

Pulse

It's my hospital

Best hospital newsletter in Canada 2011: HCPRA

Quebec Government grants \$300 million for new JGH facilities



From left: Irwin Cotler, Rick Dubrovsky, Pierre Arcand, Lawrence S. Bergman, Dr. Hartley Stern, Dr. Yves Bolduc, Hai Pham-Huy and Philippe Castiel at the Pavilion K construction site on October 7, 2011.



Pavilion K groundbreaking, November 8, 2010.

Team Turqwise participates in the Pharmaprix Weekend to End Women's Cancers

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Transformational Change: improving efficiency and organization in the PACU, Herzl and Diagnostic Medicine

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One-in-Three: Ancient wisdom and techniques, such as Chinese herbs, help modern cancer patients

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To the sound of cheers from the gathered crowd of health care professionals and hospital staff, the Government of Quebec announced the approval of the largest and most ambitious construction project in the history of the JGH at an event in October.

The news was delivered by the Minister of Health and Social Services, **Dr. Yves Bolduc**, the Minister of Finance and Revenue and Minister responsible for the Montreal Region, **Raymond Bachand**, the MNA for Mount-Royal and Minister of Sustainable Development, Environment and Parks, **Pierre Arcand** and the MNA for D'Arcy McGee and Chair of the Government Caucus, **Lawrence S. Bergman**. Joining them were JGH President **Rick Dubrovsky** and Executive Director **Dr. Hartley Stern**.

At the event Mr. Bolduc spoke very highly of the JGH, describing it as "a model of service and organization for all of Canada." He went on to thank Dr. Stern for all of his effort and service. "The work you've done is extraordinary, you're one of the best hospital directors in Canada and the willingness on your part to get Pavilion K done is an example for all."

"We are working with the Government of Quebec not simply to enlarge our hospital with the addition of Pavilion K, but to upgrade the healthcare system as a whole," said Dr. Stern, Executive Director. "Our wish, of course, is to offer better care to residents in

our immediate vicinity and across Quebec. But our broader objective is to use our new facilities to help develop innovative, new partnerships to make health care better for all Canadians."

When ground was broken a year ago for the project (known as Pavilion K), government approval had been given only for a new Emergency Department and underground garage, which are currently under construction. The provincial government provided \$93.9 million for this initial phase.

With the latest announcement of the \$300 million investment, the JGH is able to proceed with phase two and three of the project, which consist of new facilities for intensive care, coronary care, neonatal intensive care and surgery, and new patient rooms. These additions will enable the JGH to further improve the quality of its care through higher levels of cleanliness, efficiency and safety. The newly configured patient rooms will preserve privacy and dignity, while limiting the spread of infection.

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Hôpital général juif
Jewish General Hospital

Names in the News Congratulations!

Dr. Ernesto Schiffrin, JGH Physician-in-Chief, has been awarded the American Heart Association's 2011 Excellence Award for Hypertension Research, sponsored by Novartis. This is the most prestigious award conferred by the Council for High Blood Pressure Research, recognizing researchers who have had a major impact in the field of hypertension and whose research has contributed to improved treatment and greater understanding of high blood pressure. The award was presented in Orlando, Florida, in September.

Dr. Schiffrin, internationally recognized for his work, is also Director of the Cardiovascular Prevention Centre; Canada Research Chair in Hypertension and Vascular Research at the Lady Davis Institute at the

JGH; and Professor and Vice-Chair (Research) in the Department of Medicine at McGill University.



Dr. Ernesto Schiffrin

The Canadian Gene Cure Foundation has named **Dr. Roderick**

McInnes, Director of the Lady Davis Institute, a 2011 Champion of Genetics. This honour recognizes the scientific excellence of Canada's most respected and successful senior genetic scientists.

Dr. McInnes, Alva Professor of Genetics at McGill University, is being recognized for his accomplishments in genetics, including his major contribution to the understanding of the molecular basis of retinal and eye development, and to the identification of genes and processes associated with inherited retinal degeneration.



Dr. McInnes

Dr. Susan Kahn, Associate Director for Clinical Research at the Lady Davis Institute, has received the 2011 Clinical Outcomes Research Award for exceptional contribution to venous disease research. The award, presented by the

Venous Disease Coalition, recognizes leading research relevant to the understanding and/or treatment of venous diseases. Dr. Kahn received the award for her study pertaining to a six-month exercise training program to treat post-thrombotic syndrome.



Dr. Susan Kahn receives 2011 Clinical Outcomes Research Award for exceptional contribution to venous disease research.

Pulse

Contact us:
3755 Côte Sainte-Catherine Road
Room A-811
Montreal, Quebec H3T 1E2
514 340-8222, ext. 5818
communications@jgh.mcgill.ca
jgh.ca

twitter.com/HGJ_JGH
twitter.com/ladydavisjgh

facebook.com/HGJ.JGH

NaNaMusical



Glenn J. Nashen
Director, Public Affairs & Communications

Megan Martin
Editor-in-Chief

Henry Mietkiewicz
Senior Editor, Publications

**Amanda Starnino, Dana Frank, Astrid Morin,
Stephanie Malley, Todd Hoffman, David Cohen**
Contributors

Arlette Leveillé
Translation

JGH Audio Visual Services
Photos

Myriam Ekhouzer
Graphic Artist

Colorama
Packaging and Printing Printer

We apologize in advance for any errors, misspellings or omissions. Please note that to our knowledge at press time, all information in this publication was accurate.

Providing care in any language

Did you know that in the course of a year, you might hear as many as six dozen languages in the JGH—and maybe more? That's why the Department of Volunteer Services is updating its list of staff members who speak languages other than French or English, including American Sign Language. When staff can not communicate with patients in either official language, they consult the list to find someone to act as a translator. If you speak a language other than French or English, please visit room A-033 to sign up or email snadigel@aux.jgh.mcgill.ca.

Patients encouraged to Speak Up!

New campaign urges staff to Listen Up!



The Speak Up! campaign was launched during Patient Safety Week, October 31 - November 4, 2011.

If patients have questions or concerns about the care that the JGH provides, the key message of a new hospital campaign is: Don't hold back—Speak Up!

The initiative, launched during Patient Safety Week in late October and early November, got the green light from the JGH Quality Program as part of a province-wide effort to increase effective communication between patients and hospital staff. Not only must patients be vigilant about the care they receive, hospital staff must be attentive and understanding when patients make their opinions and feelings known.

"It's essential to let the patients know that their watchfulness—along with the willingness of

staff to listen—is necessary for their safety," explains **Bernie Weinstein**, Chair of the Speak Up! Campaign and patient representative on the JGH Quality and Risk Management Committee.

While similar campaigns exist in many North American hospitals, Mr. Weinstein notes that little was done elsewhere to prepare staff for the new wave of assertiveness by patients. For this reason, the Speak Up! Campaign is just one element in a three-part initiative to improve communication.

The JGH Humanization of Care Committee is now hosting workshops where staff can learn about active listening, the most effective words to use in speaking with patients and visitors, and

better ways to develop and distribute information that might be overwhelming and confusing for patients.

In addition, the Erromed training program on Human Factors in Patient Safety, in place since 2009, is helping teams to reduce the accident rate and communicate better with one another.

"This is the first program of its kind in Quebec," says Mr. Weinstein. Its three-pronged approach "will allow the Jewish General Hospital to be a model for itself, as well as for other hospitals, in the long term."

\$300 million granted for new JGH facilities

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"Pavilion K, with its ultra-modern Emergency Department and critical-care facilities, is an investment in the health of the people of Montreal and Quebec," said Mr. Dubrovsky. "The Jewish General Hospital is providing more than medical treatment and care; it is providing answers for the needs of tens of thousands of individuals, as well as for the evolving requirements of the healthcare system as a whole."

For more information, photos and videos of the Pavilion K construction visit jgh.ca/en/pavilionk.



Dr. Hartley Stern and Rick Dubrovsky with Pierre Arcand, Dr. Yves Bolduc, Lawrence S. Bergman and Raymond Bachand on Friday, October 7.

Pavilion K showing concrete results

Over the past year, excavation has deepened the Pavilion K site. Now, at last, it's slowly starting to fill up, as concrete slabs are being poured to create the four levels of underground parking and the new Emergency Department.

Michel Lauzière, Lead Coordinator of the project, says after the concrete is poured, a concrete power trowel ensures that it dries smoothly. He compares this machine to a helicopter because of the four propellers that pound the concrete flat. "We are on a very aggressive schedule," Mr. Lauzière adds. "We are trying to complete the steps that make the most amount of noise as quickly as possible."

In between sessions of pouring the concrete, workers do what is known as "form work," in which concrete is dried and finished inside a rigid form. After this is completed, structural steel bars are methodically put in place. Just before the concrete is poured, workers install electrical conduits (a system of pipes that protect the electrical wires) and pipe sleeves (hollow cylindrical inserts to prevent concrete from spilling).

The pouring of concrete is scheduled to be completed by March 2012. Mr. Lauzière says that once all of the levels are built, the crew will begin mechanical and electrical installation. Construction of the exterior walls should be under way by next April.



A concrete power trowel, also known as a "helicopter machine", smooths concrete slabs so that they dry evenly. On the Pavilion K site, workers operate the power trowel with a side-to-side motion at high speed to produce best results.

The Pursuit of Transformation at the JGH

Change is catching on!

As the Transformational Change program moves forward in its patient flow initiative, many different groups at the JGH have been inspired to improve efficiency in their own workplaces. Success stories are growing in number across the hospital, and key words such as Lean, Efficiency, and Transformation are quickly becoming integrated into the JGH language. Proof of this is evident in at least two projects: One in the Herzl Family Practice Centre, and another in the Post Anesthesia Care Unit (PACU).

Herzl Family Practice Centre

Even before the Transformational Change program was introduced at the JGH, a team in the Herzl Family Practice Centre recognized the value of Lean principles. The Herzl team conducted their process in a way that would fit with those that are now part of Transformational Change; they assembled multidisciplinary teams, avoided change from the top-down, and identified tangible and realistic projects to pursue.

The four projects pursued in Herzl include the following:

1. Standardization of exam rooms
2. Better utilization of nurses' time
3. Enhancing the quality of the job and efficiency of unit agents
4. Improving certain aspects of medical records

The projects in Herzl involved collaboration between administrators, nurses, physicians and front line staff. Beyond the details of the individual projects, this *Lean* approach to problem-solving gave everyone a voice and ensured that they were part of the process. "This is our Herzl and everyone is part of the change," says **Mina Ladores**, Head Nurse. "We developed solutions that met everyone's needs, which garnered support from staff, increasing the likelihood of their sustainability over time."

After one year, Herzl had increased their capacity to see patients by 25 per cent, which benefits both patients and staff. The team agrees, however, that their work is never finished. "We constantly re-examine our processes, finding ways to keep improving, says **Carmie Ricciuto**, Chief Administrator in Herzl. "We have developed a sensitivity to the constant need for change," explains **Dr. Michael Malus**, Chief of the Department of Family Medicine, "which has fostered a culture of continual improvement."

PACU

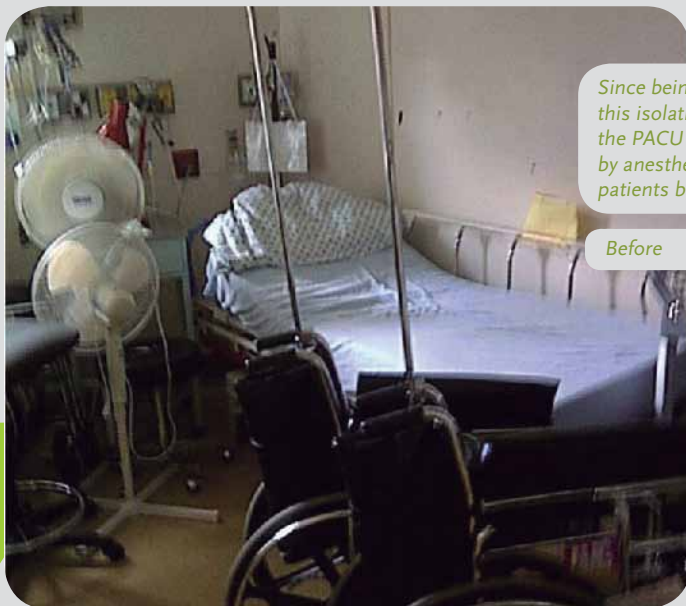
Just as the goal of the Transformational Change program is to be more efficient without adding resources, the PACU has increased their area's efficiency without any additional space. Recently, a group of nurses, orderlies, an anesthesia technician, a unit agent and others came together in the PACU to overhaul their workspace. The concept they adopted is called '5S,' a gradual process, but one that has already produced results and shown signs of success.

The '5S' steps are:

1. Sort: Eliminate unused equipment, duplicates or excess materials
2. Set in order: Decide where things belong, and then make sure their placement is clear and easy to sustain
3. Shine: Clean, complete repairs, and inspect areas further
4. Standardize: Implement measures to ensure that the changes made through the first three steps can be sustained, and to allow for improvements to continue
5. Sustain: Train and communicate to others in order to ensure they respect the implemented changes.

Valerie Vandal, Nursing Director for Surgery and Associated Services, led this initiative in the PACU, along with **Marisa Carnevale**, Head Nurse of the unit. "The Operating Rooms took on a Lean project three years ago, which increased the efficiency of the area," explained Ms. Vandal. "As a result, more patients were coming to the PACU, and faster. We were faced with our own challenge in the PACU; a lack of space." These circumstances motivated those in the PACU to make their own area function better.

In the beginning, the team tackled the first 3 steps. They sifted through their storage and stock spaces, and discovered overstock and expired products, as well as equipment outside its rightful place. "It was a fabulous team-building exercise. We made decisions together, we listened to each other, and we had fun," says Ms. Vandal.



Since being cleared out, this isolation room in the PACU has been used by anesthesia to prepare patients before surgery.

Before



After

To reach the Transformational Change team with any questions, feedback, opinions, or concerns, email transformation@jgh.mcgill.ca or jgh.ca/transformationalchange

Diagnostic Medicine embraces ideals of Transformational Change

Three years ago, the Diagnostic Medicine team decided to clean up its inventory procedures and create an entirely new tracking system for its stock. Perhaps without realizing it, the team was getting an early jump on Transformational Change.

“The patient is at the centre of everything that our entire team does,” says **Dr. Elizabeth MacNamara**, Chief of Diagnostic Medicine. “With every decision we make, every method we develop, and every test we introduce or change, we ask ourselves, ‘Is it good for the patient?’”

As far as patients are concerned, this happens behind the scenes—but patients do benefit. Supplies can now be found more quickly by laboratory technologists, leading to quicker test results for

patients. Previously, some supplies used to expire, because they were stored improperly and this made the testing process slower and more costly.

“At last, we’re completely aware of what we have in stock and what we need to order,” says **Pierre Bellemare**, the Laboratory Technologist in charge of the project. “For such a big laboratory, I think this is crucial.”

Materials are delivered to the laboratory every two weeks. **Giancarlo Lombardo**, a laboratory clerk assigned to this project, removes them all from their boxes and places them on the appropriately labeled filing shelves, while scanning every item. These are registered by RedBeam inventory-control software.

“We immediately noticed an improvement in staff morale,” says **Monika Martinet**, Assistant Chief Technologist. “Employees feel they are working in a more professional environment.”

In May, Dr. MacNamara, and her team traveled to Berlin, Germany for the IFCC WorldLab and EuroMedLab exhibition, an international exchange of medical knowledge and ideas in laboratory medicine. There a poster summarizing the redesign was presented and chosen for a private “walk-through” with members of the Scientific and Organizing Committees. “This project produced very positive results in our department, so we wanted to share it with the world,” says Dr. MacNamara.



Storage Area:
Before After



The flu season has arrived! Did you get your flu shot?

What can you do to protect yourself, your family and the patients? Healthcare workers are strongly encouraged to be vaccinated for influenza (a vaccination schedule is available on JGH Now, under Announcements).

Any employees exposed to a confirmed case of influenza should contact Health Services for possible post-exposure prophylaxis. As usual, excellent hand hygiene is highly recommended to prevent the transmission of all infections. Any employee who is ill with a flu-like illness should stay home and consult their physician before returning to work.



Got something that needs looking into?
Drop into the Herzl CRIU
Walk-in Centre!

5858 Côte-des-Neiges,
5th floor
corner de la Peltrie
514-340-8311

No appointment needed



Monday to Friday
8:30 a.m. – 8:30 p.m.
Saturday and Sunday
9:00 a.m. – 5:00 p.m.

Under the direction of the Herzl Family
Practice Centre, a University Network Clinic

Hôpital général juif
Jewish General Hospital

McGill

Centre de santé et de services sociaux
de la Montérégie



Want to Quit Smoking?
We can help!

Information
Support
Counselling
Nicotine Replacement Therapy

Visit us at E740

Stroll Family Cancer Prevention Centre
514-340-8222 ext. 3870

New for Staff!

Dr. Stern, Executive Director, is launching a blog:
Simply Put by Dr. Hartley Stern

Welcome to my new blog, where I'll regularly share my thoughts with you. This blog complements but doesn't replace my personal contact with JGH staff. You're the heart and soul of this hospital and our patients reap the benefits. Many thanks!

Visit Dr. Stern's blog at jgh.ca/sternblog

Memo to all Staff

Effective Monday, October 31, 2011, the Endocrinology Department will have one phone number for all of its offices:

514-340-8090

New life for old home of JGH's CEO Program launched to put addicts on a healthy path

A decades-old house at Côte Ste-Catherine and Lavoie, once the home of the JGH's first Executive Director, is humming with activity again after having sat vacant for many years. Posted on the front lawn is a new sign that reads, "Chabad Lifeline," a non-profit organization that has been leasing the space since last December to assist individuals who have problems with addiction.

The residence was the original home of **Samuel S. Cohen**, who served as Executive Director from 1933 (when the hospital was under construction) until his retirement in 1968. The founders of the JGH had the house built so that Mr. Cohen would be a convenient 10-minute walk from work. After his retirement, he and his family continued to occupy the house until the early 1990s (Mr. Cohen died in 2000).

The new service, which is not connected to the

Many come to volunteer at Chabad Lifeline, including recovered addicts. The organization also works with Corrections Canada and the YMCA

to provide a place for people serving their community service hours.

JGH, is operated by Chabad, a branch of ultra-Orthodox Judaism known as hasidism. Chabad has numerous synagogues, schools and community facilities around the world, and is known for its outreach programs. Chabad Lifeline has a team of therapists, administrators and volunteers who help addicts and their families, free of charge, by counselling them and referring them to various 12-step programs such as Alcoholics Anonymous and Narcotics Anonymous.

"Most addicts end up in prison, which I've been in and out of since my early teens," says **Jesse Anger**, a recovered addict. "Lifeline was my guide on my journey to recovery." Mr. Anger, 29, a poet, a musician and father of a

5-month-old son, says he was a different person three years ago, when he led a life of drug and alcohol abuse, among other behavioural addictions. His life took a turn for the better when a friend took him to Chabad Lifeline.

The organization was originally launched in 1989 as Chabad Project Pride by **Rabbi Ronnie Fine**, then a McGill University chaplain who had seen the devastating effects of substance abuse on students and their families. Since opening, the centre has helped at least 300 people. "When an addict, or family member of an addict, walks in seeking help, we let them know they never have to be alone again," says **Rabbi Benjamin Bresinger**, Director of Chabad Lifeline.



On est devenu
We've gone

VIRAL

YouTube.com/NaNaMusical



New Chair for JGH Foundation announced at Annual Meeting

Allen F. Rubin was officially welcomed as the new Chair of the JGH Foundation at the Annual Meeting of the Foundation on September 13. Mr. Rubin has been associated with the hospital since joining the Board of Directors in 2001, and served as Vice-Chair of the Foundation from 2005 to 2011. He has also taken an active role in various Foundation events, including chairing the Weekend to End Breast Cancer in 2006 and 2007, and co-chairing the 2010 Doctor's Gala with his wife, Sarah.

Those attending the Annual Meeting were told the Foundation is continuing to plan a wide array of fundraising events for the coming months, as well as launching a new \$275 million capital campaign. "The results speak for themselves," said Mr. Rubin. "With the ability of the Foundation to raise significant funds, and the help and dedication of our 1,500 volunteers, I am certain we can make it happen."

Make some handy connections Social media adds to JGH's online presence

First came the Internet, then YouTube, followed by Facebook and Twitter—and the Jewish General Hospital has been plugged into all of them. Responding to the ever-increasing demand for digital communication through social media, the JGH now has its very own Digital/Social Media Technician, **David Cohen**, a team member in Public Affairs and Communications. Since June, he's been promoting the hospital through social media and helping to cultivate the growing online network.

The JGH hopped aboard the social media train in August 2010 with the creation of its own Facebook page, as well as a Twitter account (HG)_JGH@

twitter.com) and a YouTube channel (jghpac). In this way, the JGH was able to reach out to patients and members of the public who may not visit the hospital regularly, but want to read its publications or consult its web page. By posting important news, articles, photos and videos to its Facebook and Twitter pages, the JGH has created another way of reaching out and targeting younger readers

Got news to share? Let us know!
Any department interested in promoting a project, campaign or program via social media should contact **Amanda Starnino**, Marketing and Production Officer at 8424 or via lotus.notes.

Renowned researcher Dr. James D. Watson visits the JGH!



Dr. James D. Watson (left), Chancellor Emeritus of Cold Spring Harbor Laboratory and Nobel Prize-winning co-discoverer of the DNA double helix, pauses briefly in the JGH lobby with Dr. Michael Pollak, Director of the JGH Cancer Prevention Centre, after delivering his lecture on "Curing Incurable Cancer" in the Block Amphitheatre on October 12. The talk, part of the Distinguished Lecture Series by the Lady Davis Institute at the JGH, attracted hundreds of students, doctors, researchers and JGH employees.

Did you know?

-  - More than 70 per cent of Facebook users who visit the JGH's page are under 40
-  - The JGH official Facebook page has over 300 followers
-  - The JGH official Twitter page has over 200 followers
-  - The JGH's NaNa Musical video on YouTube has been viewed 10,499 times
- The hospital's website, jgh.ca, has roughly 40,000 unique visitors each month from 152 countries

Parking at the JGH

Have any questions? Stay up to date by checking out jgh.ca/now where information about parking at the JGH is announced regularly.

Pharmaprix Weekend to End Women's Cancers

Support of JGH staff essential to event's success

Teams and individuals from the JGH raised nearly \$200,000 to power the seventh annual Pharmaprix Weekend to End Women's Cancers to a dazzling total of \$4.3 million on August 27 and 28. The event drew 1,836 walkers who criss-crossed Montreal, completing either a 32-km route in one day or a 60-km route in two days. A grand total of more \$45 million has been raised since the Weekend was launched in 2005.

Iris Gourdji, a four-time walker and captain of the Turqwise team from Gynecologic Oncology, says she and her friends "had a fabulous experience. Our team is dedicated to continuing to make a difference, with a special focus on gynecological cancers."

"It was amazing and memorable," agreed **Bianca Di Iorio**, an Administrative Technician from Human Resources and a member of the newly formed Pink Ladybugs

from the Lady Davis Institute. "Words cannot express how moved and proud I am to have completed my first walk. The testimonials of other participants greatly affected me, which is why I will continue my journey with the Weekend and I encourage others to join me."

In addition to the walkers, many members of JGH staff supported the event as crew members, volunteers or on the first-class medical team. "The support of staff and their friends and family is extremely important," says **Lynne McVey**, Director of

Nursing and Co-Director of the Segal Cancer Centre at the JGH. "We are so heartened to see nurses, doctors, pharmacists and employees of every department from Housekeeping to Surgery, from Human Resources to Oncology, taking up this cause and supporting our hospital."

Registration for the 2012 Pharmaprix Weekend to End Women's Cancers is now just \$25, for a limited time. For more information, please visit www.endcancer.ca or contact **Karine Mayers** at 2763 or on Lotus Notes.



Pink Ladybugs Team from left: Filomena Ioffreda-Mancini, Administrative Assistant, Diagnostic Medicine, Bianca Di Iorio, Administrative Technician, LDI - Human Resources, Marisa Cantini, Administrative Technician, Research Contracts, Lynda Martin, Coordinator, Research Ethics Office, and Ryen MacDonald, Ph.D. Student, Department of Neurology and Neurosurgery.

Gearing up to ride

Members of staff celebrating the Enbridge Ride to Conquer Cancer's Gear Up Day on October 5. Back row, from left: Myer Bick, President & CEO of the JGH Foundation; Mary Etzitian, Associate Coordinator, Events; Alexis Gaipman, Director Planned Giving & Special Events; Claude Krynski, Director, Major Gifts; Jacky Raboy-Thaw, Head Nurse, Adult Critical Care; Alexia Grannec, Supervisor, Food Service; Geneviève Massé, Supervisor, Dietetics; Dr. Jamie Rappaport, Associate Chief, Department of Otolaryngology; Megan Martin, Communications Specialist, and Cinzia Russo, Administrative Assistant, Special Events. Front row, from left: Catherine Forbes, Stroke Team Nurse; Carolyne Baker, Administrative Assistant, Events; Philippe Gonyea, Administrative Assistant, Campaign; Siobhan O'Brien, Coordinator, Weekend to End Women's Cancers; and Karine Mayers, Coordinator, Special Events.



Calling all JGH cyclists! Registration for the 2012 Enbridge Ride to Conquer Cancer is now open. If you are riding next year, or if you've been thinking about taking on this challenge, you can get answers to all of your questions from **Stephanie Roza** at extension 2587 or on Lotus Notes.



Staff Appreciation Week!

Staff Appreciation Week kicked off on August 15 with Pulse's first ever staff photo contest and wrapped up on August 19 with a Facebook contest. Winners of the Facebook contest received an iPod nano, as well as sports bags from TD Insurance Meloche Monnex. The week's activities included a staff barbecue lunch where 1,000 souvenir bags were given away. This was followed by a free performance

of hypnotism by the Incredible Boris, as well as a reception hosted by the Pavilion K team, with cupcakes and other treats. For staff who couldn't get to the barbecue, another 1,000 giveaway bags were delivered to every department and unit in the hospital at the end of the week.

Check out photos from these events at jgh.ca!

And the winners of the photo contest are...



Esther Lang, Occupational Therapist, Department of Psychiatry - Photo taken from inside the Centre for Child Development and Mental Health.



Cécilia Ré, Nurse Clinician in Post-Partum (5W) - Photo taken of the Pavilion K construction site.



Mary Rose Macapuno, Housekeeping Attendant - Photo taken in the Central Sterilization Unit.

Congratulations!

Staff safety a high priority at the LDI

Potential risks are everywhere in the Lady Davis Institute (LDI) at the JGH, whether those risks are chemical, biological, radiological, physical or ergonomic. That's why **Dr. Alain Petit**, a biochemist with 15 years experience in biomedical research at the LDI and another six at the Ste-Justine Hospital Research Centre, has taken on the critical role of overseeing staff safety.

"The most important thing is to make sure everybody is aware of the proper procedures for handling potentially dangerous substances and situations," says Dr. Petit, who assumed his duties last year for the Health and Safety Service.

Among his first tasks was to conduct a comprehensive survey of the building, determine where changes are needed, and incorporate his findings in an upgraded laboratory safety manual, with which each LDI employee must be familiar. "Everybody who works in a lab has to recognize that we all share responsibility for one another's safety," he says.

In each lab, one person is assigned to oversee health and safety. Dr. Petit meets with these individuals regularly to discuss working conditions and verify compliance with procedures for handling the specific materials. He also trains new employees, students and volunteers in biosafety and good laboratory practices, including chemical spill response, chemical waste disposal, and transportation of dangerous goods. To improve communication, he emails bulletins to employees, highlighting topics that are specific to each area.

This is in line with the policy of the entire JGH to protect the health and safety of all employees, patients and anyone on the premises. It emphasizes the importance of training staff about the necessary regulations and guidelines, while encouraging everyone to be vigilant and come forward if they have any concerns.

"We have a culture that respects health and safety and we instill this in every employee," said **Suzanne Paulhus**, who coordinates health and safety for the JGH. "The thing we have to guard against is complacency. No matter how much experience someone has, they have to stay alert and make sure not to take any shortcuts that might compromise security."



Dr. Alain Petit

Arming yourself with information New IPC initiative the first of its kind in Canada

The JGH is launching a new interactive online program—the first of its kind in Canada—to give staff the latest information on infection prevention and control. This will help protect patients and their families, as well as the employees themselves, by minimizing the spread of infection and germs.

"The benefits for our staff and for the hospital are huge," says **Dr. Mark Miller**, Chairman of the Infection Prevention and Control Committee. "We want all hospital employees, trainees and volunteers to feel comfortable with infection prevention and control and to understand its importance in healthcare institutions."

The mandatory program consists of two online modules, each of which takes about 15 minutes

to review. Doing so is the responsibility of each employee. Supervisors will be obligated to give staff members the necessary time—a total of about half an hour—during the workday to complete the modules. The first covers basic information on preventing infections in any healthcare setting. The second addresses ways of controlling *C. difficile*, a problem for hospitals throughout Quebec and around the world.

Employees who are not comfortable using a computer or the Internet, or who do not have access to a computer during their work day, can get help and computer access in the Medical Library and in other locations in the hospital. Visitors and patients' families will also have access to the modules in waiting rooms and lounges, giving them a useful tutorial on infection prevention and control.

The modules, developed through a partnership among Dr. Miller, **Pearl Orenstein**, Coordinator of Infection Prevention and Control, and Discovery Campus Inc., are being implemented without cost to the hospital.

"This is just one of many ways we are promoting safety and increase the public's confidence in our excellence of care," says Ms. Orenstein. "We expect this new initiative to bring down our infection rate, to the benefit of all."



During Infection Prevention and Control week in October, staff members use a Glo Germ product to demonstrate the germs left behind on their hands by insufficient hand washing.

Ancient wisdom helps modern cancer patients

one in 3

Aiming for zero

In the fashion world, vintage looks are highly regarded because only the greatest styles survive the test of time. Similarly, complementary therapies have remained essentially unchanged for five millennia, because their results continue to help millions worldwide.

To explain these therapies to a wider public at the Jewish General Hospital, the One-in-Three Forum for Complementary Therapies has been created. The organization, founded by **Stephen A. Vineberg** who was JGH President from 1991 to 1993, is named for the chilling statistic that one in three people develops some form of cancer in his or her lifetime.

"When I was diagnosed with chronic lymphocytic leukemia 13 years ago, I was determined to seek out ways to help my body fight the cancer," says Mr. Vineberg. "I know I have the best doctors looking after me, but I truly believe that the integration of complementary therapies alongside chemotherapy is the main reason I continue to live an energetic life."

Some complementary therapies take full advantage of the mind-body connection (hypnosis, meditation, visualization), while others place a heavier emphasis on the body (a healthy diet, regular exercise, acupuncture, massage), and still others straddle the line (qi-gong). Regardless of the therapy, many medical professionals are aware of their potential for improving the quality of life of those who have cancer or want to prevent it.

It should be noted that "complementary" and "alternative" medicine are not the same. Alternative medicine is generally used instead of conventional medicine, while complementary medicine is practiced along and in harmony with conventional medicine.

Those heading the One-in-Three Forum are so enthused about the organization's potential for growth that they often present free lectures on the subject. They are also developing a website that is intended to become the Canadian hub for news and information about evidence-based complementary therapy.



One-in-Three Forum for Complementary Therapies Chairman Stephen A. Vineberg poses next to a selection of Chinese herbs.

Clearing the lines of communication

The Humanization of Care Communication Committee has launched a new workshop series aimed at enhancing communication at the JGH. At the first event in September, two half-day sessions—each attended by about 20 people—focused on clinician-patient relations by raising clinicians' awareness of the impact of communication on the quality of care. The workshops also prompted clinicians to request feedback from their colleagues, while committing them to trying different ways of communicating with their patients.

"We all need to be reminded from time to time about the impact of what we say and, more importantly, how we say it to patients," says participant **Dr. Cleve Ziegler**, Director of Gynecology. "The workshop was a good reminder that we need to listen more and talk less in order to communicate effectively with patients."

The next events are scheduled for December 2011 and February 2012. The ultimate goal is to hold these workshops four times a year. For more information or to register, please contact **Estelle Kalfon** at extension 2877.

Meet the team of the One-in-Three Forum for Complementary Therapies

Chairman:
Stephen A. Vineberg

Director:
Scott Vineberg

Communications Coordinator:
David Smajovits

Steering Committee:

Dr. Gerald Batist: Director, Segal Cancer Centre and Chairman of the Department of Oncology, McGill University.

Dr. Richard Béliveau: Director of the Molecular Medicine Laboratory, at Notre-Dame Hospital and holder of the Claude-Bertrand Chair in Neurosurgery at the University of Montreal Hospital Centre.

Antoinette Ehrler: Nursing coordinator, Cancer care, Segal Cancer Centre.

Francesca Frati: MLIS, Co-Chair, Patient Education Network (PEN), Instruction Librarian/Patient Information Specialist

Arlene Greenberg: Chief Medical Librarian, JGH

Dr. Mary Grossman: N, Ph.D., Director, Lung Cancer Brojde Center, Segal Cancer Center

Dr. Robert Kilgour: Ph.D., FACS Research Associate, Chair and Associate Professor Department of Exercise Science Concordia University, Director of the PERFORM Centre

Dr. Carmen Loiselle: Associate Professor, Christine and Herschel Victor/Hope & Cope Chair in Psychosocial Oncology, McGill University

Suzanne O'Brien: Executive Director, Hope & Cope

Dr. Amir Raz: Ph.D., ABPH, Canada Research Chair in the Cognitive Neuroscience of Attention, Professor, Department(s) of Psychiatry (Neurology & Neurosurgery, and Psychology) McGill University

Lillian Vineberg: Member of JGH Board of Directors

Susan Wener: Educator and Natural Health Consultant, B. Ed., M.N.L.P

Veteran OR nurse celebrated by colleagues

Claire Deland receives Caring Beyond Award



Claire Deland

For the past 20 years, **Claire Deland** has worked in the JGH operating rooms with the attitude that a happy staff will ultimately provide the best

possible care for patients and their families. Her warm spirit has not gone unnoticed by her colleagues, as Ms. Deland received a Caring Beyond Award in September to acknowledge the positive attitude that she has brought to her years of service.

At the emotional ceremony, **Dr. Gail Breton**, a general surgeon, described Ms. Deland as very generous, adding, “she wears her heart on her sleeve and will always take time out of her busy schedule to comfort a fellow worker, answer a doctor’s question about statistics, or repair a non-responsive endoscopic apparatus. Her only flaw is that she can never say no.”

With tears of appreciation slowly streaming down her cheeks, Ms. Deland thanked everyone. “I am so surprised by this, I’m shocked,” she said. “I’ve always tried to do what I can for my colleagues and patients, and I never expected an honour like this. I can’t tell you how much it means to me. I’m so thankful to everyone.”

The award was several years in the making, says Dr. Breton. “Claire is like one of those tiny ants, who carries more than a hundred times its weight on its shoulders, relentlessly and courageously, without ever asking to be praised for it.”

Caring Beyond



Do you know a staff member of the JGH who has gone the extra mile in demonstrating extraordinary acts of kindness and compassion towards patients and their families? To recognize a fellow staff member who cares beyond, visit jgh.ca/caringbeyond or fill out a form in C-107 or B-107.

See the touching videos of the Caring Beyond award presentations online at jgh.ca/caringbeyond

Accreditation update

As the JGH gears up for the visit by Accreditation Canada surveyors in November 2012, **Chantal Bellerose**, the JGH Accreditation Coordinator and Quality Improvement Advisor, is keeping the process on track. The 18 accreditation teams are nominating co-chairs and interdisciplinary team members, while staff throughout the JGH is becoming familiar with the self-assessment process and questionnaires related to safety culture, work life and best practices. Striving for and achieving excellence in the latter three areas helps to ensure the best possible outcomes for patients, as well as improved efficiency.

Education sessions focusing on communication and training have already begun and staff members are encouraged to ask within their departments about getting all of the necessary information to prepare for participation in accreditation.

The success of the JGH’s evaluation and improvement process is strongly related to the hospital’s safety culture and to everyone’s participation. For more information, please contact Ms. Bellerose at extension 7895 or on Lotus Notes.



ER Nurse honoured for her kindness

Caring Beyond Award for Fanouche Zéphyr

Staff in the JGH Emergency Department see well over a thousand patients a week, but the high volume doesn’t prevent ER employees—especially dedicated nurses like **Fanouche Zéphyr**—from making a special effort to be a source of care and comfort. In recognition of her expertise and dedication, Ms. Zéphyr was nominated for a Caring Beyond Award by a JGH staff member whose mother received exceptional care.

The nomination was no surprise to Ms. Zéphyr’s supervisor, **Valérie Pelletier**, Head Nurse in Emergency. “She is a wonderful nurse and everyone respects and looks up to her,” says Ms. Pelletier. “She is so caring and serves as a great role model for those around her. We’re very happy to have her on our team and it’s great to see such a deserving person be recognized.”

Ms. Zéphyr, an ER nurse since 1999, says she is grateful for the award, but adds that caring beyond the minimum requirement is simply part of her job description. “Every day I try to do my best and show compassion to people, in addition to addressing their

medication needs. We are nurses—that’s what we do. I am very honoured and touched that someone took the time to nominate me. We work very hard in the ER to provide the best care possible and it’s touching to receive this kind of feedback.”



Fanouche Zéphyr