



How you want to be treated.

Providence Health Care (PHC) Medical Staff Orientation Program:

Medical Staff Orientation Manual

Mission, Organization Development & Ethics

*Prepared by Medical Affairs, PHC
in collaboration with Leaders and Staff from across the Organization*

Please refer to the PHC Medical Staff website for copies of important documents such as PHC Medical Staff Rules, Bylaws, and Medical-Staff-related policies
<http://phcmedicalstaff.ca>

Mission, Organization Development & Ethics

Christopher De Bono, PhD
Vice President,
Mission, Organization Development & Ethics
Phone: 604-806-8510
cdebono@providencehealth.bc.ca

Jill Costantino
Executive Assistant
Phone: 778-688-6958
Email: jcostantino@providencehealth.bc.ca

The Mission, Organization Development & Ethics portfolio provides enhanced focus on the ways in which PHC supports its people to learn, grow, lead and live the values and mission of Providence Health Care. Through Mission formation, leadership development and ethics practice, MODE seeks to foster safe and empowering space for personal, professional and organization development. The team unites services and resources from across the portfolio to support PHC staff, leadership, physicians, volunteers, patients and families to navigate the complexities of care, teaching and research with compassion, inspiration and resilience; and, is often called upon to support emerging needs requiring change management, coaching, ethics consultation, spiritual health, staff wellness, and engagement expertise.

MISSION PORTFOLIO:

The Mission Portfolio is one of 3 pillars under the Vice President, Mission, Organization Development & Ethics. Led by the Corporate Director, Mission Engagement & Reconciliation, the Portfolio provides leadership, accountability and reporting across PHC on Mission-driven activities. The Mission Portfolio includes a variety of programs and services, including:

- Mission Services:
 - Spiritual Health & Pastoral Care; and, Clinical Pastoral Education
 - Volunteer Resources
- Mission Integration & Culture:
 - Staff, Physician and Volunteer Recognition and Engagement
 - Mission Education
 - Mission Advocacy and Outreach
 - Archives
- Indigenous Relations & Community Engagement; Reconciliation
 - Reconciliation in a Catholic faith-based context

Mission Contacts:

Jody Sydor Jones

Corporate Director, Mission, Engagement & Reconciliation
Phone: 604-806-8092 Mobile: 604-418-7411
JSydorJones@providencehealth.bc.ca

Mitra Mayer

Administrative Assistant, Mission

St. Paul's Hospital, Burrard Building 2nd Floor – Room 274
Phone: 604-806-8163 Fax: 604-806-9198
mmayer2@providencehealth.bc.ca

Beth Burton

Director, Spiritual Health, Pastoral Care & Volunteers
Phone: 604-806-9095 Mobile: 604-837-7580
BBurton@providencehealth.bc.ca

Hazel Gray

Manager, Mission Integration & Culture
Phone: 604-806-3490
HGray@providencehealth.bc.ca

A few more details about select Mission programs:

Mission Integration & Culture provides focused leadership to enable the PHC community to live our shared Mission and Values.

- Enhancing cultural capital through celebrations and events that create a source of pride, inspiration and belonging for Providence people
- Staff Recognition Programs, eg. Mission Awards and Long Service celebrations
- Workshops focused on 'hiring for fit,' value integration and leadership development
- Programs for new leaders focused on working in a Catholic organization
- Consultation on Mission and Values integrity in programs and services
- Community outreach, eg., Providence-In-the-Park bi-annual event

Volunteer Resources: PHC has many volunteers. Staff can put in a request for a carefully selected and screened volunteer to visit a patient, take someone to the gift shop, or outside for a change of scenery. Volunteers can also bring a book or video, or just provide companionship during a difficult time. Many volunteers speak another language and can provide a social visit, although not translation. The Gift Shops are also run by Volunteer Resources.

Spiritual Health & Pastoral Care is a ministry of compassion providing Spiritual, Emotional and Religious support to diverse populations of patients/residents, families and staff. Our service is based on the PHC Values of respect for the intrinsic worth of the person, the importance of spirituality and/or religion for each individual, and the trust that grows from deep relationships we establish with our patients/residents during their critical life events in our facilities.

PHC provides multi-faith professionals who are skilled at providing spiritual intervention and emotional support throughout a patient's stay at PHC as they try to cope with hospitalization and/or residential living:

- Support religious rituals, customs and practices;
- Can be supportive at the time of a terminal diagnosis with dying patients/residents and/or at the time of death for initial bereavement support; and
- Spiritually accompany family members in decisions about life support and the level of care intervention for a loved one

ORGANIZATION DEVELOPMENT

Organization Development provides leadership in Change Management, Leadership Development, Team Effectiveness and Coaching, across Providence Health Care.

Led by the Director, Organization Development, the team supports individuals, departments, programs and sites, in navigating change, developing and supporting leaders, and providing tailored supports to strategic organizational priorities.

Katherine Marlow, Director, Organization Development
Phone: 604-806-8489 Mobile: 604-440-2086
KMarlow@providencehealth.bc.ca

ETHICS SERVICES

What is Ethics?

Ethics is the philosophical discipline that examines ideas about right and wrong. In a health care setting like PHC, ethics examines how medical facts and personal values influence medical decision making. Grounded in the moral teaching and traditions of the Roman Catholic Church, PHC's commitment to ethical decision making is fundamental and universal.

Our facilities provide leading edge medical care within the context of a deep commitment to compassion and social justice. We accomplish this by paying careful attention to how we interact with one another and the people that we serve.

The Ethics Services team provides both clinical and organizational ethics consultations. Clinical ethics consultations can be requested to assist patients, families, and health care providers in exploring value-laden tensions, issues, and choices when there is confusion or disagreement about the right course of action. Organizational consultations help administrators and other health care leaders discern difficult ethical decisions about programs and projects, including distributing scarce resources and organizational policy.

Ethics Services facilitates a number of educational activities for health care providers and trainees at PHC, including teaching rounds, conferences, and seminars.

Ethics Services is also involved with PHC's response to patient/resident requests for Medical Assistance in Dying (MAiD).

The Ethics Consultation process is designed to assist patients/residents, families, and health care providers to identify, clarify, and work through ethical concerns. Situations in which a clinical ethics consultation might be helpful include, but are not limited to:

- Patients' rights on consenting to and refusing treatments
- Substitute decision makers' responsibilities for patients that are incapable of making their own medical decisions
- Issues around withdrawing or continuing life-prolonging interventions
- Issues regarding advance directives, and "DNAR/Options for Care" orders
- Issues regarding fair policies (e.g., allocation of scarce resources)
- Conflicts among patients, caregivers/family, and health care providers, or within clinical teams

- Disagreements regarding disclosing/withholding information to/from patients or family members
- Ethical issues that arise in long-term care or assisted living settings

Requesting a consultation:

- Anyone in PHC may request an ethics consultation. A patient, family member, or any health care provider involved in the care of a patient may ask for a consultation by contacting Ethics Services
- If the situation involves MAiD, contact the MAiD Response Lead

Contacts for scheduling an ethics consultation

Jillian Boerstler
Clinical Ethicist
 Phone: 604-817-4219
 Email: jboerstler@providencehealth.bc.ca

Jennifer Gibson
Clinical Ethicist
 Phone: 604-928-3293
 E-mail: kgibson@providencehealth.bc.ca

Jocelyn Chase, MD
Physician Ethicist
 E-mail: jchase@providencehealth.bc.ca

ethics@providencehealth.bc.ca

Contact for Consultations related to MAiD

Carrie Smith
MAiD Response Lead
 Phone: 604-682-2344 (ext. 62770)
 E-mail: cjsmith@providencehealth.bc.ca

MAiDResponseLead@providencehealth.bc.ca

Ethics Services' administration office is open Monday through Friday, 9:00 am to 5:00 pm and closed statutory holidays. To learn more about PHC Ethics Services, visit http://www.providencehealthcare.com/ethics_services/

Diversity and Language Services

Diversity Services supports the education and practice needs of physicians, leaders and staff in delivering health care to diverse cultural and multilingual patient and resident populations.

Multilingual Communication Support Services

- Pictogram Communication Tools, now available via Chart Scan
 - Directions for printing paper copies of the pictograms:
 - Access chart Scan (E-Forms)
 - Select the chart pack named 'Pictograms'
 - Select the pictogram sheet required

- Select the 'Print Documents' button
- Practice-specific Multilingual Communication Tools (see Multilingual Communication Tools in Radiology and Emergency)
- Plain Language editing support for the development of print health education materials

Resources: A Provider Guide

- Huddle for Diversity: Healthcare Tips for Raising Cultural and Religious Awareness. Please contact Sara Charlton for a copy.

Contact for more information, or to request workshops, translation services, or communication tools:

Sara Charlton
Practice Consultant, The Care Experience
Phone: 604-806-9345
E-mail: scharlton@providencehealth.bc.ca

Contact for Interpretation and Translation services:

Interpreter Dispatch
Phone: 604-297-8400
or toll-free at 1-877-228-2557