

The Torch

Spr

Volume 4 Number 48

CELEBRATION OF MINISTRY

Aspirus Langlade Hospital said thank you— but not farewell— to its three sisters and chaplain recently in a program that was at times jovial and always poignant.

Sisters Dolores Demulling, Jean Bricco, and Adele Demulling and Rev. Omer Kelley were the guests at the ceremony, which was billed as a celebration of their ministry.

“This is an afternoon to say thank you to these four wonderful people,” Dave Schneider, the hospital’s chief executive officer, said. “they have taught us through their work, by their example and through the lives they have touched.” “We will never, ever have four people here to minister as they have. That is a chapter that is closing.”



From left (back row) Mike Winter, chairman of the Aspirus Langlade Hospital board of directors and Dave Schneider, hospital administrator, pose with (front row) Sister Dolores Demulling, Rev. Omer Kelley, Sister Jean Bricco and Sister Adele Demulling at a celebration of ministry .

Catholic Health International held its Leadership Plenary Session in Montreal on April 20th and 21st, 2017 at the Delta Montreal.

Keynote speakers included Sr. Mary Haddad, a Sister of Mercy of the South Central Community. She is vice president of mission services for the Catholic Health Association of the United States. Sr. Haddad’s keynote was titled “Health Care as a Ministry of the Church.”



Dr. Hazel Markwell was a keynote speaker that presented on the topic of Ethics. Dr. Markwell received her doctorate in Christian Ethics from St. Paul’s University in Ottawa in 2001 and her PhD in Theology from the University of Ottawa in the same year. She is well known across Canada and even internationally. She is presently the Ethicist for the Catholic Health Alliance of Canada.



Ms. Sheana Mohra, Executive Director of Rocmaura Nursing Home in Saint John, NB, spoke on her recent trip to Europe with the New Brunswick Association of Nursing Homes.



Dr. David Pichora, CEO of Kingston Health Sciences Centre spoke on the recent integration of Hotel Dieu Hospital and Kingston General Hospital.



Values Integration Assessment Process at Hotel Dieu Hospital demonstrates strong sense of family

"A strong sense of family" was the top takeaway for assessors from our sponsor organization Catholic Health International (CHI), who visited March 6-7 to get a firsthand look at how we live our mission and values. The three assessors were unanimous in saying they had never encountered such a powerful sense of family in an organization, a theme that threaded through four focus groups of front-line staff, managers, volunteers, Sisters and Patient Experience Advisors. It also emerged in comments from the pre-visit values survey that was completed by 351 people, including 32 per cent of staff—well above the usual response rate.

The assessors cited multiple reasons for such a closely-knit workplace, including the:

- strong emphasis on holistic care
- active presence of spiritual care services
- mutual trust and respect among staff
- trusted communication
- good ethical practices
- positive community relationships.



The assessors acknowledged that staff expressed anxiety about a pending hospital integration and fear that the sense of family at Hotel Dieu would be diminished or lost as the hospital evolved into a larger organization after April 1. They emphasized that this is the time to draw on the practices and relationships that are rooted in our mission and values, and to let them guide us through this time of transition.

Key percentages of those answering "strongly agree" and "agree" to questions in our values survey:

94%: I would recommend this facility to persons in need of care and compassion.

91%: The mission and values are evident in the work being done by staff and physicians of this organization.

93%: An atmosphere of mutual kindness and respect is evident.

94%: Patients receive quality care that addresses the person's physical needs.

88%: Staff members treat each other with dignity and mutual respect.

90%: Most people within the organization understand its mission of caring.

86%: Decisions are made within a framework that considers all aspects of a situation, including the person at the centre of care, mission, values and ethical principles.

Values Integration Assessment Pillar Update

The Values Integration Assessment program has been very busy over the last several months. The Centre for excellence VIA pillar, chaired by Claire Savoie, has been meeting on a regular basis and leading the improvements on the process and scheduling visits. Assessors have recently completed surveys in our CHI facilities in Caraquet, St. Quentin and Perth-Andover in New Brunswick and in St. Catharines and Kingston in Ontario. The visits were successful and there was much to celebrate in terms of mission, values and spirituality in our facilities. Several new assessors were part of the site visits which has grown our pool of assessors for future visits.

Participants in the survey and site visits have said of the process "I found the questions to be concise and meaningful, compelling one to take a real good look at what is happening within the organization." While another noted "I think it is a good process to reflect back on what we are doing and see if there is room for improvement."

When one of the local coordinators was asked about the advantages of going through the Values Integration Assessment process, they stated it was helpful "to keep the mission and values evident in our daily practices. This can be very challenging with our changing environment. It was especially good to have all sectors participate in the process i.e. administration, board, physicians, staff, volunteers, patients and former patients."

We wish to thank Claire Savoie and her committee, all the facilities that have gone through the process, and local coordinators and the assessors for their work on this project.



APPOINTMENT

The Catholic Health Partners Inc. and Catholic Health International Board of Directors are very pleased to announce the appointment of David Schneider of Antigo, Wisconsin to the Boards representing the Religious Hospitallers of Saint Joseph.

David has served as the CEO of Aspirus Langlade Hospital since 1989. During his tenure he was responsible for overseeing the development of many healthcare and related services including a cancer center, renal dialysis centre, congregate living facility for seniors, an assisted living facility, a childcare centre, several rural clinics, a hospice/palliative care service, an outpatient medical centre, a pain management clinic, an orthopedic clinic, a medically directed fitness centre, an adult daycare program, a dental clinic serving the poor and uninsured, and the development and construction of a new state-of-the-art hospital in 2012.

Throughout his career, David has taught various classes to a variety of audiences on the subjects of leadership, team building, change management, personal stress management and communication skills.

He holds a Bachelor of Arts in psychology from University of Wisconsin, Madison and a Masters degree from Eastern Kentucky University.



RETIREMENT

The Boards of Directors of Catholic Health Partners Inc. and Catholic Health International announce the retirement of Sister Sarah Maillet, rshj of Bathurst, N.B. Sister Sarah was one of the founders of Catholic Health Partners Inc and the first Chair of both Boards. Sister Sarah's wealth of knowledge in both health care and administration contributed greatly to the success of CHI. Sister Sarah was a member of the negotiating team which met with the New Brunswick provincial government following reform of the health system which was successful in negotiating an Agreement for the Catholic Hospital of the province. She was also a member of a Task Force established in Montreal by her congregation, the Religious Hospitallers of Saint Joseph, to "advise the General Council on all questions pertaining to sponsorship for their institutions." The end result was, after consultations with other congregations and the Bishops, the establishment of a partnership Catholic Health Partners Inc. and eventual approval from the Holy See for a new Public Juridic Person.

We sincerely thank Sister Sarah for her dedication, support and service over the past number of years and wish much health and happiness in her retirement.



VOLUNTEER EXCELLENCE AWARD

St. Joseph's Continuing Care Centre, Cornwall, Ontario, celebrated National Volunteer Week with an afternoon Tea on Wednesday, April 26th, 2017. The Volunteer Service Awards and the Catholic Health International Volunteer Excellence Award were presented that afternoon. The following Volunteers were nominated by their peers for The Catholic Health International Volunteer Excellence Award. The nominees were Ms. Gloria Hoggett, Ms. Pauline Taillon. Each nominee received an "excellence pin". The recipient of the 2017 Catholic Health International Volunteer Excellence Award was Ms. Pauline Taillon



Photo L-R: **Ms. Tammie Menard**, Community Engagement Officer, St. Joseph's Continuing Care, **Ms. Lucille Tessier**, SJCCC Volunteer, **Ms. Gloria Hoggett**, SJCCC Volunteer, **Ms. Marie Lalonde**, SJCCC Volunteer, **Ms. Bernice Primeau**, SJCCC Volunteer and **Ms. Pauline Taillon**, SJCCC Volunteer.



Photo L-R: **Ms. Gizanne Lafrance-Allaire**, Executive Director, St. Joseph's Continuing Care Centre, Father Raymond Dumoulin, SJCCC Pastor, **Ms. Pauline Taillon**, 2017 CHI Volunteer Excellence Award recipient and **Ms. Tammie Menard**, Community Engagement Officer, SJCCC.



Catholic Health Association of Ontario
Association Catholique de la Santé de l'Ontario

Catholic Health Association of Ontario Approves New Strategic Plan

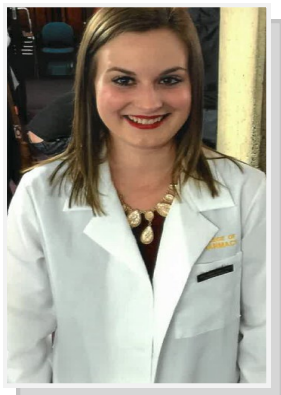
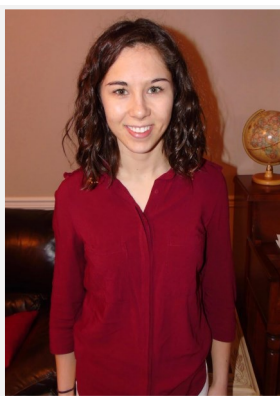
In December of 2016, the Board of Directors of CHAOP met to review and assess its current strategic plan. Considering elements such as the Association's accomplishments, challenges and other external factors, it was determined that some adjustments to the current strategic plan were required.

The Vision statement: *CHAO is the unified voice of Catholic health care in Ontario and through its members demonstrates the added value of the Catholic health ministry to society and the Ontario health care system.*

The new plan is based on three strategic initiatives: *Unify, Advance, and Serve*. The CHAO Board and Management will establish, monitor and evaluate annual strategic objectives and initiatives to measure the achievement of the strategic directions.

2016 CHANB Scholarship Recipients

Dominique Mallet from Dieppe, N.B., is going into her second year of Optometry at the Université de Montréal



Melissa Gallant from Fredericton N.B., is a second year pharmacy student at Dalhousie University

Catholic Leadership Formation Graduates



Front Row: Jean Marie Dionne, Heidi Delucry, Lisa Alary-Cormier, Elizabeth Cormier, Carmen Breau, Hélène D'Eon, Dianne Cassidy, Kimberly Savoie

Back row: Bill Mara, Rocky Prosser, Troy Jones, Brenda Wilson, Tracy McGrath, Sr. Rose-Marie Dufault, Cynthia Dwyer, Kristine O'Reilly, Judy Bonnanfant, Jennifer Hansen, Natalie Doucet, Mary McKay, Lynn Hambrook, Keith Fowler

On May 5th 21 students graduated from the Catholic Health International Leadership Formation program which was held at Villa Saint Martin, in Montreal, Quebec. The students completed two – 3 days sessions on The Roots of Catholic Health Ministry, Leadership, Personal Development, Canon Law, Ethics and Spirituality. Congratulations to all of this year's graduates. Information on upcoming programs can be found on our website.

CATHOLIC LEADERSHIP FORMATION PROGRAM

Catholic Health International will be offering an English Leadership Formation Program for the 2017—2018 year.

Module 1: October 4-6, 2017

Module 2: April 11-13th, 2018

Location: Villa St-Martin, Montréal

Registrations are now being accepted.

IMPORTANT DATES AND EVENTS!



CHI Board of Directors Meetings

June 21, 22 & 23rd 2017— ANNUAL

CHANB Annual Conference—Sept 14/15, 2017

CHAO Annual Conference—Sept 28/29, 2017