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**Notes  
from the  
Executive Director**



• **Welcome!** The Department of Health and Community Services and the Newfoundland and Labrador Health Boards Association welcome a new Minister, the Honourable Elizabeth Marshall, and offer her the very best wishes for her time with the health and community services system. A warm welcome is also extended to Deborah Fry, the new Deputy Minister for the Department.

• **Congratulations!** Three distinguished Newfoundlanders from the provincial health and community services system have recently been nationally honoured:

- ♦ **National Health Council:** Ian Bowmer, former Dean of the Medical School at Memorial University, and Deborah Fry, Deputy Minister of the Department of Health and Community Services were appointed to the Board of the newly-announced National Health Council
- ♦ **Canadian Patient Safety Institute:** George Tilley, CEO of the Health Care Corporation of St. John's, has been appointed to the Founding Board of the newly-announced Canadian Patient Safety Institute.
- **Infection Control:** a Taskforce on Infection Control, chaired by Drs. Ian Bowmer and Faith Stratton, is underway in the province, with a mandate to look at standards in place, making use of the existing network of infection control officers.



**John Peddle,**  
NLHBA Executive  
Director, wishes  
everyone a Merry  
Christmas and a  
Happy New Year!

**Annual General Meeting**

The Annual General Meeting was held at Hotel St. John's on November 21, attended by Minister Elizabeth Marshall, Deputy Minister Deborah Fry, the NLHBA Board and CEOs, Dr. Ian Bowmer, Dean of Medicine and members of the press. The NLHBA President, Verdon Young, presented the NLHBA Annual Report, highlighting the strategic restructuring of the Association during the past year of change. The President thanked all the NLHBA partners in the process, which has resulted in a new, streamlined Association tackling its mandate with renewed vigour as the collective voice of its members. The new NLHBA Strategic Plan 2003 provides the strategic guidance for future NLHBA activities. The Audited Financial Statement was presented by the Chair of the Financial Committee, former President Des Dillon, who showed that the projected deficit had been successfully resolved through the restructuring into a surplus, a significant achievement. Verdon Young generously agreed to serve for a second year as NLHBA President.



Minister Elizabeth Marshall, President Verdon Young

## 2003 NLHBA Article of the Year Awards



L-R: Andrea White, Trudy Read, Verdon Young, Lisa Browne, Maureen Meaney

Minister Marshall presented First Place to Lisa Browne, Peninsulas Health Care Corporation, for her article, *Using Service Cues to Enhance the Client-Provider Relationship*; Second Place to Andrea White, Health Labrador Corporation, for her article, *The Travelling Health Show: A Cancer Prevention Initiative in Labrador*; Third Place to Maureen Meaney, the Health Care Corporation of St. John's, for her article, *Disability Management in Health Care - flavour of the week or strategic organizational program?* and an Honourable Mention to Trudy Read, Health and Community Services Western, for her article, *Can Newfoundland and Labrador Sustain its Informal Caregiving System?* All these articles have been posted on the NLHBA website, [www.nlhba.nf.ca](http://www.nlhba.nf.ca) <<http://www.nlhba.nf.ca>>

## Update on Negotiations

We have been able to conclude a tentative agreement with NAPE for a new Health Professionals Collective Agreement. Employees within the bargaining unit were formerly members of four bargaining units covered by four separate collective agreements. The employer has been successful in incorporating flexible hours of work language along with limiting the displacement options of new temporary employees which should enhance the delivery of client services. As well, permanent employees will be permitted to carry their existing seniority to an organization upon successful completion of a probationary period.

The Labour Relations Department of the Association facilitated a harassment investigation workshop on November 12-14, 2003 in St. John's. Cam Hill Associates were brought in from Alberta to

conduct this session which was attended by 20 participants throughout the system. Each organization was charged a per participant fee for attendance. This manner of providing an educational workshop proved cost effective.

The Labour Arbitration Year in Review session continues to be well received by our members. Labour Relations staff will conduct a session December 9 and 10 in Goose Bay, Labrador. Currently we are scheduling arbitrations for the complete 2004 year with all the unions. Employers were previously asked to identify priority arbitrations.

Preparations are underway for master bargaining and we anticipate government will provide a mandate to table employer proposals in early January 2004.

## Latex Content in Group Tenders

Recently, there has been renewed focus by Occupational Health and Safety Committees in various member organizations on the topic of latex-free products. While knowing latex content has always played an important role in Group Tenders, we are looking into ways to better address this issue as it relates to upcoming tenders. Members have requested a readily accessible method to check the latex content of tendered products, and investigation is ongoing on how best to incorporate this into the tendering process.

## Faculty of Medicine Annual Report:

Dr. Ian Bowmer, dean of medicine at Memorial University, released *Reaching Out to the Community* in 2002-03 at the NLHBA Annual General Meeting on November 21. In his remarks, he emphasized that outreach and social responsibility are key parts of the mission of Memorial's Faculty of Medicine.

## Provincial Co-ordinator of Pastoral/Spiritual Care

- The Provincial Co-ordinator is working towards putting together a Provincial Pastoral Care Directory that will help communication and sharing of resources across the province. Names of pastoral care workers and their information are still being gathered. The directory will include the 39 Pastoral Care Committees, the chairpersons and secretaries, the Pastoral Care Allied Health Group executives and regional representatives, along with all the pastoral care workers in the province. The Directory will be much more than a needed phone book of pastoral care workers. There will be a listing of pastoral care resource people, workshop speakers, trainers, and consultants that will be a valuable tool for local Pastoral Care Committees. The Provincial Co-ordinator is attempting to release our gifted people across the province to train, encourage, and equip people in Pastoral Care Committees other than their own. Pastoral Care Committees could share their strengths and find help for their weaknesses.
- Planning is underway for the Pastoral Care Week October 17 to 23, 2004
- Planning for the Pastoral Care Allied Health Group 2004 conference and annual general meeting has begun.
- A Clinical Pastoral Education Unit is being planned for the spring/summer of 2004. Clinical Pastoral Education (CPE) is an experience based program accredited by the Canadian Association for Pastoral Practice and Education. A unit is twelve (12) weeks in duration and is limited to six (6) students with one (1) instructor.

## NLHBA Recruitment and Appreciation Social

Family Medicine residents enjoyed a special evening at the GeoCentre on November 16<sup>th</sup> organized to provide an opportunity for them to meet Medical Directors and health board representatives. The evening was sponsored by the DOHCS and NLHBA and attended by each of the eight health boards. A special thanks is extended to Dr. Bill Eaton and to the Medical School Choir for the welcoming greetings and entertainment.



## NLHBA New Staff



**Vivian Arenillas** was welcomed to the Labour Relations Department as Labour Relations Officer. Vivian has a Bachelor of Commerce (Co-op) degree, a Bachelor of Arts degree and a Bachelor of Laws. She has previous experience in private legal practice and currently holds non-practicing status.



**The Rev'd. Dr. Curt Clark** has accepted the position of NLHBA Pastoral/Spiritual Care Co-ordinator. An ordained Minister, Curt has a B.A. in Psychology, a Masters of Divinity and a Doctorate of Ministry. He has worked as a Pastor, hospital Chaplain and hospital Drug and Alcohol Therapist.



**Michele Evans** has accepted the position of Accounting/Support. She has courses in computer applications, economics and accounting and has worked as office manager and bookkeeper in various organizations.

## NLHBA Health Board Displays



Eight Health Boards welcomed the opportunity to meet with medical students and residents during a booth display and luncheon held at the Medical School on November 17<sup>th</sup>.

Thanks to the many students and residents who supported the event by visiting the booths to meet with Medical Directors and their recruitment assistants.

## GPOTS Updates

zeddIT, a local company that specializes in providing clients with sound business solutions that take full advantage of evolving technology, has been hired to perform some updates to the Group Purchasing Online Tendering System (GPOTS). When completed, these changes will help ensure that the most

current vendor contact information is on file and will facilitate communication with all registered GPOTS vendors. Ultimately, this will benefit the member organizations, as improved communication with vendors should result in greater product selection and improved pricing.

## Physician Feedback

Feedback is a wonderful thing. It identifies problem hot spots that otherwise could go unnoticed. A physician who recently left the province provided some rather unique feedback just last week. As an International Medical Graduate entering Canada for the first time through employment in Newfoundland, he was ready to make himself comfortable and enjoy a new experience, and he did just that for almost 4 years. Now looking back he recalls some of the initial barriers to feeling "at home" in Newfoundland.

As the story goes, he arrived to work on day one for orientation and was asked a very pointed question by most people about when he would be leaving. It was not long before he found himself noticing the same attitude in the community, at social events and even in the supermarket! So many interactions about leaving seemed to pre-empt the decision, given that everyone expected it in the first place. He pondered if perhaps this unintentional habit is often perceived as an unwelcoming attitude. Perhaps it even explains why it took so long to get to that place where a newcomer feels part of the community. Reflect a minute, "Are you guilty?"

## Health Human Resource Planning

The Newfoundland and Labrador Health and Community Services Human Resource Planning Steering Committee was established by the Minister of Health and Community Services in the fall of 1999 to coordinate an integrated health human resource plan. The structure included a Steering Committee and three subcommittees: 1) Nursing 2) Allied Health and 3) Physicians. Committee work was carried out in a partnership arrangement between the Government of Newfoundland and Labrador and the NLHBA. The committee has completed their Final Report which contains key findings and five-year forecasts for 15 occupations. The report also provides recommendations for moving forward, grouped into five overarching goals: Integrated Planning, System Leadership, Appropriate Supply, Quality Workplaces, and Sufficient Data. The Final Report as well as other reports are available at <http://www.nlhba.nf.ca/hr/reports.htm>.

## Goodbye, Ros!

Since the last newsletter, Ros Ennis has left her position as Accounting Assistant. We wish her the very best in the future.

If you have any questions, concerns, or suggestions for our **NewsNet**, please contact Jeannie House, Director of Advocacy and Information at (709) 364-7701 ext. 320 or at [jhouse@nlhba.nf.ca](mailto:jhouse@nlhba.nf.ca)

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