



PARTNERS

OF THE SAANICH PENINSULA HOSPITAL & HEALTHCARE FOUNDATION

SPRING 2020



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SPOTLIGHT ON HEALTH: PHARMACY

Visiting the staff in the Hospital Pharmacy was a most interesting experience. A total of 10 permanent employees work there. Shelly C is the Pharmacy Coordinator and staff are Shelly S, Jill, Kyle, Lorraine, Leslie, Keri, Joy, Jennifer and John.

Included in the team are pharmacists, clinical pharmacists, pharmacy technicians and pharmacy assistants. Because of the work with which they are involved, they are very highly qualified. A pharmacist has a bachelor or a doctorate of pharmacy from an accredited university, and is registered with the College of British Columbia. A clinical pharmacist has completed additional training and has served a two year residency training in a hospital. A pharmacy technician has a degree from a pharmacy technician program, a National Board examination and has to be registered with the BC college of Pharmacy and a pharmacy assistant has graduated from a recognized pharmacy course and has completed one year of relevant experience.

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Saanich Peninsula Hospital pharmacy team.

Jill, the Long-term Care clinical pharmacist explained her role. She has a conference with the patients, their family members and the physicians to ensure there are no concerns about medications, that prescribed doses are appropriate, and that they are reviewed every six months. Residents and patients in the Long Term Care Unit or hospital do not pay for medications unless the medication is not covered by the hospital medication formulary; 99% of medications are covered.

SPH pharmacy processes all inpatient medications ordered by prescribers, and ensures that the drugs and dosages are appropriate for patient's current conditions. Patients in hospitals may require closer monitoring of antibiotics or regular medications, so the clinical pharmacist works with prescribers, nurses, and other allied health professionals in the in-patient ward to provide optimal drug therapy information. Necessary changes to the regimen are monitored on a daily basis. Pharmacists have discussions with physicians about drug interactions, appropriate dose changes, and drug utilization. It may be necessary that the Pharmacist visits a patient in the ward to discuss the options and give education about new medications. Pharmacy also provides all medication supplies to the Operating Room,

the Emergency Room, Day Care, Long-term care, and all areas in the hospital throughout the day and week.

The Pharmacy at SPH is the depot pharmacy for the BC Cancer Agency. If a patient lives on the peninsula, the Cancer Agency will courier medication to SPH pharmacy for pick up if requested. This process has about a one day turn-around time. To ensure patient's privacy, discretely packaged envelopes only indicate patient's name, DOB, and phone number for identification. Occasionally, the pharmacy at SPH will provide pick up service for the Outpatient Home IV clinic coordinated with the Outpatient clinic in Royal Jubilee hospital.

The SPH Pharmacy is open seven days a week including statutory holidays. After regular pharmacy hours, there is an on-call pharmacist designated for overnight to answer any emergencies or drug therapy related questions. If necessary, the on-call pharmacist may come back to the hospital at night to provide urgent medications that are not available outside of the pharmacy. The service is definitely 24/7.

SPH stocks over 450 medications in the emergency room alone at all times. These are re-stocked on a daily basis in an automated dispensing cabinet called Omnicell, purchased by the Foundation in 2018. There is also a reserve area for urgent medications needed for overnight emergency changes for inpatients.

It must be emphasized that the Hospital Pharmacy is not open to the public. When a patient is discharged from the hospital all prescriptions must be filled by the pharmacy in the patient's own community.

Lady Minto Hospital on Salt Spring Island has one pharmacy technician for handling medication supply, and SPH Pharmacy sends a clinical pharmacist three times a week to monitor patients' drug therapy. SPH Pharmacy is also a designated medication supplier for Southern Gulf Island's medical clinics (Mayne, Saturna, Galiano, and Pender Island). There are no hospital pharmacies on these Gulf Islands, but couriers deliver medications to medical clinics, so island residents can access urgent medical needs in their own clinic.

Representatives from Pharmaceutical companies are not allowed to make regular hospital visits, and have to be registered to come in under strict policy. In order to support on-going education, there is a program called PAD, (Provincial Academic Detailing) serviced by groups of pharmacists providing unbiased research and medication information to all physicians, pharmacists, and nursing staff in Island Health. PAD pharmacists visit the hospital pharmacy as a new topic arises. This may be on a six monthly basis.

Many of the pharmacy staff are peninsula residents themselves who are quite involved in their community and love to give back through their work. Shelly C, the Pharmacy Coordinator, organizes the staff outing once a year to go to Miracle Lanes in Sidney for bowling.

Please note March is Pharmacy Awareness month . For more information go to; www.cshp.ca/pharmacy-awareness-month. ■
By Barbara Harwood, staff photo by Beverly Lewis

Peninsula Singers Left Us Speechless

Each year the Peninsula Singers host a magical Christmas concert at the Mary Winspear Centre. This year's was sold-out and a delight on so many levels.

I was really excited not only to attend this concert but also to go with The Foundation's cherished volunteer, Barbara Harwood. We had a blast! We saw the afternoon show, as did many others including Foundation Chair Shelley Mann and her mother. It was a wonderful family event full of costume changes, sing-alongs, classic standards, new songs, Elvis, elves, and wonderful dancers from Stages! And to top it off, they announced a surprise gift to the Foundation of \$1,000 which made their all-time total gifts over \$50,000! I was called up to the stage and was literally speechless!!

The Peninsula Singers come to the hospital throughout the year to perform a "dress-rehearsal" show and bring much joy to patients and staff. They also raise funds for the important Music Therapy program for residents in Long-term Care. My grandfather had several small strokes that made conversation very difficult for him. Music therapy put such a huge smile on his face as he sang "Irish Eyes" and "You are my Sunshine". It made our time with him really special as he sang his way down memory lane. The Peninsula Singers gift of Music Therapy enriches the lives of patients, staff and family alike. It is the gift that keeps on giving. Thank you Peninsula Singers! ■ **Jan Buehler**



"Thank you donors, the new beds are fantastic! Such an improvement for safety and mobility. We would love to have one for each resident!" -SHIRLEY

FINNEGAN, CLINICAL NURSE LEADER, LONG-TERM CARE UNIT 2



NEW HOSPITAL BED



NEW BEDSIDE & OVERBED TABLES

EVENTS LISTING

MAY 24

Denis Mulooin Ride for Palliative Care

JULY 1

Canada Day parade

AUGUST 30

100.3 The Q! Bed Races on Beacon

SEPTEMBER 2

Sidney by the Sea Run

SEPTEMBER 24

AGM 4:30-5:30pm

OCTOBER 17

Peninsula Co-op Annual Gala at Church & State Winery

DECEMBER 1

Giving Tuesday - Sidney Office Open House



Calling all volunteers!

Volunteers are needed for the Saanich Peninsula Hospital & Healthcare Foundations' July 1st entry into the **Sidney Canada Day Parade**. If you have some time to help us out, please give our office a call at **250-652-7531** or email **Chryseis.Green@sphf.ca**.



Staff Christmas Lunch

On December 12th it was beginning to look a lot like Christmas in the Saanich Peninsula Hospital cafeteria as staff rang in the festive season with a delicious turkey dinner for lunch.

Everything was trimmed holiday style from the frosty fruit punch to the Yuletide garb donned by the Foundation Board who served up the meal. The Sidney Food Bank benefitted from the collection of a mountain of non-perishables brought by all in attendance.

The traditional Foundation trivia game allowed some quick-thinking diners to take home prizes of chocolate and other goodies.

Thanks to donors, The Foundation was able to show our appreciation for the doctors, nurses, maintenance staff, healthcare aides, administration, cleaning staff, clerks, technicians and food service staff for their commitment to keeping our community hospital vibrant and thriving. ■ **By Chryseis Green**



Standing: Barbara, Paul and Beverly. Seated: Linda, Anne and Marlene (Missing Sue, David and Ann.)

Return-It Please

A small group of condo owners in Sidney has added \$150.00 to the Saanich Peninsula Hospital & Healthcare Foundation by returning bottles, cans and containers to Return-It on Galaran Road in Sidney. It took a year to reach this amount, but every little bit helps the Foundation. At Return-It, there is plenty of parking, the staff are very cooperative and it takes very little time to make a difference to the comfort of residents at Saanich Peninsula Hospital. Return-It hours of operation are 9:00 a.m. to 5:00 p.m. Monday to Saturday. Closed Sundays and holidays.

What is the Modus Operandi of the group whose average age is 76? One person communicates via email to others when the next trip to Return-It will take place (usually twice a month). The containers are delivered

to the collector who takes them to Return-It and asks that the money be put into account number 157 or to Saan Pen Hospital Foundation. Both the number and the name are in the cash register. The receipt is scanned to the contributors, and a running total is kept. What could be more simple?



The photograph shows the variety of containers that are refundable. Questions are often asked, for example, "is a plastic pop bottle accepted?" The answer is YES.

Please say "account number 157" next time you visit Return-It. You will feel happy that you have made a difference. ■

By Barbara Harwood, photo by Beverly Lewis

OTHER WAYS TO DONATE: Use our Peninsula coop number 130700, or use our AirMiles card. (Contact Chryseis.green@sphf.ca to have one mailed to you.)

Helping SPH Staff Be the Best They Can Be

Doctors and hospital staff are the backbone of the hospital. We have learned that the service they provide makes the hospital the warm and welcoming place that it is. The Board of the Saanich Peninsula Hospital & Healthcare Foundation decided, about 15 years ago, that it is important to support staff in their professional development goals to ensure that they are operating at the peak of their profession.

Our donors understand that, in line with our mission (*to be the champion of compassionate and sustainable healthcare for every person in the community now and for generations to come*), continuing education comes back to donors and the whole community in the form of more skilled staff and better care at their hospital. Last year, the Foundation provided \$137,174 in support for professional development.

The number grew last year, because of one donor. This donor, whose wife had received treatment at the hospital for years, wanted to “pay it forward”. He made an endowment gift that produces significant income annually. As a result, the Florence Yong Scholarship funds a major upgrade or career change for between two and five staff members. The Board was thrilled to be able to support not just professional development, but the career



dreams of three staff members, all of whom want to obtain their education and return to or stay at SPH (one of whom is pictured in the accompanying photograph). We are very grateful to this donor for this incredible statement about the care his wife received at the Saanich Peninsula Hospital.

In addition, because our Palliative Care Unit is small, many staff members work in both Acute Care and Palliative Care. The goal of care is quite different in each place, and training supported by the Foundation has been very helpful to many staff members in understanding the differences. Family members regularly report that the care in our Palliative Care Unit is compassionate, supportive and very responsive to the needs of patients at the end of life. ■ *By Karen Morgan*

Faces of Our Hospital

JENNIFER WEAR

Jennifer Wear, RN is one of the Clinical Nurse Leaders in Long-term Care at SPH, a position she has held for four plus years.

Jennifer has lived on the Peninsula since she was 2 years old, and attended local schools prior to graduating from Camosun College as a Registered Nurse in 1991. Upon graduation she took a position as a home support worker in order to gain the required

experience for working in the hospital. Her work at the Saanich Peninsula Hospital began in 1991 and apart from a four year hiatus in the mid 2000s when she was the Manager of Assisted Living at the SHOAL Centre in Sidney, she has worked in Long-term Care at Saan Pen. Working with the elderly has proven to be an extremely rewarding career where Jennifer believes she has truly learned the “art of caring.” She is grateful to all the amazing elders she has worked with, along with the people that love them and care for them, including our most excellent care team.

One of the things Jennifer appreciates about working at Saan Pen is the local beauty



during her walks to work and back. Being part of the community helps her feel a part of the greater community that is served by the hospital. She has been married to her husband Bob for 35 years, and has three children of whom she and Bob are very proud. Zach aged 27 and Melissa aged 24 are both working their way through university locally and Amanda aged 21 lives in Vancouver. Jennifer and Bob enjoy hiking, cycling and looking for new adventures together.

Jennifer introduced us to Lucille; the beautiful white furred harp seal endowed with Artificial Intelligence (PARO) from Japan. Lucille engages with people using sensors in

the eyes and ears and reacts to light, dark, temperatures and touch. She is an invaluable asset in Long-term Care because she helps to provide comfort to residents who are living

“love and comfort therapy” can be very effective with some residents who are showing signs of fear and loneliness; often with greater results than the use of medications.

with dementia. “Lucy”, as the residents call her, has rechargeable batteries and weighs about as much as a newborn child. Some residents find five minutes with Lucy is enough to calm them, others keep her for two hours and would like to keep her longer. Jennifer is very thankful for the generosity of donors to the Foundation who made it possible for residents to have access to the seals and other items that increase the quality of their lives.

There are two of these seals in Long-term Care, and there is a requirement for more, but at a cost of \$8,000, Jennifer knows that will take time.



Why are these and the robotic animals so important to residents? Jennifer teaches that “love and comfort therapy” can be very effective with some residents who are showing signs of fear and loneliness; often with greater results than the use of medications. She has been educated in the Montessori method of care which allows for recognition of abilities and memories of residents. (Dementiability). Jennifer gives presentations to other nurses about improving quality of life and the provision of comfort and moments of joy wherever possible. She believes in a holistic view of health which includes the mind, the



body and the spirit. Seeing her spend time with the seal—who has the most beautiful eyes and who responds to her gentle voice and her actions—was a most rewarding experience. We are confident that Jennifer gives the utmost of care to residents. ■

By Barbara Harwood, photos by Beverly Lewis

Nurses Week
MAY 6-12

Good NEWS



Our robotic cats are breeding!

Recently a donor visited our hospital office; she was inspired to make a donation to purchase one new robotic cat for Long-term Care. She then told us the story of her husband. He was a resident at SPH and suffered from anxiety. Staff gave him one of the robotic cats to comfort him, and the cat became his constant companion. The donor was so impressed with how something so simple could alleviate his anxiety (and hers as well) that she decided to “pay it forward”. We were grateful, not only for the donation, but for feedback about the impact of one of our important therapeutic tools.

Singing in the Rain

Dianne Taffe of Peninsula Singers stopped in a couple of weeks ago, during a particularly rainy week, to drop off a cheque representing proceeds from their Christmas show. This, IN ADDITION TO the surprise cheque we received at their concert! We are so grateful to this dedicated group of volunteers for their ongoing support of healthcare on the Saanich Peninsula.

Once a month, for impact

We have been thrilled to receive a number of responses to our campaign from donors who want to become monthly donors. It's great way to increase your impact for a small monthly amount. If you would like to join the monthly club, please give us a call at 250-652-7531.

Do you have an idea for a great newsletter story? Are you an avid photographer? Please consider volunteering your talent!

If there is a story you would like to read, about our hospital or Foundation, please let us know. Or, if you would like to contribute as a volunteer reporter or photographer, please contact Executive Director Karen Morgan at karen.morgan@viha.ca. We'd love to hear from you and learn how you'd like to contribute to the newsletter. ■

Denis Muloin 6TH ANNUAL **BIKE RIDE** FOR PALLIATIVE CARE

Information about donation collecting & sponsorship details coming soon to our website!

Sunday, May 24th, 2020



A Special Donation from the Community

Our current fundraising campaign is focused on Long-term Care, with dollars raised going directly to upgrades to furniture and furnishings, and therapy tools. These are all things that will add to the quality and comfort of our residents' lives. We enlisted the help of some of those residents to show the community why the SPH Long-term Care is such a vital resource.

We're happy to share the story of one of those residents who has spent his whole life giving back to his community, including with Sidney Volunteer Firefighters Association, North Saanich Fire Department and at Resthaven Lodge. Meet John, still zesty!

Did you ever go to the Canada Day parade in Sidney? Every year you'll see members of the Sidney and North Saanich Fire Departments on their trucks, and walking the route, showing pride in their community and reminding us of the amazing service they provide. For many years John was part of that crew. He was a volunteer firefighter in both Sidney and North Saanich, a vital part of our community. Having suffered a stroke John now calls the Saanich Peninsula Hospital home, but he's still a part of the same community he grew up in, lived, and worked in. John's kids and grandnephews are nearby and his wife Wendy visits every day.

Sitting with John it's impossible not to find yourself smiling, his zest for life is infectious. The stroke has limited John physically, but he is still as keen as ever to participate. At Saan Pen John is able to practice Qi gong and attend the weekly hymn sing in the Chapel. He stays informed of what's happening in his community and has strong opinions and a desire to remain engaged.

After sharing John's story on Facebook we received a special donation. Because he was one of the founding members of the North Saanich Fire Department, they wished to recognize and honour John by donating \$500 towards the support of residents in Long-term Care. ■



Here's John with the cheque, isn't that wonderful!

DONATION INFORMATION

Name:

Address:

City: Postal Code:

Email: Phone:

I would like to receive occasional email updates and information from the Saanich Peninsula Hospital & Healthcare Foundation

Enclosed is my tax deductible gift of:

\$1000 \$500 \$100 \$50 \$25

Other Amount: \$

cheque enclosed or Visa Mastercard

Card No.: Expiry Date:

Signature:

I would like to make a monthly donation of \$

by: credit card void cheque enclosed

PLEASE DIRECT MY GIFT TO:

Modernizations & therapies to improve the lives of our Long-term residents

Beds and other important equipment

I have remembered the SPHHF in my will

Wherever the need is the greatest

I would like info on how to make a gift to SPHHF in my will

A receipt will be issued to acknowledge your generosity. BN 11913 0540 RR0001

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PARTNERS

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