



PULSE

It's my hospital



Best hospital newsletter
in Canada
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The Power of Love

Celine Dion seeks help of JGH breastfeeding specialist

Anything is clear from Celine Dion's songs, it's that she understands something about love. This was confirmed to **Carole Dobrich**, Lactation Consultant at the Goldfarb Breastfeeding Clinic, who had an unexpected encounter with the superstar several months ago, witnessing what she describes as "the beautiful love between a mother and her children." She made the observation after being called in to give Ms. Dion help in breastfeeding her new twin boys at her family home in Florida.

"I got the call, flew out the next day and was there for just over 24 hours," says Ms. Dobrich, whose name was given to Ms. Dion by a mutual friend, Quebec TV personality Julie Snyder. "It was good timing, because there was no breastfeeding clinic at the JGH the next day, so I was able to leave without affecting the clinic's activities."

"I spent the day with Celine, helping her with several feedings. She's a mother like any other mother and she needed help, just as other moms do. Positioning and latching can be a challenge, especially with twins. People forget that moms need support even for the little things; it's how they come to feel confident and trust their instincts."

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Carole Dobrich was thrilled to work with Celine Dion, calling the superstar "a beautiful and loving mother."

Celine Dion and her twins Nelson and Eddy, born October 23, 2010.

© photo: Gérard SCHACHMES

Step inside ...



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Nutrition booth satisfies hunger for information

How much fruit do I need to eat every day to get enough vitamins? Is red meat good for me? Should I buy white bread or whole wheat? You may wonder about questions like these, but would you consult a dietitian or nutritionist for answers? If you're like most people, probably not.

That's why the JGH Department of Dietetics hosts an informational booth each March during National Nutrition Month, with this year's event on March 15. "We wanted to give the public—staff and visitors alike—an opportunity to questions and receive immediate replies from dietitians," said **Angel Ong**, a McGill Dietetics Stage Clinical Coordinator. "Our goal was, and continues to be, promoting nutrition as part of healthy living."

Dispelling myths is another objective of the annual booth, says Ms. Ong. "Nutrition is talked about everywhere, but the right information needs to come from the right sources. There is always a lot of incorrect

and outdated information floating around and people need to be guided through it."

Since this year's theme "Celebrate food...from field to table", the presentation included recipe guides and resources. "We want to encourage people to do more cooking with healthy ingredients, so we gave out tips and recipes," adds **Donna Schafer**, Chief of Clinical Nutrition, who has been involved with the JGH booth for the past 14 years.

Besides answering questions, JGH dietitians and dietetic interns provided information about cardiovascular health, women's health, child nutrition, and food allergies and intolerance. "We also provided a referral service for people who had more complex questions or problems that couldn't be discussed in a public setting," Ms. Schafer says. "It's great to offer that kind of access to staff members and hospital visitors, who might otherwise not get the chance to meet with dietitians so readily." **P**

From left: Henry Mietkiewicz, Senior Communications Specialist, Glenn Nashen, Director of Public Affairs and Communications and Stephanie Malley, Communications Coordinator pose with Lise Denis, Executive Director, AQESSS, after the JGH received a certificate as a finalist in excellence in communications for the NaNa Musical Video.



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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.

When you read Pulse, you're reading the best

The Health Care Public Relations Association of Canada (HCPRA) has named Pulse the best hospital staff publication in the country for the second year in a row. This marks the fifth time since 2003 that Pulse has been recognized by the HCPRA as one of Canada's leading hospital magazines.

Representing communications professionals in hospitals and healthcare institutions,

the HCPRA recently presented the Hygeia Award to **Glenn J. Nashen**, Director of Public Affairs and Communications which produces Pulse, at the organization's annual conference in Ottawa.

Regularly seen in the hands of JGH employees, volunteers, and visitors, Pulse is co-edited by Information Officer **Laure-Elise Singer** (currently on maternity leave) and **Henry Mietkiewicz** (Senior Communications Specialist), and is distributed throughout the hospital. An online version is available on jgh.ca.

"These honours reflect the dedicated effort of our entire team on behalf of the hospital," says Mr. Nashen. "JGH employees are special people, so we do our best to keep them informed and to portray their sincere commitment to patients from across Montreal and Quebec."

In addition, the NaNa Musical Video was chosen as an awards finalist by the Quebec Association of Health and Social Service Institutions at a Montreal conference in April. Production of this light-hearted, bilingual, three-minute tribute to the JGH was supervised by **Marisa Rodi** (Event Planning Coordinator) and **Dana Frank** (Associate Event Planner).

The video can be viewed at:

YouTube.com/NaNaMusical

A view from the top

Allan Ptack
climbs Mt. Kilimanjaro



Allan Ptack on his way up Mount Kilimanjaro in January 2011 with a team of 12 climbers, raising money for the Montreal Children's Hospital.

Three years ago, **Allan Ptack's** outlook on life took a drastic change. The Director of Social Services had a heart attack, brought on by a congenital defect that he (and his doctors) were previously unaware of. "It was scary, no question about it," he says. "I didn't know how my life would change after that."

Although Mr. Ptack had always been physically active, one thing he didn't anticipate after his heart attack was climbing to the top of the highest mountain in Africa. But after seven months of training, that's exactly what he and his wife did in January of this year. "It was a challenge—something I wanted to take on and complete," says the father of two sons, aged 10 and 13.

And so Ptack and his wife joined a 12-person team and climbed Mt. Kilimanjaro to benefit the Montreal Children's Hospital. Altogether, the team raised \$398,000; of which about \$40,000 came from the Ptacks.

"I sent out emails every day and I found out that I actually know a lot more people than I thought," said Ptack, laughing. "Actually, I consulted with my doctor to make sure I had the medical go-ahead to do the climb, and she not only gave me approval, but she was also my first sponsor, so it started out well."

The group climbed the 19,300-foot mountain in nine days: seven to go up and another two to come down. "We were really lucky to have had great weather the whole time, but the biggest challenge was the altitude," Mr. Ptack says. "The last day was the hardest—a 12-hour hike in 70-kilometre-per-hour winds, and I was so exhausted that it became a psychological challenge to push through it.

"Also, my wife and I were struggling with being away from our kids for so long. It was the first time we left them for a substantial amount of time, but they told mommy and daddy how proud they were of us."

The climb required a major investment on many fronts, from training regularly to covering the costs of the trip. But it was well worth it, with Mr. Ptack describing the experience as life-affirming and very rewarding. "The views at the top were incredible. I've never seen the sky look so richly blue. Our local guides were also great, because they kept us safe and ensured we had an unforgettable experience."

Though they're still digesting their Kilimanjaro trip, Mr. Ptack and his wife may be back on another mountain in the near future. "We're thinking about climbing to the base camp, but not the summit, of Mt. Everest. I think we both have a taste for it now." **P**



Allan Ptack and his wife, Sharon Abish, at the summit of Mount Kilimanjaro after a seven day hike up the mountain.

JGH gets a Bixi station!

The JGH has collaborated with Bixi, Montreal's largest bike-sharing program, to install a station at Côte Sainte-Catherine and Légaré. In keeping with the hospital's commitment to being environmentally friendly, this makes the JGH Quebec's first hospital to welcome Bixi to its campus. For more information, please visit <https://montreal.bixi.com/> and remember to wear a helmet, no matter how short the distance. **P**



A new Bixi station has been installed on Côte Sainte-Catherine, at the corner of Légaré.

Continued from page 1

Ms. Dobrich calls her time with Ms. Dion and her family "wonderful. She's a beautiful mom, so natural and down-to-earth. I'm proud I could sit down and help her, just like any other mom. The whole family was very friendly—genuinely loving and kind people. What I saw in my time there was a woman who loves her children and her family."

The Goldfarb Breastfeeding Clinic is an inter-disciplinary referral centre for mothers and babies who are experiencing breastfeeding difficulties. International Board-Certified Lactation Consultants (IBCLC) work alongside Family Physicians trained in lactation to manage complex breastfeeding cases referred by healthcare professionals from Montreal and surrounding areas.

Mothers need a referral from their health care professional in order to be seen at the clinic. **P**

Names in the News

Welcome

Dr. Osama Roshdy has joined the Division of Dermatology. He completed training in dermatology in Egypt, and earned a Master's degrees in immunopathology at McGill University and in molecular

and cell biology at Laval University. Dr. Roshdy, is investigating the role of certain cells in melanoma and basal cell carcinoma.

Babies! Babies! Babies!

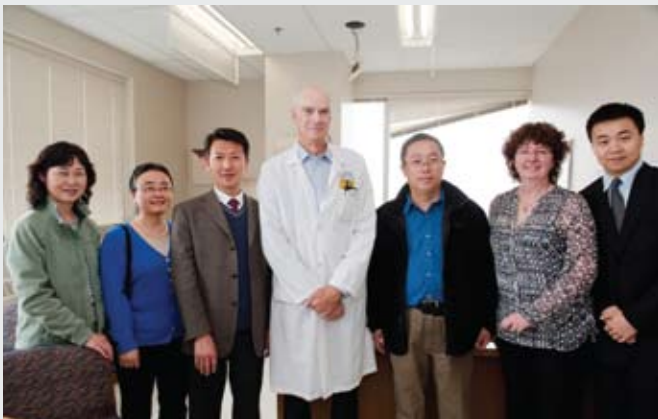
Congratulations to **Melisa Hakim** of the Finance Department on the birth of her daughter, Julia, born April 20; and to **Laura Azoulay** of Technical services on the birth of her daughter, Sephora, on April 25.



Melisa Hakim's newborn daughter

Dr. Amir Raz, head of the Clinical Neurosciences and Applied Cognition Laboratory at the LDI, welcomed his fourth child, a son, Ned Oneg, May 18.

Congratulations to **Laure-Elise Singer**, Internal Communications Editor in the Department of Public Affairs and Communications and her husband Ziv Machnes on the birth of their first child, a daughter, Aviana Yael, born May 18, here at the JGH.



Strengthening ties with China

Dr. Jile Chang, Deputy Minister of Health for the province of Gansu, China, toured the JGH Segal Cancer Centre recently with **Dr. Richard Margolese**, in the centre, Department of Oncology, and **Dr. Elizabeth MacNamara**, second from right, Chief, Diagnostic Medicine. With him are Dr. Michael Chen, Xiaoju Liu, Li Qiang and Jie Qiu. In keeping with the relationship that has existed since 2008 between the JGH and the Ministry of Health of Gansu, a visit was recently arranged to develop closer ties between Gansu hospitals and the JGH.

New appointments



Franca Cantini

Franca Cantini has been appointed Chief Operating Officer of the Lady Davis Institute for Medical Research. Ms. Cantini will assume day-to-day responsibility for managing the Institute, including support for researchers and staff. Ms. Cantini has worked at the JGH for over a decade and was previously Chief of the JGH Research Ethics Office.

Ms. Cantini received her Bachelor's degree in the Science of Nursing, and later her Master's

in the Science of Nursing/Research Ethics at the University of Montreal. In 2007, she was appointed Faculty Lecturer at McGill University's School of Nursing, where she teaches residents, medical students and nursing students about research ethics and regulatory guidelines that govern the conduct of research involving human participants.

Dr. Andrew Hirsch

Dr. Andrew Hirsch of the Division of Pulmonology, has been promoted from Assistant Professor to Associate Professor at McGill University's Faculty of Medicine. Dr. Hirsch worked at the JGH as a medical resident from 1989 to 1993. He then trained in pulmonary medicine and pulmonary hypertension, mostly in the United States until returning to the JGH in 1997.

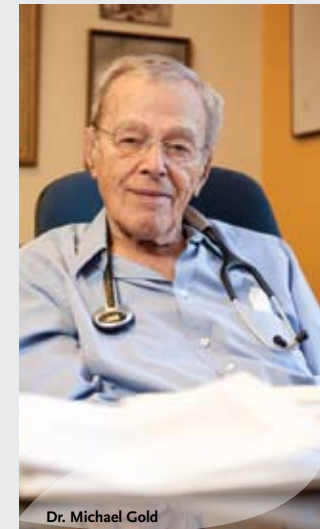
Belle of the Blog!

At the Jewish General Hospital, every doctor, nurse and healthcare professional has a fascinating story to tell – and **Belle Ziniuk** is an avid listener. As an author and JGH volunteer, Belle has great affection for the hospital, and she loves meeting and writing about the people who make it great. In her blog - jgh.ca/belle - she chats with some of the JGH's most colourful and interesting personalities, capturing their memories of some of the hospital's major events and achievements, as well as reminiscences about their own contribution to the JGH's growth and development.



In Memoriam

Dr. Michael Gold, z"l



Dr. Michael Gold

At the Annual General Meeting last November, **Dr. Michael Gold** (right) was honoured by JGH President Bernard Stotland for his 60 years of service.

The Jewish General Hospital mourns the loss of Dr. Michael A. Gold who, until his passing on April 6 at the age of 91, had been the hospital's longest-serving physician. Dr. Gold's outstanding work in internal medicine was officially recognized last November at the Annual General Meeting, where he was honoured for reaching his 60-year milestone at the JGH. He was also publicly thanked for his professional expertise, his keen abilities as a diagnostician and the warmth that had endeared him to generations of patients and students.

Born in Montreal, Dr. Gold received his M.D. from McGill University in 1943. After several years of additional training in pathology and cardiology in Boston and New York, he joined the JGH in 1950. During his lengthy career at the Jewish General Hospital, Dr. Gold held many senior positions, including Director of Undergraduate Medicine, Director of Graduate Education, Medical Director and Acting Physician-in-Chief. The later part of his career was primarily devoted to teaching, and as late as the age of 80, his students at McGill University voted to present him with the 1999 Osler Award for Outstanding Teaching in Medicine.



At the Annual General Meeting last November, Dr. Michael Gold (right) was honoured by JGH President Bernard Stotland for his 60 years of service.

Dr. Ernesto Schiffrin, JGH Physician-in-Chief, says Dr. Gold "will remain an icon for many years to come to numerous patients, students and fellow physicians, admired as a kind, generous, hard-working, devoted, eloquent and erudite doctor, teacher and colleague. We are immensely grateful to him for his contributions to the Department of Medicine, the JGH and McGill, and we will miss him greatly." P

Mildred Lande, C.M., z"l



Mildred ("Milly") Lande

It is with great sadness that the Jewish General Hospital, Foundation and Auxiliary mourn the passing of **Mildred ("Milly") Lande, C.M., z"l**, at the age of 97. In 2006, Mrs. Lande received the Distinguished Service Award, the hospital's highest honour, for her decades of service, including her term as President of The Auxiliary (1961-1964), her life-long guidance and her tireless support as a fundraiser.

Mrs. Lande was present in many capacities for every step in the development and growth of the JGH. During the early 1930s, while still in her teens, she raised funds on behalf of the hospital, then under

construction. Starting with the opening of the JGH in 1934, she served as a volunteer, including assignments in the Emergency Department, the kitchen and the brith (ritual circumcision) room. After lightening her workload to raise a family, Mrs. Lande renewed her commitment as a volunteer in the 1960s through her involvement in The Auxiliary.

Mrs. Lande's desire to be of benefit to society extended far beyond the Jewish General Hospital. A long-time supporter of Congregation Shaar Hashomayim, Mrs. Lande was President from 1984 to 1987, the first woman to be elected President of a Montreal congregation with an Orthodox charter. In addition, she held the positions of Chairman of the Combined Jewish Appeal and the Israel Emergency Fund. In recognition of her achievements, Mrs. Lande was named to the Order of Canada in 1981.

She will be greatly missed by the entire JGH community, whose thoughts are with her family at this time. P



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.

Rock 'n recycle

There's been a lot of rumbling at the Pavilion K excavation site, but dynamite isn't the only "ground-breaking" aspect of the hospital's newest construction project. Because of an innovative green initiative, 100 per cent of the excavated soil and rock will be recycled, rather than transported and dumped in a quarry.

Most of the soil is trucked directly to the Turcot Interchange construction site, where it will be used for backfilling (re-filling of an excavated area). Not only does this save the extra step of bringing in soil from a quarry, it has the added environmental value of reducing the number of trucks on the road.

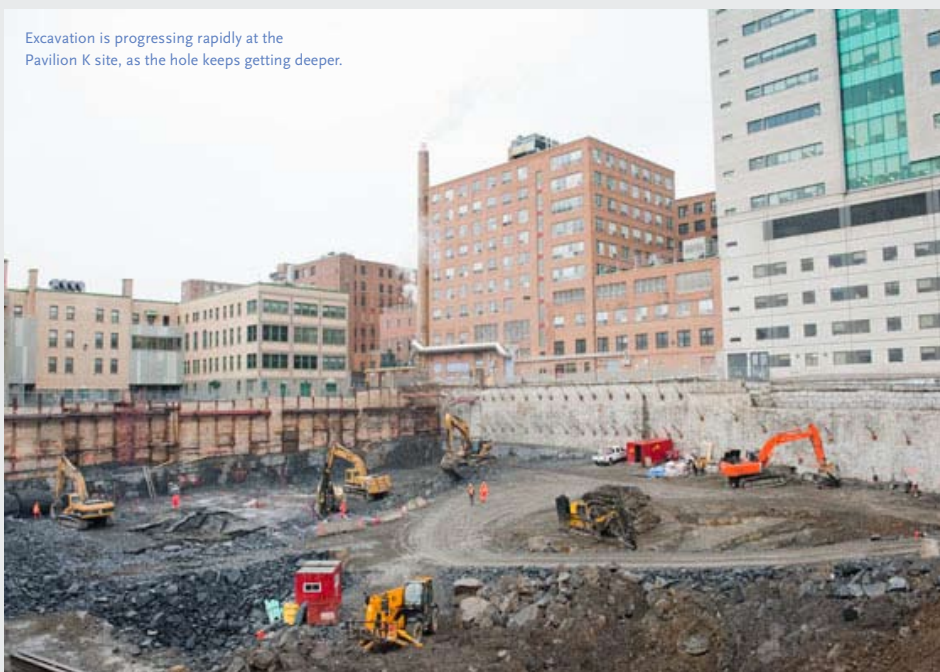
"This is a great opportunity to be eco-friendly," says **Michel Lauzière**, Lead Coordinator of the Pavilion K project. "We are excavating top-quality materials and it would be a shame not to reuse them."

The rock is crushed into small pieces by on-site equipment on-site. About a third of the fragments will be used to build a ramp to the site once the foundation is built; the rest will be sent to the Turcot site. When the ramp is no longer needed, the crushed rock will be spread evenly over the ground.

"This is a great measure that further demonstrates our willingness to go above and beyond in our commitment to the environment," says **Ilan Elbaz**, Sustainable Development Coordinator and JGH Green Committee Chairman. **P**



Michel Lauzière checks the Pavilion K site to make sure everything runs.



Excavation is progressing rapidly at the Pavilion K site, as the hole keeps getting deeper.

Construction check-up

Keep up with what's happening in your hospital

Project	Area affected	Construction Status
Uninterrupted Power Supply Project	Main server room	Final phase
Human Resources	Pavilion A, first floor	Completed in May
Nursing Department	Pavilions A, B, first floor	Completed in May
Pharmacy Department	First floor	Began in May 2011
Radiology	Pavilion C, second floor	Beginning this summer
Endoscopy	Pavilion G, third floor	Beginning this summer
Major renovations	Pavilion E, tenth floor	Beginning in June 2011

Booking operations with surgical precision

JGH adopts new web-based system

The number of delayed or cancelled operations is on the decline, thanks to a new digital tool that is helping staff to be more efficient in making bookings for surgery. The centralized web-based system—known as Surgical Web Request (SWR)—was developed at the JGH to eliminate problems in the older, paper-based process. It is used when surgeons from the JGH and from other local hospitals book surgery at the JGH, and when JGH bookings are made for certain types of operations at the JGH's surgical partner, the LaSalle Hospital.

To ensure that patients are fit to undergo surgery, they must first be seen by a doctor and nurse at a pre-operative clinic. In the past, appointments for this clinic (which are arranged by the Admitting Department) were sometimes delayed because the paperwork lacked information or had incorrect entries. In some cases, surgeons also booked operations without having made all of the necessary pre-operative arrangements. Ultimately, says **Dana Porubska**, JGH Coordinator of Pre-operative Services, this caused a ripple effect that forced the surgery to be postponed or cancelled.

By having surgeons book through SWR, they must enter precise information on the digital form, and they are prevented from proceeding if they do not include crucial details. For instance, not only must they specify the type of surgery, they must indicate the surgical technique they intend to use. This helps surgical teams to better estimate the duration of a particular procedure and to properly equip the operating rooms, addressing problems such as overbooking, long turnover times between procedures, insufficient OR times and late starting times.

Staff from the JGH and other relevant hospitals receive two days of training from IT Project Manager **Trixie Mairura**. "At first, many users did not want to learn a new way of working that they assumed was more complex," she says. "But once they went through it, they said, 'Hey, this isn't so bad.'" Besides being responsible for installing and updating the system and offering tech support, Ms. Mairura ensures that external assistants have remote access to the JGH network.

After being implemented last summer, SWR continues to be refined based on staff feedback. "Dana listens to our opinions and works with IT and the company that programmed the technology to adapt the system," says **Maria Ciccone**, a Team Leader in the ENT Department who coordinates operating schedules for four surgeons. "For example, we wanted the patient list to be updated daily, so that patients who have undergone surgery no longer appear on the list of patients awaiting surgery. All in all, more information is more easily accessible and easier to follow."

Dr. Philip Troy, an analyst who was brought in by the Surgery Department to spearhead the project, says SWR helps assistants, "who no longer need to revise, correct and reprocess paperwork. It also enhances patient safety by eliminating clerical errors and delays in surgery." In addition, says Dr. Troy, fewer duplications and delays lead to cost savings that benefit the hospital. He adds that the prototype for SWR was designed at the JGH but has since been customized and adopted by other Montreal-area hospitals. **P**

New library service for electronic medical journals

Like their general-purpose counterparts, medical journals have shifted from print to electronic formats. Access to them is now a priority for doctors, nurses, and support staff, says **Liz Breier**, JGH Library Technician.

That's why the library has introduced a new table-of-contents system, including a customized list of specialty journals, to keep track of what's published in key journals. "As each new issue is published, people have access to the table of contents, as well as the full text of each article in many of the journals," Ms. Breier says. "You can also set up email alerts or subscribe to RSS feeds for any of them."

To see an example, please go to the Library's web page at jgh.ca/hsl and click on Table of Contents TOC. Anyone interested in taking advantage of this service should contact Ms. Breier at extension 5929. **P**

Breast Centre is in the pink

A \$100,000 contribution has been made by Telus to help purchase digital mammography units for the Marlene & Joel King Breast Referral and Investigation Centre at the JGH Segal Cancer Centre. Funds were raised during the Telus "Go Pink" campaign.

In May 2010, Telus announced it would donate \$25 from every pink BlackBerry sold between May 6 and Dec. 31, 2010, across Canada to help buy digital mammography machines for regional hospitals. The campaign raised a total of more than \$2.45 million, of which \$100,000 was raised in Montreal. **P**

From left: Nathalie Ohayon, Architect, Technical Services; Dr. Hartley Stern, Executive Director; Paul Lepage of Telus; Dr. André Lisbona of the Marlene & Joel King Breast Referral and Investigation Centre; Jonathan Suss, Project Manager; Carole Séguin, Nurse Clinician in the Breast Centre; and Larry Sidel, Vice President and Chief Operating Officer, JGH Foundation.



Staff teams at the vanguard of Transformational Change

The Transformational Change initiative is now well under way, with the hospital's first-ever Process Improvement Team (PIT) laying the groundwork for further interdisciplinary efforts to improving efficiency hospital-wide. Members of the PIT team are employees who have been trained in lean management methods and are aiming to create and implement cost-effective practices while upholding high standards of patient care.

The teams are assembled so as to give a voice to representatives from areas throughout the hospital. Employees themselves are the driving force for change, since they are the ones identifying and finding solutions.

"I was very honoured to be asked to join," says **Rosa Varano**, a Unit Agent in Internal Medicine who has been a PIT member since the program was launched last December. Having worked in various departments since 1990, Ms. Varano has gained an understanding of the needs and priorities of various hospital areas. "We've received great support, and our opinions and suggestions have been taken seriously during our weekly meetings. Since we do hands-on work in the hospital, we see what changes are needed on a daily basis."



From left: Rosemary Mann, Administrative Technician in Nursing; Rosa Varano; Nadia Lahrchi, Transformational Change Program Manager; Emanuela Ciarlelli, Head Nurse in Orthopaedic Surgery; Laurent Ziri, Chief Financial Officer; and James Reid, Assistant Chief of Purchasing.

Team members are also encouraged to design and implement projects in their own departments. "The training has definitely made me see more opportunities for improving operations," says Ms. Varano. "I've been able to evaluate and analyze situations where even simple changes can lead to solutions. For example, on 7 Northwest, I started an initiative to decrease the amount of paper we used for printing. Now we're saving packs of it every week, which is a lot of money over time."

The PIT efforts can also improve the allocation of resources, which is ultimately better for the patient, says **Joscelyne Drapeau**, Material Manager for the operating rooms. "Full success will be possible with all staff on board. We're starting slowly, but this program will flourish and spread throughout the hospital with the support of other staff members and of other departments." Ms. Drapeau adds, "It always comes back to the patient. We always need to ask ourselves how to be more efficient in what we do to provide better patient care."

Please visit [JGH Now](#) for the link to more information on the Transformational Change Program. **P**

Making a change

*Transformational Change seeks to build upon the hospital's acclaimed culture of putting the needs of patients first, improving quality, trimming expenses in innovative ways, and communicating clearly with team members. The program is co-chaired by two of the hospital's top clinical administrators: **Lynne McVey**, Director of Nursing, and **Dr. Lawrence Rosenberg**, Chief of Surgical Services. PIT teams consist of JGH staff at all levels.*

Transformational Change promises higher levels of achievement through a series of steps using the tools provided by lean management methods in an employee-centred and patient-focused program.

Staff members involved in the JGH PITs have gone through some of the steps below in their work with the Transformational Change Project.

Step 1: Special consultants train a cross-section of staff members from across the hospital and at all organizational levels.

Step 2: These newly trained leaders train other staffers.

Step 3: Teams are assembled in various process areas to evaluate existing practices.

Step 4: Team members propose alternatives or upgrades (e.g., integrating new technology).

Step 5: The outcomes of targeted interventions are reviewed on an ongoing basis so that before-and-after comparisons can be made in order to determine the degree of improvement.

A new opportunity to "do differently" JGH retirees begin the next chapter in their lives

Not many people get the chance to say they've worked happily in one place for 10 years or more. However, a group of delighted JGH retirees did just that on May 2, when they were honoured with a farewell lunch in Pavilion H. Retirees were easy to spot, because each was given a cheerful boutonniere to wear.

"As big and as world-renowned the JGH has become over the years, I still feel this hospital will always possess a very strong sense of community," says **Franceen Goodman-Finesilver**, a registered nurse who had worked in various departments at the JGH for 26 years. Ms. Goodman-Finesilver was invited to the podium to share some of her experiences in Neonatology and to congratulate her colleagues.

Hardly a formal affair, this was a warm gathering among long-time friends. "I will always remember how close-knit everyone was here," says **Celine Drouin**, a dietetic technician who completed 36 years. "You become part of a family."

Rueben Phillips, a part-time staff member in Enviro Services (Housekeeping) for 35 years, says he will never forget when Executive Director **Dr. Hartley Stern** acknowledged his clever cleaning skills. "Dr. Stern walked by me and said 'Wow, you're doing a great job,'" recalls

Mr. Phillips. "I was surprised he took notice in my work and felt a great sense of pride in that moment."

Dr. Stern addressed the group, reminding them that they've all done their part to help the JGH to make a new beginning by building Pavilion K. "Please accept my sincere thanks for your dedicated service," he said.

President **Bernard Stotland** reminded the retirees that he was sharing their experience, since he, too, was stepping down in the spring at the end of his two-year term. However, he noted that the time frame of a job does not matter as much as "what we can achieve and be proud of in our lives."

At the end of the reception, each retiree was photographed with Dr. Stern and Mr. Stotland and was presented with an engraved picture frame as a memento of JGH. "I don't like the word 'retire,'" Ms. Goodman-Finesilver firmly announced at the end of her speech. "We are not retiring from anything; rather, we are all blessed with the chance to 'do differently' in our lives." **P**



Dr. Hartley Stern, on the left, Executive Director, and Bernard Stotland, on the right, President, pose with Dr. Oscar Herscovitch, who served the JGH for 62 years.



Steven Pulickakudiyil, Laboratory Technologist for 35 years, and his wife.



Rueben Phillips, a part-time staff member for 35 years in Enviro Services (Housekeeping), with his daughter.

Three cheers for the JGH cheering station!

Even if you're not walking in the Pharmaprix Weekend to End Women's Cancers on Aug. 27 and 28, there's still a lot you can do to support this major fund-raising event. Why not drop by the JGH cheering station to encourage the walkers, especially those who are hospital employees. You'll hand out treats and drinks, while providing a boost in morale for tired participants.

For more information about forming a team, volunteering or donating to the Weekend, please visit [endcancer.ca](#) or contact **Karine Mayers** at the Foundation at extension 2763. **P**



JGH staff at the cheering station during last year's walk

Habs great Guy Carbonneau joins Ride to Conquer Cancer

Former Montreal Canadiens star Guy Carbonneau has announced he will join thousands of Quebecers on their 200-kilometre cycling journey in the Enbridge Ride to Conquer Cancer. Mr. Carbonneau, who is President and Head Coach of the Chicoutimi Saguenéens of the Quebec Major Junior Hockey League, will participate in the Ride from Montreal to Quebec City on July 9 and 10. For more information, please visit [conquercancer.ca](#). To inquire about joining the JGH Foundation team, contact **Karine Mayers** at extension 2763. **P**



Clot Busters' booth busts with success



Members of the Thrombosis Research Group are (back row) Vicky Springmann, Michael Muladzanov, Dr. Susan Kahn, Elena Shulikovskiy and Nadia Hammouda, and (front row) Monica Pacheco, Maureen Morganstein and Adrielle Houweling.

who, along with other members of the Thrombosis Research Group (often called the Clot Busters), set up information kiosks for staff and visitors on March 1 and 17.

“People need to be vigilant, especially if they have a family history of DVTs, or if they engage in behaviour that’s known to contribute to clots, such as sitting for long periods of time,” she says. In the five years that the kiosk has been running, “people have

come with a lot of questions and always seem interested and happy to talk to professionals.”

In addition, the Thrombosis Research Team hosts several other events to promote DVT awareness. This year there was a Thromb-Olympiad for medical, pharmacy and nursing students, and a public lecture. The team also participated in a spin-a-thon at a health club. “We did it to incorporate something new into our campaign and, of course, to show that exercise is good for you and important in DVT prevention,” says Ms. Houweling. **P**

During long trips in a car or airplane, you may gaze out the window, read a book or use the latest technology to watch a movie. What you’re probably not doing is thinking about blood clots. “That’s exactly why we present these annual information sessions about deep vein thrombosis (DVT),” says **Adrielle Houweling**, clinical trial coordinator, and member of the Thrombosis Research Team. “We want to educate people about the risks of blood clots.”

“We’re trying to raise awareness because, with so many risk factors, DVT can potentially affect a large number of people,” says Ms. Houweling

Handy refresher on hygiene

Armed with Glo Germ products, soap and protective cream, the JGH Hand Hygiene Committee set off on its mission in May to teach staff and hospital visitors proper hand care techniques during International Hand Hygiene Day.

“Our goal is to inform staff that hand hygiene is everyone’s concern and that we are all responsible for being familiar with proper techniques,” said **Silvana Perna**, a Clinical Nurse Specialist and a member of the Infection Prevention and Control and Hand Hygiene Committee.

To demonstrate how important it is to clean hands properly, the committee set up a booth in Pavilion C and had staff members passing by use a product known as Glo Germ. It’s an orange liquid that mimics the presence of germs on hands. After it was applied, staff members had to wash their hands using a portable sink, and then see if anything remained of the orange hue, which represented germs.

“Many people were surprised at how much colour was left after washing, but this just shows that the techniques they were using weren’t enough to eliminate germs,” said **Stéphane Lamoureux**, a representative of Prescott SM, which supplies sanitary products to the JGH. “The reality is that working in a hospital requires staff to wash their hands much more often—sometimes 30 times a day—than in a



Esther Adelson, Mailroom, puts her clean hands on display following a lesson in proper washing techniques by Pearl Orenstein, coordinator of the Infection Prevention and Control team and member of the Hand Hygiene committee.

non-medical working environment. People need to know how to do it properly to protect themselves and, of course, patients.”

But implementing suitable hand hygiene goes beyond just washing hands well. “Employees also need to know how to dry properly by patting their hands, instead of rubbing them.” Mr. Lamoureux said. “They should also be applying a protective moisturizer throughout the day, and not just when they feel their hands are dry.”

In addition to being stationed in Pavilion C on May 5, the Hand Hygiene Committee took its show on the road, visiting the Dietetics and Physiotherapy Departments to provide demonstrations to staff members there. “We’re hoping to educate staff and hospital visitors on an ongoing basis to make the environment at the JGH safer for everyone,” Ms. Perna said. **P**

Pearl Orenstein, coordinator of the Infection Prevention and Control team and member of the Hand Hygiene committee, and Sheila Maislin, Chief of Occupational Therapy, Physical Medicine, a dose of Glo Germ at the Hand Hygiene booth May 5th

JGH goes public with performance data

In a move that is intended to spur greater openness about the quality of medical care throughout Quebec, the JGH has become the first healthcare institution in the province to step forward and publicly disclose figures about its own performance.

The first round of data, which examines quality and safety in three areas of hospital activity, can be found on the new Quality Indicators website at jgh.ca/qualityindicators. This statistical information will be updated regularly, with more areas and categories to be added on an ongoing basis.

In a message on the website’s main page, Executive Director **Dr. Hartley Stern** says that if other hospitals follow the JGH’s example, healthcare consumers will have a clearer understanding of where the healthcare system is strongest and where improvement is needed. “We are working to take a leadership role in Quebec,” he explains. “In this way, we are working to improve the health care of all Quebecers.”



As the initiative progresses, figures will be posted on an ever-widening range of subjects, including medication errors, urinary tract infections, falls by patients, prevention of venous thromboembolism, hand-hygiene compliance and patient identification.

On the Quality Indicators website, **Dr. Joseph Portnoy**, Director of Professional Services, and **Lynne McVey**, Director of Nursing, note that keeping patients safe and providing them with top-quality care is the result of “a coordinated effort by doctors, nurses, allied healthcare professionals, support staff, managers, clinical leaders and our partners and patients.”

Dr. Portnoy and Ms. McVey, who co-chair the hospital’s Quality and Risk Management Committee, add that the JGH has been monitoring progress on Quality Indicators since 1998. After the JGH began sharing results with the hospital’s Board of Directors and with volunteer members of the community and patient representative groups, “these individuals expressed gratitude for the transparency demonstrated by the Quality team. The next logical step was to make Quality Indicator results more widely available.” **P**

jgh.ca/qualityindicators

Here’s looking at you!

JGH offers free glaucoma screening

In partnership with the Canadian National Institute for the Blind and the Glaucoma Foundation of Quebec, the JGH participated in the annual World Glaucoma Week in March with free glaucoma screenings and a kiosk in Place Alexis Nihon.

“This is our third year, but the first time at this mall,” says **Marc Renaud**, Project Manager. “We’re trying to raise awareness, because a disease has the potential to blind people, but doesn’t necessarily have symptoms early on.”

During the session on March 11, the JGH glaucoma kiosk screened 102 passers-by and was able to spot 11 people with signs of the disease, of which they were previously unaware. The on-site optometrist gave them a referral to the hospital of their choice for further testing.

“We’re very pleased, because we were able to potentially save the sight of 11 people—think about that, it’s amazing!” says Mr. Renaud. “When glaucoma is spotted early and given the proper medication, vision will remain stable in someone who has glaucoma. So even if we had found only one person, it would have been worth it.”

In addition to the kiosk, the JGH offers free monthly glaucoma information sessions to the public in the hospital. You can register by calling extension 4954. For more information, please visit jgh.ca/glaucoma. **P**



From left: **Dr. Oscar Kasner**, Director of the Department of Ophthalmology’s Glaucoma Service; **Carmen Arsenaault**, Ophthalmic Assistant; **Linda Stehr**, Ophthalmic Assistant; and **Marc Renaud**, Project Manager.

Performance data available to you:

- use of the Surgical Safety Checklist, a standardized list of safety precautions and topics of concern that must be reviewed by the surgeon and members of the surgical team before and after all operations
- ventilator-acquired pneumonia, a lung infection that occurs in intensive-care patients whose breathing is assisted by a machine that provides artificial respiration
- patient satisfaction surveys, which are conducted in specific departments or clinics, and on a hospital-wide basis, to better understand where the JGH excels and where it needs to make improvements.

In grateful appreciation

In 2010, I was hospitalized with symptoms that were difficult to diagnose and required immediate attention. I was seen by a team of neurologists and I was particularly impressed with Dr. Ronald Schondorf. He was professional, but kind and caring, and he made a commitment to me to find out what I was suffering from.

My condition was critical and it wasn't easy to establish a treatment plan. Throughout my two months in the hospital, Dr. Schondorf was patient and kind, and was largely responsible for helping me in my journey to recovery. He is an incredible asset to the Neurology Department and dedicated

to patient care. I want to thank him again for his invaluable help and for his care when I was an outpatient. I was also very impressed with the nurses on 7 West, and I would like to extend my gratitude to Andrea Olney, Nurse Clinician on the 8th floor, who was very professional with a good-natured attitude.

We are blessed to have this state-of-the-art medical facility in Montreal and I thank everyone involved in my treatment.

Helene Legault Lesperance

On April 3, our mother was brought into the JGH by ambulance at about 8:00 a.m. From the moment she arrived to the moment of her departure in mid-afternoon, all of the staff, including orderlies, nurses and doctors, were absolutely excellent. Kindness, tenderness, professionalism and confidence are words to describe all of them. We cannot thank them enough.

Susan, Jay, Norman and Allan Kling

My father passed away at the age of 91, for his last two years, he was under the care of Dr. Caroline Michel and the Heart Function Clinic. The care he received was second to none. I accompanied my father to his appointments and treatments almost all the time, and I can tell you that Dr. Michel and her staff treated my father with care, respect and compassion until his last days. They always answered any questions and they urged him to come in anytime he was not feeling right. My father and I were convinced he would not have gotten better care at any private hospital in the United States that people always brag about. The JGH should be proud of this clinic and its dedicated staff.

Harvey Buksbaum

Make it an even dozen!
Life-affirming music in its 12th season



Any way you look at it, "12" stands for good luck and great sounds: 12 musical notes in the chromatic scale, 12 Buddhist causes of existence, 12 tribes of Israel, 12 signs of the zodiac—and the 12th edition of JGH Jazz, a series of free concerts at 12 noon over a 12-day period!

This year's musical artists celebrate the idea that art, especially improvised music, plays a major healing role in all societies and cultures. Or, as Louis Armstrong put it, "What we play is life." That's why the 2011 theme of JGH Jazz is Transition—from illness to health, from silence to music, from drab to uplifting.

When: Weekdays at noon

Where: Picnic area near the Côte-des-Neiges entrance

For more information, please consult the online schedule at: jgh.ca/jazz