

News Release

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Bluewater Health's Approach to Kindness Featured in Nursing Leadership Journal

SARNIA & PETROLIA – January 9, 2019 – Today, the prestigious magazine *Canadian Journal of Nursing Leadership* was released featuring Bluewater Health's leadership in enhancing a culture of kindness throughout the organization: <https://www.longwoods.com/publications/nursing-leadership/25675>.

Key to the hospital's successes to date are engaging leadership and employees in the approach and embedding the philosophy in the hospital's strategic plan. A Culture of Kindness Employee Council was formed in early 2017 and activities have focused on building dignity and respect through acknowledgment, building a sense of community through inclusion and allowing diverse expressions of kindness from different areas of the hospital. Examples include the Pharmacy's 'Kindness Prescription' and Food & Nutrition Services' 'Random Acts of Kindness Cart.'

"Kindness makes such a difference at Bluewater Health," says Shannon Landry, Chief Nursing Executive. "Our efforts are resulting in real change in the 'feel' of the organization. From 2016 to 2018, survey responses related to 'culture of kindness promoted' increased from 61.9% to 69.9%. Patient experience scores have been positively affected as well. We're proud to share the story of our journey – that's still ongoing – with such a respected and influential national leadership journal."

Bluewater Health, with locations in Sarnia and Petrolia, cares for the residents of Sarnia-Lambton. With close to 2,500 staff, Professional Staff and volunteers, Bluewater Health provides an array of specialized acute, complex continuing care, allied health and ambulatory care services. Bluewater Health's Mission is: *We create exemplary healthcare experiences with patients and families every time.* For more information about Bluewater Health, visit www.bluewaterhealth.ca or follow us on Facebook, Instagram, LinkedIn, Twitter and YouTube.

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