients with incurable cancers. Cancer is a complex biological process. The POG program harnesses the knowledge, skills and experience of oncologists, pathologists and other clinicians at the BC Cancer Agency in collaboration with scientists and researchers with the Genome Sciences Centre (GSC) to decode the genome (the entire DNA and RNA inside the cell) of each patient's cancer to understand what is enabling it to grow and to exercise novel personalized treatments. The first phase of POG, with 100 patients, showed what was possible in reimagining how cancer is treated. The next phase of the program, with 2,000 patients, will seek to implement and integrate POG as the standard of cancer care.

Health Care Hero

Gold Apple Winners

Health Care Hero Gold Apples are awarded to individuals who go the extra mile to make a difference in health care. Their passion and dedication is evident in everything they do. Whether it is a long-time employee being nominated for a lifetime of achievement or a fresh face who has made a difference in a short time with their dedication and enthusiasm, a Health Care Hero is someone who all staff members can look to for inspiration.

Health Care Hero – Affiliate: Dr. Christine Gemeinhardt – Medical Coordinator
Organization: KinVillage

Dr. Christine Gemeinhardt has dedicated her career to improving care for older, often frail adults living in residential care, and in doing so improving the quality of life for some of our most vulnerable citizens. From her early days looking after her own patients who were living at KinVillage, to enthusiastically taking on the role of Medical Coordinator responsible for all KinVillage residents, Dr. Gemeinhardt has implemented changes that have resulted in fewer transfers to hospital emergency rooms, and a reduction in the number of medications KinVillage residents take, including a reduction in the use of antipsychotic medications. She has been a leader as KinVillage embraced and adopted person-centered care, challenging her colleagues and family members to always ask: What would this resident want? In recognition of her efforts and contributions, Dr. Gemeinhardt was awarded the Certificate of Added Competence in Care for the Elderly by the College of Family Physicians of Canada.

Health Care Hero – Fraser Health: Dr. Joshua Greggain – Site Medical Director
Organization: Fraser Canyon Hospital and Community

Many people assume that the health care services in isolated communities are inferior to those of larger centres, but Dr. Joshua Greggain is proving that through partnerships and hard work, residents of smaller communities can enjoy the same high-quality care that urban residents have come to expect. As Site Medical Director for Fraser Canyon Hospital, Dr. Greggain acts as both Chief of Emergency and family physician for communities that stretch across 64 kilometers from Hope to Boston Bar. Reliable access to 24/7 emergency care is critical for the Fraser Canyon due to its isolation and location at the intersection of three major highways. Thanks to Dr. Greggain's tireless efforts, emergency services, which had been threatened by reductions, are maintained around the clock – a major achievement for any small community. Dr. Greggain's efforts and impact have not been limited to emergency medicine; he also played a major role in establishing the Anderson Creek Rural Satellite Clinic in Boston Bar, which is operated by the First Nations Health Authority.



Health Care Hero

Gold Apple Winners

Health Care Hero – Interior Health: Karen Ritchie - Regional Home Health Operations Knowledge Coordinator

Organization: East Kootenay Region

As a home health nurse and educator, Karen Ritchie is the very embodiment of the philosophy that home is best when it comes to caring for people in all stages of life. Karen started her nursing career almost 40 years ago in the surgical unit at Cranbrook Regional Hospital, but in 1981 found her true passion in home care nursing, and has dedicated the past 35 years to caring for clients in their homes, establishing deep roots in the East Kootenay that have made her a well-known and admired local figure, both professionally and personally. Regarded as a nursing expert in Interior Health, Karen's philosophy is that care is most effective if it can be safely provided at home with care planning that supports self-determination for clients and family member involvement. As Home Care/Home Health Educator, she has shared this philosophy with the thousands of nurses she has taught and mentored.

Health Care Hero – Island Health: Heather Dunne - Site Manager

Organization: Ladysmith Primary Health Care Centre

When it comes to advancing the scope and elevating the standards of her profession, Heather Dunne is a pioneer and a trailblazer who is fiercely committed to both quality and her community. 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 services provided to remote and isolated communities, including First Nations. Heather started her nursing career in Ottawa in 1969 after graduating from the Nightingale School of Nursing. In 1980, she arrived on Vancouver Island and has called the Ladysmith – North Cowichan region home ever since. Heather has been a champion and catalyst for change in her community, working to break down barriers and forge fruitful partnerships, including with the First Nations Health Authority and First Nations communities in the North Cowichan area.

Health Care Hero

Gold Apple Winners

Health Care Hero – Northern Health: Barb Crook - Health Services Administrator
Organization: Mackenzie & District Hospital & Health Centre

Nearly 40 years after she first moved to Mackenzie due to a family emergency, it would be difficult to imagine health care services in the Mackenzie area without Barb Crook's contributions. Shortly after arriving, she applied for a job at Mackenzie & District Hospital, and the rest, as they say, is history. Barb worked as a frontline nurse for 26 years, gaining critical leadership experience in every department, from the emergency room to day surgery, from assisting with births to treating palliative care patients. In fact, Barb has helped to deliver babies who themselves have grown up and given birth at Mackenzie & District Hospital. Many professionals would have been satisfied with such a 'full circle' career, but not Barb. She returned to school and completed her four-year BScN in 2008 and in 2009 was named Health Services Administrator for Mackenzie. She now runs the hospital, supported by a staff of 80 health professionals; yet despite being 'the boss' her legendary compassion for patients and commitment to a team approach always shines through.

Health Care Hero – Provincial Health Services Authority: Dr. E. Jane Garland - Child and Adolescent Psychiatrist
Organization: BC Children's Hospital

As a child and adolescent psychiatrist specializing in mood and anxiety disorders, Dr. Jane Garland inspires her patients to develop their own strengths and in doing so has forever changed the lives of thousands of children and young adults. Dr. Garland founded the Mood and Anxiety Disorders Clinic at BC Children's Hospital in 1994 and has been at its head ever since, establishing the clinic as a centre of excellence where patients and families receive world-class treatment. In addition to her work at the hospital, Dr. Garland is also a clinical professor at UBC where colleagues and students describe her as a "medical and spiritual mentor" who is a perfect example of a well-rounded caregiver. Dr. Garland has spent decades engaged in research and consultation on psychopharmacological and cognitive behavioural treatment of mood and anxiety disorders, and is a tireless advocate for evidence-based treatment.



Health Care Hero

Gold Apple Winners

Health Care Hero – Vancouver Coastal Health: Sandra Edelman - Manager, Public Health & Chronic Disease Services

Organization: Parkgate Community Health Centre

As Manager, Public Health and Chronic Disease Services for the North-Shore Coastal region of Vancouver Coastal Health, Sandra Edelman manages a huge portfolio; however, no project is too big or too small if Sandra believes it will help improve the health of the local population. In addition to her day job, Sandra chairs the North Shore Homelessness Task Force, a partnership that addresses issues related to homelessness and poverty, and is also an active supporter of the local Divisions of Family of Practice. She has a passion for eliminating barriers to health care, especially those that affect marginalized and high-risk populations. One of Sandra's greatest achievements and proudest moments was when Health Connection Clinic opened its doors on the North Shore in 2013. The clinic, the first of its kind on the North Shore, is a perfect example of Sandra channeling her passion and translating a vision into concrete action that has resulted in improved health care services for her community.

Provincial Health Care Hero

Health Care Hero winners make a positive impact on health care delivery in BC by going that extra mile. Their passion and dedication is evident in everything they do, benefitting patients, their colleagues and BC's health care system. Each of the seven Health Care Hero winners is someone all health care professionals can look to for inspiration.

One of these regional heroes will be recognized with the surprise honour of being named this year's Provincial Health Care Hero. A health care superhero, the Provincial Health Care Hero is selected by the entire judging team for standing out with their above and beyond contributions.

About HEABC

The Health Employers Association of BC (HEABC) represents a diverse group of 247 publicly funded health care employers. This includes denominational, proprietary and non-profit affiliate organizations, as well as the province's six health authorities. Our members range in size from organizations with fewer than 25 employees to large, regional health authorities with thousands of employees.

HEABC is the accredited bargaining agent for most publicly funded health employers in the province. HEABC negotiates five major provincial agreements covering more than 120,000 unionized health care employees. HEABC negotiates agreements covering nurses, health science professionals, physician residents, and support workers in both facilities and community settings.

HEABC takes a provincial leadership role in strategic planning related to human resources and labour relations issues management for BC's publicly funded health employers. Through collective bargaining and other industry initiatives, HEABC endeavours to build constructive and collaborative relationships with members, government, employees and unions, while continuing to adapt to the evolving needs of its membership.

Vision

The strategic leader in health human resources and labour relations for a sustainable health care system.

Mission

In partnership with our stakeholders, we deliver exceptional services to position health human resources in BC for the future.

Values

At HEABC, we believe in:

- Integrity
- Respect
- Leadership
- Courage
- Excellence
- Teamwork
- Collaboration



Board of Directors

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Vancouver Coastal Health representative

Mary Ackenhusen - President & CEO, Vancouver Coastal Health

Thank you 2016 sponsors

HEABC acknowledges the following organizations for their generous contributions to the 10th annual *BC Health Care Awards*. We are very grateful for their support and sincerely thank them for helping to recognize deserving health care employees across BC.

Gold Apple

Health Care Hero



Top Innovation – Affiliate



Top Innovation – Health Authority



Workplace Health Innovation



Green Apple



Red Apple



In-kind sponsors



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