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"The Regina Qu'Appelle Health Region Online Newsletter."

May 3, 2007

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brain behaviour and  
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Cheryl Cran, CSP.*

## Annual Employee Seminar Communicate in a New Way

The key to effective communication is to respond, not react to challenging situations, and to ask yourself what you can do to move things forward instead of getting caught in the mire of miscommunication.

"It's not easy to get past the reactionary, primitive brain behaviour and *respond* instead," said Cheryl Cran, CSP (Certified Speaking Professional), to the audience at Wednesday morning's annual RQHR employee seminar. "It requires making a choice in the moment to begin a new and different way."

Cran's presentation, *Say what you mean - mean what you say*, offered helpful advice for improving interpersonal communications. She delivered her message Tuesday and Wednesday to a combined audience of 2,000.



Cheryl Cran addresses the audience at the annual employee seminar.  
Photo Credit: Medical Media Services.

### What's Inside

- National medical laboratory week
- Project to study Type 2 diabetes
- Region orientation changes underway

Everyone has their own way of communicating based on their life experiences. Body language and the tone of voice affect how the message is heard, she said. We make assessments based on appearance, and often communicate in a corresponding way. Personalities also affect our communication styles, as do cultural differences and generational impacts.

Leaders have a greater task in communicating, she said. "Leaders have to manage (different generations) and make the workplace a place where employees all want to work. Leadership, communication, accountability – that's what is needed to lead a team."

The 'response' approach works in overcoming barriers. Roadblocks include having a narrow focus, ego, apathy and the claim that you don't have time. "Saying you have no time leads to stress. It's a choice you make. Life's too short not to do what I want. Life's too long not to enjoy what I do," she said.

Having a positive attitude, focusing on strengths and learning to listen are important communication elements. "We can be part of a wave of positive solutions by focusing on strengths, and not on what is wrong," she said.

"Focus on how you can grow as a person, and how you can move the relationship forward," Cran stated.

## Donation Earmarked for Outpatient Heart Clinic

A \$100,000 donation by pharmaceutical company AstraZeneca Canada Ltd. will fund an out-patient clinic for heart patients and will help in developing a centre of excellence in cardiac care in Regina.

The creation of the Heart Function Clinic was announced at a Hospitals of Regina news conference at Regina General Hospital's Mosaic Heart Centre on April 30.

The clinic will provide patient follow-up, comprehensive patient education programs, and consultations on lifestyle choices related to diet and exercise.

"Our primary goal is making a meaningful difference in patients' lives," said Jefferson Tea, medical advisor, AstraZeneca Canada.

Dr. Ed Busse, Medical Director, Cardiosciences Program for Regina Qu'Appelle Health Region, said the clinic "will play an essential role in our vision to create a centre of excellence in cardiac care, here in Regina."

Dwight Nelson, President and CEO, RQHR thanked AstraZeneca for the gift saying, "I am proud of the care our cardiac teams provide. I believe we have some of the most competent and most compassionate medical staff anywhere."



Dr. Ed Busse, (right) Medical Director, Cardiosciences Program for RQHR, speaks at the news conference announcing a new outpatient clinic for heart patients while Health Region President and CEO, Dwight Nelson, looks on. Photo credit: Public Affairs

## 18th Annual Wascana Art & Craft Show and Sale

**Thursday May 10 through Saturday May 12**

**Wascana Rehabilitation Centre**

Thursday: 10 a.m. - 5 p.m.

Friday: 10 a.m. - 8:30 p.m.

Meet the artists 6:30 - 8:30 pm.

Saturday: 10 a.m. - 4 p.m.

Admission is free. Everyone welcome.

Featuring crafts, pottery and original artworks by local artists and members of the Prairie Artists Guild, and Aurora Artists Guild. There is also a raffle and a progressive auction.

Proceeds go to WRC volunteer programs that directly benefit people receiving treatment at Wascana Rehabilitation Centre.

Read *e-link* at home!  
Every issue is available in the Publication page under Inside Story on our Web site: [www.rqhealth.ca](http://www.rqhealth.ca)



**RESEARCH SHOWCASE 2007**

**Putting RQHR Research on the Map**

**Research Showcase 2007  
June 15, 2007**

Wascana Rehabilitation Centre  
2180-23<sup>rd</sup> Avenue, Regina SK

This one-day conference will increase awareness and recognition of research and knowledge exchange activities occurring within the Regina Qu'Appelle Health Region.

**Keynote Speaker:** Dr. Shoo K. Lee

**Registration Deadline: June 1.** For information and to download registration forms, visit our website at: [www.medi-fax.com/rhd/crdp/showcase2007/showcase2007.html](http://www.medi-fax.com/rhd/crdp/showcase2007/showcase2007.html)

For more information contact Jenifer Rodenbush at 766-5533.



*e-link* is published weekly by Regina Qu'Appelle Health Region Public Affairs for employees, physicians and volunteers. We welcome submissions from Region programs, services and employees. Submissions are subject to the editorial guidelines of *e-link*. For more information, contact: Public Affairs at 766-5227 or use the [Intranet](#) form.

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Regina Qu'Appelle Health Region

## Celebrating a Lifetime of Service

Diane Lemon was praised for her work ethic and her attitude towards life and others at her April 26 retirement tea at Wascana Rehabilitation Centre's concourse.

Lemon worked for 44 years with the Health Region and its predecessors in a variety of roles.

For the past 10 years, she supervised activities at the Al Ritchie Health Action Centre, a role she held since just before the centre opened. She also worked for 24 years as an administrator at WRC and for 10 years as a physiotherapist at the Regina General Hospital.

Brian Gieg, who works at Al Ritchie as a Community Outreach Worker, applauded Lemon for making the Al Ritchie centre a "safe place, a human place for the people who needed it."

While she was an excellent administrator, he said, she also got pleasure from the "small" things: "Getting a working fridge for someone; helping a grandmother get to a doctor's appointment; giving people the opportunity to develop confidence in themselves when

others hadn't; and always trying to see herself as part of the community, as opposed to above it."

This compassionate attitude earned her praise from Nancy Dayton, who operates the main switchboard for Public Health. "She doesn't belittle people. She treats people as equals," she said.

Besides having concern for others, Dale Young, the Health Region's Manager of Community Development, noted Lemon is a creative problem solver. "She thinks outside the box."

For example, Lemon created a partnership with a beauty school which enables residents to get \$2 haircuts and provides students with willing people to practice on.

Lemon also has an ability for rallying volunteers, said Young, which has enabled Al Ritchie to provide more programming than its staff of five would ordinarily be able to undertake. "In 2006-2007, the centre had a total of 168 volunteers, who worked 2,549 hours," said Young. "This is an example of what has been accomplished under her leadership."



Diane Lemon was lauded for her contributions to health care and the community at her retirement tea.

Photo credit: Medical Media Services.

In addition to her achievements at work, Lemon also found time to contribute to the community. She has served on numerous boards, including Sask. Sport and the Saskatchewan Association of Health Executives, and she judges synchronized swimming at a national level.

Judy Moore, Office Assistant to Dr. Milo Fink at WRC, said Lemon's contributions to synchronized swimming have been "phenomenal."

Lemon retired April 30.

## May is Speech and Hearing Month

Many of us take our hearing and ability to speak for granted. For one in 10 Canadians however, speech, language or hearing problems are a daily challenge.

The Canadian Association of Speech-Language Pathologists and Audiologists (CASLPA), and our 4,600 members across the country, are working together throughout the month of May to raise public awareness concerning the professions and the many issues surrounding speech, language and hearing disorders.

Speech-language pathologists and audiologists work daily with Canadians of all

ages to help them deal with many different types of communication disorders. Whether working with an autistic child, or a person recovering from a stroke, they strive tirelessly to help improve the quality of life and health of the people they serve.

The month of May has been celebrated across North America since 1927 and promotes and celebrates the professions and the contributions made by speech-language pathologists and audiologists to the health of all Canadians. If you would like to know more, please visit our Web site [www.caslpa.ca](http://www.caslpa.ca) or contact your provincial speech and hearing association.



Celebrating the 20<sup>th</sup>  
Anniversary of Regina  
Emergency Medical Services

**May 19, 2007**  
**Queensbury**  
**Convention Centre at**  
**IPSCO Place, Regina**  
**Salon B & C**

Proceeds to benefit the North  
Central Community Association  
& The Paramedics with Heart  
Foundation of Regina

**Cocktails & Silent**  
**Auction: 5 p.m.**  
**Prime Rib Dinner:**  
**6:30 p.m.**  
**Entertainment &**  
**Cocktails to follow**

**Tickets:** \$50.00 each  
Corporate Table of 8: \$400

Call 306-766-7017 for tickets  
or information.

Tickets available until May 11.

**The Parent Mentoring  
Program of Saskatchewan**



**(PMPS)**, a family-support  
outreach program that provides  
support to parents who are  
pregnant or parenting young  
children, needs volunteer  
mentors. Interested volunteers  
are asked to make a one-year  
commitment. To volunteer or  
for more information, contact  
the coordinator at 766-6115,  
e-mail

[parentmentoring@rqhealth.ca](mailto:parentmentoring@rqhealth.ca)  
or go to the website  
[www.pmps.ca](http://www.pmps.ca).

**Girl Helps Palliative Care**



Hope Prost (in striped shirt) shows baked goods to potential buyers while her friend Amy Campbell (left) prepares to add up the sale.

Photo credit:  
Medical Media  
Services.

When 11-year-old Hope Prost's uncle died last year, she and her family were by his side. Her uncle had been admitted to the Pasqua Hospital's Palliative Care Unit where he died within hours.

"He was in the hospital only overnight, but the staff was so amazing," said Joy Schabel, Hope's mother. "They treated all of us so well, especially my brother Kim. My children were very close to their uncle, and staff let them stay with him until he passed away."

The caring staff left a lasting impression on Hope, so much so that she felt compelled to give them something back.

She decided to hold a bake sale at her Regina school, St. Theresa's, and give the proceeds to the Palliative Care Unit.

Hope and her friend, Amy Campbell, baked fudge, doughnuts and brownies to sell. The manager of the Victoria Square Safeway, in response to a letter from Hope, also donated cookies and doughnuts. Hope's mother works at that Safeway bakery.

The sale, which took place April 24, was a success, raising \$307. "We were smothered in people," said Hope.

Hope and Amy will present the money in person to the Palliative Care Unit in the near future.



**e-link Correction**

Patti LeBlanc's phone number was incorrectly listed in the April 26 issue of e-link in On the Move. Patti's correct number is 766-4630. e-link apologizes for the error and any inconvenience.

**Kateri Singer**, Pandemic Coordinator for RQHR, has been relocated to CSU, Second Floor, Pasqua Hospital. Her new phone number is 766-2459; her fax is 766-2510.

**Gerri Kleim** has accepted the position of Confidential Administrative Assistant for Resource Management, Specialty Care, effective April 10, 2007. Gerri can be reached at 766-2595 or fax 766-2596.