



► Strategic planning; Launching of our Palliative Care Program; Holiday wishes and celebrations ..... 1



► McGreevy Manor Inauguration; Confidentiality Week; Owen-Carter Prize 2010 winners, Clients satisfaction surveys; AGM update ..... 2

# In touch

Proud members of a Community of Care

The Board of Directors of Saint Brigid's – Jeffery Hale Hospital keeps you informed

Highlights of the meeting of the Board of Directors of Saint Brigid's – Jeffery Hale Hospital on November 23, 2010

## Strategic Planning process has begun

The Board of Directors was the first to express itself in a new process to prepare our multi-year strategic plan. Board members, as well as Directors, recently took part in an interactive activity led by V.-P. Richard Walling aimed at identifying common values and a shared vision for SBJH.

Promising strategies emerged that will

help ensure our organization's ongoing development and its capacity to respond to the needs of the two populations we serve: The general population of our local territory and the English-speaking community of the entire region. The Board will soon be consulting representatives throughout SBJH. It hopes to adopt the formal Strategic Plan later in the spring.

## Palliative Care Program ready to be launched

An internal program to improve and standardize our end-of-life care practices is ready for implementation. It is aimed not only at our palliative care unit, but also at all programs where we offer palliative care to our clientele.

A team of in-house experts has developed a set of guidelines and tools as well as the training required to ensure that everyone who works with the dying is equipped to meet the standards of excellence to which we are committed.



## A time to share in celebration

Several activities were planned for residents and staff to celebrate the Holidays and spread a little Christmas joy.

**Thursday, Dec. 2:** Cocktail for Jeff volunteers.

**Saturday, Dec. 4:** Party for Saint Brigid's staff.

**Friday, Dec. 10:** Party for Jeff staff.

**Wednesday, Dec. 16:** Decorating the children's and employees' Christmas tree at Saint Brigid's

**Saturday, Dec. 18:**

- Community Christmas Hampers delivery day.
- Santa's visit for children of staff and residents at Saint Brigid's).

**Monday, Dec. 20:** Jeff staff sweet treat giveaway, at 7:30 a.m. and 2:30 p.m.

**Tuesday, Dec. 21:** Saint Brigid's Residents' Cocktail.

**Wednesday, Dec. 22:** Saint Brigid's staff sweet treat giveaway, 7:30 a.m. & 2:30 p.m.

**Thursday, Dec. 23:** Roch's lunch for Jeff residents.

HÔPITAL  
Jeffery Hale - Saint Brigid's

L'équipe de gestion de  
l'Hôpital Jeffery Hale - Saint Brigid's  
souhaite que Noël et 2011 vous apportent  
santé, bonheur et sérénité.

The managers' team of  
Saint Brigid's - Jeffery Hale Hospital  
wishes you health, happiness and serenity  
over the Holiday Season and in the New Year.

Louis Hanrahan  
Directeur général  
Director General

SAINT BRIGID'S



## Quick takes

### Entraide and Our Foundations Campaign

#### A resounding success

SBJH was proud and excited to have our two foundations--Jeffery Hale Friends' Foundation and Saint Brigid's Home Foundation--join forces with Entraide to run one annual combined fundraising campaign from October 11 to 29, 2010. This pilot project was something that has never been done anywhere else.

In 2009, our generous staff gave a total of \$6,513. This year, you gave a total of \$6,652 to Entraide, surpassing last year by 2.1%. What is even more impressive is that you ALSO gave \$2078 of new money to our two official in-house foundations. Therefore, you gave a **grand total** in our first-ever our combined campaign of **\$8730**, equalling a staggering **34% increase in donations over last year**.

We definitely proved that working together is a win-win prospect for both Entraide and for our foundations, as well as for our entire organization. A huge thank you to one and all who gave and to those on the organizing committee.

### Listening to our clients

Our Users' Committee is presently sounding out our clientele as to their satisfaction with our services. They will be gradually visiting all programs.

We thank the Users' Committee for this important initiative which will help us identify priorities for improvement in our quest for quality and secure services delivered with compassion.

### Confidentiality and Information Security

At the end of November, we reminded you about the utmost importance of respecting confidentiality in the health sector. We also reminded you that confidential information takes many forms: verbal, paper or digital. It is encouraging to note how seriously confidentiality is taken at all levels of the organisation, by staff, volunteers or clients and their families.

### McGreevy Manor Inauguration

On December 2, the Kildare Lounge of Saint Brigid's Home was alive with soft tones of jazz. The music underscored the animated conversation between over a hundred guests and residents gathered to celebrate the official opening of McGreevy Manor.

There was a clear consensus in the room: McGreevy Manor is a very welcome addition to the assets of the region's English-speaking community. The close association with Saint Brigid's, despite a few early growing pains now resolved, brings a greater richness to both the Manor and the Home and the residents who live in each.



### Owen-Carter Prize: Congratulations & bravo!

The **nursing team** at the **Emergency** was this year's winner of the Owen-Carter Prize for quality and innovation. The selection committee was very impressed by the results that this solid team obtained in facing the scheduling challenges that threatened the continuity of services last summer.

Together, this team created an innovative work schedule that mixed 12-hour shifts with traditional ones. Results were remarkable:

- All scheduled availabilities were respected;
- Vacation schedules were largely respected;
- Overtime was kept to a minimum, and, perhaps most surprisingly;
- Nurses who worked 12-hour shifts benefited from three weekends off out of four.



What amazing team work! The prize was awarded at the Jeffery Hale Christmas party on December 10th.

HÔPITAL

Jeffery Hale-Saint Brigid's

1250, ch. Sainte-Foy, Québec QC G1S 2M6

### Next Board Meeting

The next meeting will be held on Tuesday, **January 25, 2011 at 6:30 p.m.** in the Board Room at Jeffery Hale. The meeting is open to the public and a question period is scheduled.