

Prov *People* up close and personal with Portland-area employees and volunteers

Sister Jeanette Heindl, SP, patient care coordinator, Housecall Providers

Sister Jeanette has experienced what it means to care for the poor and vulnerable. Her long career as a nurse includes treating burned soldiers returning from Vietnam, cancer and home health patients, the homeless, and women victims of domestic violence. She also devoted 12 years to the care of medically fragile children at Providence Child Center. She finds her position as a care coordinator with Housecall Providers in Portland another spiritually and professionally satisfying calling. That's partly because of her close working relationship with the Providence health care ministry.

How did you get into nursing?

I grew up in Portland, and we helped my grandparents with their apple orchard and farm in Scappoose. I went to Catholic schools and knew from the time I was a little girl that I wanted to be a sister. The Army helped me through nursing school, and I was trained at Walter Reed Army Institute of Nursing in Washington, D.C. To fulfill my commitment, I was sent to a base hospital in Louisiana, and then to the burn unit at Fort Sam Houston in Texas. That was intensive nursing, and there were many deaths, but having a deep faith made a big difference in being able to support others on the care team, as well as families of the soldiers. It struck me that in the Army, all received equal care, from generals to privates, and their family members, too. That was important to me.



What was your path to the Sisters of Providence?

When I returned to Portland, I felt a deep call to enter religious life. The only question was which community to enter. I was drawn to the Sisters of Providence charism – the compelling spirit of their service to the poor, prayer life, community and hospitality. I entered in Seattle, and after three months of orientation to the life and community, I came to Providence Child Center for the first of four separate assignments there over the years. I loved caring for those little ones.

How do you like your job at Housecall Providers?

I very much enjoy assisting our physicians and nurse practitioners who coordinate medical care for our homebound patients.

Providence Health & Services has

supported us very generously through various programs and grants over the years, and we call very frequently with referrals to its services. Most people I talk with at the hospitals and clinics don't know I'm a Sister of Providence, but I have never had less than a very helpful response. Providence people always try to find a way to help, even if the person has no insurance.

We recently worked with a patient who'd had a stroke. She had no insurance, and needed months of therapy, nursing and medical visits, a Hoyer lift and other equipment. It was all provided free by Providence. The woman has recovered and is now semi-independent.

That shows that the Mission is very much alive at Providence. There are fewer sisters there, but the leaders and staff have taken it to heart and it's very much embodied in the people who work there.

Is there another ministry you'd like to serve?

I try to remain open to the needs of our times and the direction of our community. Mother Gamelin always tried to address the needs that weren't being met by society. She looked after widows, orphans, the hungry, the sick, those in prison and so many more.

Today, there are equally as many needs among the chronically mentally ill, homeless, youth, and poor and sick children. We try to do our little part and leave the rest in the hands of our provident God.

Doreen Kinnear wins Providence Child Center Spirit Award



Congratulations to Doreen Kinnear, certified medical assistant at the Center for Medically Fragile Children, for being nominated by her co-workers and chosen by the quality of worklife committee for the Spirit Award at Providence Child Center.

Here are some comments about Doreen made by her co-workers:

- Doreen has a deep compassion for Providence Child Center and is constantly looking at ways to improve care.

- She is a leader for problem solving.
- Doreen has gone the extra step to assure incorporation of skilled feeding programs, communication and activities into routine care.
- She is a resource for direct care tasks for the other C.N.A.s, C.M.A.s and new R.N.s.
- Doreen is active on committees and task forces, such as Pizazz, Pharmacy CQI, EEAP, C.M.A. Pilot on Team 1 and Consistent Staffing.
- She is respectful in all her communications with others.