

# Spotlight

May 2013

## “We’re proud of our little hospital”

Health care is in good hands in the Village of Kaslo.

That’s the impression the West Kootenay-Boundary Regional Hospital District Board got when it toured the Victorian Community Health Centre on May 22<sup>nd</sup>.



Todd Mastel of Interior Health talks to WKBKRD Chair Marguerite Rotvold at the Victorian Community Health Centre in Kaslo, BC on May 22<sup>nd</sup>.

“The Health Centre demonstrates that multi-tasking in a small community works very well,” said Board Chair Marguerite Rotvold. “This facility truly is the centre of this community and this area.”

The hospital serves approximately 2,500 residents and offers the following services:

- 24/7 Urgent Care
- Acquired brain injury services
- Caregiver support
- Nutrition services/dietician
- Community nursing services
- Home support
- Social work services
- Telehealth
- Outpatient services
- Radiology
- Laboratory collection
- Hospice
- Adult day program
- Residential care
- Red Cross Loan cupboard
- Orthopaedic services
- Optometry
- Physiotherapy

“We’re proud of our little hospital,” said Nicola Candy, Site Supervisor of the facility.

Candy led the Board on a tour of the hospital and pointed out a future capital project: the relocation of the facility’s generators.

“It’s good to see which services these health care centres offer and what their needs are in terms of equipment and capital upgrades,” said Chair Rotvold.

Last year, the Board decided to visit health facilities in Castlegar, Grand Forks, Nakusp and New Denver to gain a better understanding of the needs of the facilities and the residents they serve. Kaslo was the final stop on the tour.

Chair Rotvold thanked Interior Health staff for working with the community to keep its health care facility open.

In March of this year, Interior Health held community consultation sessions with the public to discuss Kaslo’s health care needs.

Interior Health said “that active community engagement and physician recruitment continue with the aim of achieving a long-term sustainable model for Victorian Community Health Centre.”



## UPCOMING BOARD MEETINGS

October 23	6 p.m.	Castlegar Community Complex
November 27	6 p.m.	Castlegar Community Complex

*The public is encouraged to attend Board meetings. Agendas & refreshments available at meetings.*



## GOODBYE TO DEPUTY-SECRETARY

Dawn Attorp, General Manager of Corporate Administration at the Regional District of Central Kootenay is leaving the RDCK for new adventures. Dawn has served as the Deputy-Secretary on the hospital board since January 2010.

The Board thanks Ms. Attorp for her years of service to the WKBKRD and wishes her all the best.

The Board appointed Anitra Winje-Nesteroff of the Regional District of Central Kootenay as its new Deputy-Secretary. Ms. Winje-Nesteroff has previously served as Recording Secretary for the WKBKRD.

## WARM WELCOME IN KASLO

Mayor Greg Lay extended a warm welcome to the Board when the WKBRHD held its meeting in Kaslo on May 22<sup>nd</sup>.

“I’m proud to welcome you to our community,” Mayor Lay told the hospital board. He then thanked several Kaslo residents for attending the meeting.



He reported that from 2002—2010, the Victorian Hospital of Kaslo Auxiliary Society raised over \$140,000 for health care in the community.

Kaslo Mayor Greg Lay (*standing*) welcomes the West Kootenay-Boundary Regional Hospital District Board to his village on May 22, 2013. The meeting was well attended by the public.

### Question...

*“Whom do I call if I have a compliment, concern or complaint about health care service or an experience I had at a hospital or clinic?”*

### Answer...

*If you have a compliment or a complaint, please speak with the person who provided the service, or to the manager of that department or facility. All patients and clients are encouraged to try and resolve any issues at the time and place care is received.*

*If the issue is not resolved, please contact the Patient Care Quality Office. This office is a separate organization from Interior Health that reports to the Minister of Health Services.*

*Detailed instructions and guidance can be found at:*

<http://www.interiorhealth.ca/YourCare/PatientCareQualityOffice/Pages/default.aspx>

*You may contact the office at **1-877-442-2001**.*

Patient Care  
Quality Office

### Question...

*“Can the West Kootenay-Boundary Regional Hospital District Board help me if I have a complaint?”*

### Answer...

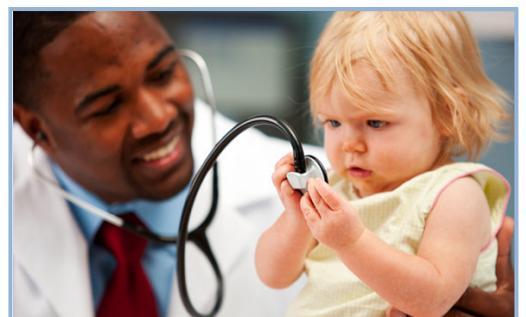
*The mandate of the West Kootenay-Boundary Regional Hospital District Board is to provide funding for hospital equipment and capital projects. The Board is not involved in operational matters at health care facilities.*

*Residents may wish to contact their elected officials—directors, councillors, MLA’s—directly.*

## FACILITY REVIEW

As previously reported in *Spotlight*, the Province has undertaken a review of health care facilities in the West Kootenay—Boundary Regional Hospital District. It was anticipated that the draft report would be available this spring; however, the WKBRHD has learned the report is not yet complete. Interior Health has advised the Board that the report will likely be released in fall of 2013. *Spotlight* will keep readers updated on the status of the report.

## PHYSICIAN RECRUITMENT



Chair Rotvold reported that at the hospital districts’ Chairs/CEO’s meeting, a hot topic of discussion was physician recruitment. This is a priority for Interior Health and is of vital concern to rural communities. Chair Rotvold thanked those directors who have consulted with Interior Health on this issue.

The WKBRHD has requested Interior Health provide it with a report on staffing shortfalls in the hospital district to help regional district boards and municipal councils lobby the Province for education and recruitment of health care professionals.