Patients’ feedback yields satisfying results

Satisfaction rates among JGH patients have gradually been rising, thanks to improvements based on findings in a series of departmental and hospital-wide surveys. For example, a 2003 survey in In-Patient Psychiatry resulted in creation of a weekly “Meducation” session to provide patients with extra information about their medication.

A follow-up survey was completed recently to gather fresh responses from patients about their experiences in In-Patient Psychiatry. Satisfaction ratings in all areas showed a significant improvement, with top marks for doctors’ attentiveness to patients’ descriptions of illnesses and symptoms.

Paula Calestagne, Patient Satisfaction Program Coordinator, says it is “gratifying for teams, such as the one in In-Patient Psychiatry, to see satisfaction rates rising. Most important is the fact that patients continue to benefit from improvements that each team has worked on.”

According to Lynne McVey, Director of Nursing and Co-Chair of the Quality Program, “this is a true multidisciplinary effort with the patients’ concerns placed at the centre of everyone’s attention. It’s a wonderful testament to the dedication of all the clinicians and staff of the In-Patient

In this issue
- Accreditation process completed p. 4
- Lung Cancer Awareness Month at JGH p. 5
- Giving students an active role in learning p. 7
- Clean hands for a clean bill of health p. 10

ConTrUction update
- Upgrade of Pavilion A elevators: Completed, with both elevators now operational.
- Upgrade of Pavilion D elevators: Under way. Work will be done on elevator #9 until March 5, and on elevator #10 from March 6 to June 4.

Year’s best in spotlight at AGM p. 3
Noise and disruption to be minimized during renovations

Every effort will be made to keep noise and inconvenience to a minimum during expansion of the Radiation Oncology Division and the 16-month relocation of the main entrance to Côte-des-Neiges. Plant Maintenance Coordinator Georges Bendavid told employees at the most recent Staff Forum.

The Nov. 23 event in the Block Amphitheatre gave staff an opportunity to raise issues of concern with senior management. Among the highlights:

- According to Henri Elbaz, Executive Director of the JGH, four additional ICU beds will be opened in the near future, with the administration now working to recruit new nurses for the unit.
- Jean-Marie Mallet, Director of Human Resources, said the government’s implementation of new legislation has resulted in fewer job titles. Staff members whose current titles include “clerk” or “medical secretary” will be renamed “administrative officers”. Salaries will not be changed and affected staff members will be required to obtain new ID cards.
- Myer Bick, President and CEO of the JGH Foundation, announced that as donations continue to come in for the Weekend to End Breast Cancer, total proceeds for the 2006 event have now risen to more than $8 million.
- Thomas Prokos, Chief of Security, said the first ticket has been issued by a member of his department to a smoker who disobeyed the smoking ban. “We will continue to enforce the law,” he added.
- Staff members also received a debriefing on the recent accreditation process. Congratulating those who contributed to its success, Lynne McVey, Director of Nursing, cited the process as “another example of how teams come together and work together on a project.”

Patients’ feedback...

Cont’d from page 1
Psychiatry Unit that such close attention has been paid to the well-being of mental health patients and their families.”

Similarly successful was the 2004 Hospital-Wide Survey, which has now been adapted to gauge patient satisfaction on an ongoing basis. Since last April, these surveys have recorded an average satisfaction rate above 80 per cent, with questions related to respect, privacy and interpersonal relations hitting 90 per cent approval.

For more information about the Patient Satisfaction Program, please contact Ms. Calestagne at local 4838.
The Jewish General Hospital has completed its first landmark achievement of the 21st century with the launch the Segal Cancer Centre in 2006, a proud JGH President James Alexander told the audience, as he reviewed the year’s highlights at the hospital’s 72nd Annual General Meeting.

“The opening of the Segal Cancer Centre symbolizes key qualities that have made this hospital great,” Mr. Alexander said on Nov. 9. “It symbolizes an insistence on putting the patient first; the foresight to plan, years in advance, for ambitious, new projects; willingness on the part of our benefactors and community supporters to make dreams come true for the JGH; and teamwork on the part of everyone at every level to bring a plan to fruition.”

The keynote speaker, JGH Executive Director Henri Elbaz, noted that this achievement is part of a long tradition. From the moment the hospital opened its doors in 1934, it has been undergoing steady development, he said. “This development was a result of doing our best to listen and respond to the growing needs of the population. As a result, the JGH is now one of the leading healthcare institutions in Quebec.”

A highlight of the evening was presentation of the Distinguished Service Award to Mildred Lande, C.M., a volunteer and fund raiser who, at 93, has witnessed every step in the establishment, growth and flowering of the JGH. This award is the hospital’s highest honour, given each year to an extraordinary individual who has had a profound impact on the JGH’s development.

“Incredible though it may seem, Milly has been a tireless JGH volunteer for as long as this hospital has existed,” said Past President Stephen Vineberg, who presented the award. “She was here when the JGH opened its doors 72 years ago, in 1934. She was also among the first to join The Auxiliary when it was established in 1936. A quarter-century later, Milly became President of The Auxiliary—and she has gone on to become one of the JGH’s most valuable and reliable fund-raisers.”

Also honoured with Awards of Excellence, in recognition of their extraordinary contributions to the JGH, were:

- Dr. Nathan Sheiner, former JGH Surgeon-in-Chief—Medical Excellence
- Sonia Joly, Discharge Planning Coordinator—Excellence in Nursing
- Dr. Stéphane Richard, Associate Director of Basic Research at the Lady Davis Institute for Medical Research—Excellence in Medical Research
- Martine Bourdeau, Medical Technologist in the Pathology Department—Excellence among Allied Health Professionals
- Milena Marn, Assistant to the Director of Nursing—Excellence in Administrative Support
- Menachem Lurie —Outstanding Volunteer
Accreditation process completed

The 2006 accreditation process has come to a successful conclusion with a hospital-wide visit from Nov. 14 to 17 by accreditation surveyors. The inspections capped a year of intensive effort by the hospital’s Accreditation Executive Committee, led by Allan Ptack (Director of the Department of Social Services), 12 accreditation teams and their co-chairs, and numerous other staff members, patients/families and community partners. For the first time, the hospital’s core labs were also surveyed under the leadership of Dr. Elizabeth MacNamara.

“This is a rare and special occasion, because at this event, every person is truly a guest of honour,” said JGH Executive Director Henri Elbaz at a Post-Accreditation Celebration on Dec. 11 in the Samuel S. Cohen (Pav. A) Auditorium. “No matter what job you perform at the Jewish General Hospital, you make a direct contribution to the welfare of our patients. Similarly, each of you was involved, to some degree, in showcasing the best that the JGH has to offer.”

JGH President James Alexander also congratulated staff members, whose “collective efforts enabled the Jewish General Hospital to accurately present itself in the best possible light, while confirming our reputation for top-quality medical treatment and compassionate care.”

The full, written evaluation by the Canadian Council on Health Services Accreditation is tentatively scheduled to be issued in January, and had not yet been released when this issue of Pulse went to press. However, on their last day in the hospital, the surveyors discussed their preliminary impressions at a staff forum. In addition to indicating areas for improvement, the surveyors made the following observations:

- They were overwhelmed by the Segal Cancer Centre, where they said they encountered one of the best and most comprehensive teams they had ever evaluated. They added that they had never seen anything like the JGH’s Living Will program, and they were enthusiastic about the dedication of the volunteers at Hope & Cope.
- One of the surveyors praised the JGH’s laboratory services as among the best he had ever seen, while the Emergency Department was singled out for blending clinical activities with education, research and innovation.
- In speaking with the Client Focus Group, the surveyors said they kept hearing that the JGH is “the best hospital” with a dedicated and compassionate staff.
- The surveyors were extremely impressed by the hospital-wide mind-set that emphasizes quality of care, patient safety and openness in discussing medical incidents, in order to improve patient safety.

Prices and prizes add up to fun at staff party

They came on down, won great prizes, ate delicious food and danced the night away. The consensus? For the second consecutive year, The Price is Right-themed JGH Staff Appreciation Party was a resounding success.

On Dec. 5, more than 500 enthusiastic staff members gathered in the jam-packed Samuel S. Cohen (Pav. A) Auditorium for an evening of pricing games and lots of fun. Staffers were invited to participate as contestants or audience members, while deejay and game-show host-for-a-night George “Bob Barker” Thomas entertained the crowd. The interactive event had something for everyone—including door prizes for audience members, who cheered on the contestants and shouted suggestions to help contestants win. The event began with a special Thai dinner for a total of nearly 900 people in the cafeteria, and was capped by music and dancing after the game show.

“Everyone had a great time,” said Joy Plata, chair of the Staff Appreciation Party Planning Committee and an administrative technician in Training and Development. “It’s important to show appreciation for the hard work that everyone does. It’s also a really nice way to start the holiday season.” She added the event would not have been possible without the dedication of the committee members and volunteers. The committee also added a new dimension to this year’s event by spearheading a month-long holiday food drive to benefit Auberge Shalom…pour femmes and Head and Hands. Thanks to the generosity of the JGH community, the committee collected 18 boxes of food.

The Staff Appreciation Party Planning Committee welcomes your feedback. To share ideas or suggestions, or to join the committee, please contact Ms. Plata at local 5449.

Left to right: Bernice Mendelsohn, Rosalie Johnson and Estelle Kalfon serve drinks to JGH employees at the Staff Appreciation Party.

Game-show host George “Bob Barker” Thomas (right) chats with The Price Is Right contestants.
Caring and Sharing: News from the Humanization of Care Committee

A step in the right direction

If you’ve ever tried to get from the Légaré entrance to a patient’s room or clinic, you know how difficult the Jewish General Hospital can be to navigate. But don’t worry—help is at hand.

Vivian Squire and the rest of the JGH Greeters are on a mission to put an end to wrong turns, dead ends and the frustration that mark many hospital visits. Greeters can be found near the entrances, assisting visitors who are lost or need a little help. Armed with a Patient Services Directory and a map of the hospital, they’re on duty to help you find your way.

Many people just need to be pointed in the right direction, while others are grateful to have someone accompany them all the way to their destination. “It’s something that’s appreciated and needed,” says Ms. Squire, who assumed her duties after spending eight hours walking the halls and learning the hospital’s ins and outs.

The Greeter program was devised by the Humanization of Care Committee “to put a different face on the Jewish General,” says Chief Medical Librarian Arlene Greenberg, who is a committee member. “It’s welcoming, and I think it really helps allay any fears that people may have.”

The program, which currently has 12 greeters, started in June. “The reaction has been nothing but positive,” says Naomi Epstein, the Auxiliary’s representative on the Humanization of Care Committee. “People come here and find that the hospital is huge. Whether they’re going for a test or are visiting a sick friend, it can be a very stressful environment. By taking visitors where they need to go, we can lessen the stress.”

Most of the users are elderly, but not exclusively so. Greeter Barry Nadel tells of escorting a family from James Bay who never been to a big city before. Ms. Squire recalls helping a person with visual impairment. The assistance of JGH greeters has helped users to begin their hospital visits in a friendly, welcoming manner.

The Greeter Program is always looking for new volunteers. If you are interested, please call local 3232.

Lung cancer can be beaten, but still claims too many victims

Did you know that lung cancer—the most preventable form of cancer—is still the leading cause of cancer death? If not, you’re not alone. Although it’s responsible for more deaths than breast or prostate cancer, lung cancer is not as widely discussed, in part because of the stigma associated with smoking. Tragically, even though smoking causes most lung cancers, about half of the patients with lung cancer have never smoked or are former smokers.

To give lung cancer the attention it deserves, the Jewish General Hospital’s Division of Pulmonary Diseases held a Patient Appreciation Event on Nov. 29, honouring patients, survivors and family members who have fought and continue to fight this disease. Included was a panel of lung cancer survivors and physicians, who spoke about their experiences.

“All of you here are so courageous,” Dr. David Small, chief of the JGH Division of Pulmonary Diseases, told the crowd of lung cancer survivors and their relatives at the JGH Hope & Cope Wellness Centre. “You remind us why we go home with a sense of accomplishment. This is a celebration of life, and a wonderful opportunity to celebrate the courage and dignity of those who are coping with lung cancer. As well, it is a way to acknowledge the dedication of the family members, friends and caregivers who are instrumental in the fight against this disease.”

To mark Lung Cancer Awareness Month in November, the JGH held a series of events, including Medical and Nursing Grand Rounds, plus a lung cancer information booth in the Atrium. This was a partnership among Hope & Cope, the JGH Cancer Prevention Centre’s Smoking Cessation Program, and the McGill Cancer Nutrition – Rehabilitation Program, the JGH Foundation and the Division of Pulmonary Diseases. Lung Cancer Awareness Month was generously sponsored by the Saputo family and Roche Canada.

Dr. Carmela Pepe, a Pulmonary Diseases physician, whose father died of lung cancer, spoke about her experience as a doctor, family member and caregiver. “My father taught us that the biggest lesson was to never give up,” she said, adding that her personal experiences have benefited her as a physician. “It’s important to have a fighting spirit and a good dose of hope—that’s what doctors can’t prescribe.”
HOLD THE DATE: Humanization of Care Week

Humanization of Care Week will take place Feb. 12 to 14, on the theme of "Caring for Families in Crisis". Stay tuned for details!

Are you a pack-rat?


If you have any of these publications, we'd like to borrow them briefly and then return them to you. Please bring them to room A-106 or call local 5818. Your help would be greatly appreciated.

JGH sweatshirts

Warm up this winter with a cozy JGH sweatshirt, now available at the JGH Boutique in Room A-106! If you’re already a fan of JGH t-shirts and hats, the latest addition to the JGH Clothing Line is sure to please—and for only $20! Available in sizes S, M, L, XL. Hurry—supplies are limited! Makes a great gift!

Don’t let smoke get in your eyes

Need help quitting smoking?

The JGH Cancer Prevention Centre is offering four-week accelerated Smoking Cessation Programs, in French and English. Classes are held twice a week (day and evening) at the Cancer Prevention Centre, in E-740. The program is free; however, registration is required. Monthly maintenance sessions, as well as a weekly drop-in support and maintenance class, are also available. For information, or to register, please call local 3870.

Maxi-info on JGH Mini-Med DVD

The Jewish General Hospital’s entire Mini-Med School series is now available on DVD!

- Looking for tips on staying healthy and fit?
- Want to prevent trouble before it starts?
- Miss any of the original Mini-Med lectures?
- Need a practical gift for a friend or relative?

The Mini-Med DVD is just what the doctor ordered!

This DVD is physician-prescribed to provide:
- Practical advice about health and disease, delivered by leading JGH clinicians and researchers
- Common-sense insights into bewildering and conflicting medical headlines and news stories
- User-friendly information about the way new medical challenges are being addressed through research and clinical practice at the JGH

Price: $39 (personal) / $75 (institutional) per 5 or 6 part series. Discounts are offered to JGH staff. For more information: www.jgh.ca or A-106

JGH Mini-Med School returns!

The JGH Mini-Med School spring session will take place April 11 to May 16 (English series) and May 1 to 29 (French series). Visit www.jgh.ca for details.

Invitation to afternoon services

Jewish minha (afternoon) services continue to be held regularly in the JGH. If you can spare a few minutes a day to help keep the minha service going, your participation would be greatly appreciated.

When: Monday through Thursday from 1:45 to 2:00 p.m., and Friday from 1:15 to 1:30.

Where: The Chapel, Pavilion B, sixth floor
Residents and medical students can derive immense benefits from what a guest lecturer has described as "teachable moments". These opportunities allow the guiding physician to use concrete experiences to guide the students’ observations, rather than just letting the students passively watch as the doctor works.

"If you remember how you felt when you learned to drive, you know that every move is a different step," guest speaker Dr. Debra A. DaRosa, a medical education specialist at Northwestern University, told a JGH audience on Nov. 9 at the hospital’s Second Annual Harvey H. Sigman Lecture in Surgical Education. “Make that concrete moment more meaningful by thinking aloud and explaining as you go along."

Dr. DaRosa, professor of surgery and vice-chair of education at the university’s Feinberg School of Medicine, also emphasized the importance of bridging the gap between teachers and learners, and making the learning process as meaningful as possible—a process she called "maximally invasive teaching".

A noteworthy strategy is the use of the commitment hypothesis, which enables students to take a more active role in the learning process. In this situation, the students say what they think the answer is. Then they evaluate their confidence in their answer, using a scale of 1 to 10. Finally, the students are asked what they need to know to bring their confidence level up to 9 out of 10.

The Harvey H. Sigman Lecture in Surgical Education Endowment Fund was established to recognize Dr. Sigman’s lifelong commitment to education and to enhance the Surgical Education Program at the JGH and McGill. Dr. Sigman, Chief of the Division of General Surgery, began his career at the JGH and served as the hospital’s Director of Surgical Education from 1969 to 2002. He introduced laparoscopic surgery to his Division in 1990 and played a major role in creating a coordinated university program to develop teaching and research in this field.

The first stage of a digital imaging and archiving system has been implemented in the JGH’s Radiology Department, enabling a variety of radiological images to be viewed and stored more quickly and easily. This "Mini-PACS" project, a scaled-down version of the full Picture Archiving and Communication System (PACS), allows for visualization of CT and MRI scans. Access to these images recently became available to referring physicians inside the hospital.

Planning is also under way to implement a regional PACS system. All images produced by Radiology and Nuclear Medicine will be brought into PACS and will be accessible throughout the JGH. The regional PACS will enable images to be viewed from affiliated McGill University and University of Montreal hospital centres. This phase is scheduled for 2008.
Singing the JGH’s praises

Don Albin, a long-time supporter and recent patient of the JGH, has written a poem which he presented as a token of his appreciation on Nov. 22 to James Alexander (JGH President), Myer Bick (President and CEO of the JGH Foundation) and Glenn J. Nashen (Director of Public Affairs and Communications). The acrostic poem and its accompanying photos are on display in the hospital.

Surely ranked among the most respected Institutions of resourceful higher healing, increasingly becoming a medical center of Research into a spectrum of diseases.

Montreal’s Jewish General Hospital is Often cited as an exemplary model, a Relevant, reliable, full-service hospital, Totally peopled by dedicated, compassionate Individuals, each utilizing Many research and hands-on skills for healing. Entire generations have benefited from world Recognized teams of medical practitioners.

Down through the years, ever since Maimonides, A long-standing tradition of being Victorious in many battles against disease, Inspired by Spiritual values and Nobel Prize-winning discoveries.

Jewish General Hospital was founded by Exceptional visionaries and pragmatists Whose sole aim was to establish a center of healing, In which trained Scientists would blend their knowledge and set a High standard for the performance of their daily duties.

Generosity, understanding, and concerns by Energetic, exceptionally motivated people Nobly gifted with Encouragement to provide the best of care. Rest assured, this vital medical center is Always staffed with Leading doctors and Florence Nightingales equipped with state-of-the-art technology.

How increasingly fortunate we are not Only those who have been hospitalized, but also Succeeding generations have benefited from the Particular care of experienced professionals. In the annals of this nation’s medical history Talented practitioners have inscribed their names Always cognizant and aware of their missions of mercy Lasting reputation of this Montreal landmark and medical icon could be summed up as:

“People who care, caring for people”

Exceptional volunteer keeps rolling along

Walk the halls of the Jewish General Hospital with Bernard Richler, and you’re bound to encounter fans—people who approach him to say “Hi” or introduce him to friends. He’s even been handed cheques from donors while sitting in hospital waiting rooms.

The reason for all this enthusiasm is Mr. Richler’s dedication in arranging for wheelchairs to be donated to the JGH—a whopping 291 since the early 1990s. The latest batch of 29, which arrived in October from Toronto’s Baycrest Centre for Geriatric Care, are being spruced up before going into service at the JGH.

Mr. Richler, winner of the hospital’s 2005 Award of Excellence for an Outstanding Volunteer, embarked on his mission while working as a volunteer driver for Hope & Cope. “I was bringing people in for radiation treatment,” he recalls. “Some of them found it very hard to walk, but there weren’t enough wheelchairs nearby. I’d have to go all the way to the other end of the hospital to find one.”

Having identified a need, Mr. Richler placed an ad in The Suburban newspaper and posted notices in synagogues asking for donations. He also solicited support from family and friends, and he receives money for wheelchairs at every birthday or anniversary. “I never wanted a gift,” he says. “What am I going to do with a gift?”

Besides tracking down wheelchairs, Mr. Richler volunteers his time doing office work for the JGH’s Finance and Accounts Payable Departments. “I’ve never stopped trying to get more chairs,” he says. “After all, helping others is what really gives your life meaning.”

Looking eastward to treat depression

The Eastern concept of mindfulness met the Western concern over mood disorders, as Dr. Zindel V. Segal addressed a standing-room-only audience on Nov. 6 at the Douglas Utting Lecture on Depression. Mindfulness, Dr. Segal explained, is the practice of being intentionally and non-judgmentally aware of one’s thoughts and actions in the present moment.

“Mindfulness helps people create a different relationship with their experience,” said Dr. Segal, who is recipient of the 2006 Douglas Utting Prize and who holds the Morgan Firestone Chair in Psychotherapy and Professor of Psychiatry and Psychology at the University of Toronto. “There’s growing evidence that learning these skills can provide some measure of support to patients,” he noted, adding that patients with more recurrent depression seem to benefit more from mindfulness.

Dr. Segal, who spoke at the JGH’s Institute of Community and Family Psychiatry (ICFP), is working on integrating elements of mindfulness with elements of cognitive therapy to teach depressed patients to switch out of their habitual associations into a different frame of mind. The Douglas Utting Endowment Fund, established in 2000, provides financial support for Douglas Utting Fellowships at the ICFP’s Depression Research Clinic.
Successful baby steps for JGH’s midwife program

Hospital birth or midwife? Thanks to an agreement between the Jewish General Hospital and the Health and Social Service Centre for Côte-des-Neiges, Métro and Parc-Extension (CSSS), expectant mothers no longer have to choose. Since May 2005 when a new program was put in place, at least 10 babies have been born under the care of a midwife in the JGH Birthing Centre. Under this initiative, births take place in a hospital setting, but care is provided by midwives from the Maison de naissance Côte-des-Neiges. If problems arise, midwives can consult with, or transfer patients to, the JGH’s obstetricians and family doctors.

"Although the number of patients delivered by midwives at the JGH is still relatively small, the program at JGH has been a success," says Dr. Togas Tulandi, chief of Obstetrics and Gynecology.

“We provide a safe clinical environment in which patients can deliver under the care of a midwife.”

While most of the midwives’ patients choose to give birth at home, Marleen Dehertog, coordinator of the Maison de naissance and midwifery services, says a hospital birth is best for some patients. “We recommend it, for instance, for women who have had a caesarean for a previous pregnancy,” says Ms. Dehertog. "If we suspect a potential problem, there’s no delay of transfer.” Dehertog notes that even in rare instances where care is transferred to an obstetrician, the midwife stays in the picture. “It’s reassuring for the women that we’re still with them for moral support. When the whole team has been working hard in an atmosphere of respect, it’s a positive outcome.”

Cancer education conference for Montreal patients

Hope & Cope is proud to host the 5th Annual Cancer Patient Education Network (CPEN) – Canada conference, May 31 to June 2 in Montreal, on the theme of “Reasons to Hope, Knowledge to Cope: Innovations in Cancer Patient Education”.

If part of your job involves educating cancer patients, this conference is for you. The exciting program features an impressive roster of speakers, with many opportunities to network with colleagues from across Canada. Best of all, you can participate without having to endure airports or cross-country trains!

For more information about registering or submitting an abstract, please contact Hinda Goodman at local 5531 (hgoodman@onco.jgh.mcgill.ca). You can also check the conference announcement by visiting www.jgh.ca and then following the links.

Where to study during library renovations

While the Health Sciences Library is closed for renovations, two study areas are available to staff and students:

- Lady Davis Institute Library (local 3795) 3999 Côte Sainte-Catherine Road, Room 6 (Ground floor), Monday to Friday, 9 a.m. to 5 p.m.
- Dr. Henry Kravitz Psychiatry Library, (local 5243) Institute for Community and Family Psychiatry 4333 Côte Sainte-Catherine Road, 2nd floor Monday to Thursday, 10 a.m. to 4 p.m./Friday, 8:30 a.m. to 2:30 p.m.

Restricted, after-hours access to the ICFP Library is also available until 11:00 p.m. for those with special permission. Please contact the librarian at the ICFP or the Health Sciences Library about special access.

We apologize the inconvenience and thank you for your patience.

Library Management

Users’ Committee elected

On Oct. 3 at a public assembly, seven hospital users were elected to the JGH Users’ Committee, with Alan Maisin appointed Chairman. Among the committee’s duties:

- to inform the hospital’s users of their rights and obligations
- to foster improvement in the living conditions of users and to assess the degree of their satisfaction regarding hospital services
- to defend users’ common rights and interests
- when requested, to accompany and assist users in any action they undertake

To contact the Users’ Committee, please leave a message at local 3090.
In The News...

Congratulations from everyone at the JGH to:

• **Valerie Pellietier** (Head Nurse, Department of Emergency Medicine) on the birth of her twins, *Alexandre* and *Elizabeth*
• **Dr. George Honos** (Director of Noninvasive Cardiology) on his recent appointment as Chair of Adult Cardiology Exams for the Royal College of Physicians and Surgeons of Canada
• **Allan Ptack** (Director of Social Services) on his appointment as Administrative Co-ordinator. In addition to his Social Services duties, Mr. Ptack will be oversee Physiotherapy, Occupational Therapy, Occupational Therapy in Psychiatry, the Employee Assistance Program, and Accreditation.
• **Aline Markarian** (Clinical Cardiology Pharmacist) on receiving the Adherence Initiatives Award in the 2006 Commitment to Care Awards, a national program hosted by *Pharmacy Practice* journal
• **Dr. Susan Kahn** (Associate Director for Clinical Research, Lady Davis Institute for Medical Research) on her appointment as Acting Director of the Centre for Clinical Epidemiology and Community Studies
• **Dr. Nicoletta Eliopoulos** (Project Director, Lady Davis Institute for Medical Research) on receiving a special grant for a three-year project to use cell and gene therapies on kidneys after acute renal failure. The grant was awarded by the Roche Foundation for Anemia Research, an independent foundation funded by Roche Pharmaceuticals
• Those involved in construction of the Segal Cancer Centre, for honourable mention in the 2006 Awards of Excellence of the Canadian Institute of Steel Construction, in the category “Commercial/Institutional Projects”

Condolences to:

• The Torunian family on the passing of *Anton Torunian*, the JGH’s Director of Finance from 1961 to 1986

Welcome to:

• **Nancy Rubin**, Director of The Auxiliary
• **Heidi Coleman**, Vice-President of Development at the JGH Foundation

We’d like to hear from you

If you’re celebrating a special event or have an achievement you’d like to publicize, *Pulse* would like to hear from you. Maybe you’re getting married, have had a baby, are on a winning amateur sports team, or have received an award. To share your news with everyone at the JGH, just e-mail communications@jgh.mcgill.ca or phone local 5818, and then look for your name in the “In the News” column.

Clean hands for a clean bill of health

Sometimes the best strategies go hand in hand—like patient safety and hygiene. That’s why hand-washing was stressed during Canadian Patient Safety Week in October, with the theme “Patient Safety: It’s in your hands. Clean them well. Clean them often.”

This also tied in with the Patient Safety Goals of the Canadian Council on Health Services Accreditation, which were reviewed in the Nurses’ Lecture Hall on Oct. 26 at the Quality and Safety Grand Rounds. The objective is to:

• create a culture of safety within the organization
• improve the effectiveness and coordination of communication among care/service providers, and with recipients of care/service
• ensure the safe use of high-risk medications
• ensure the safe administration of parenteral medications
• create a work life and physical environment that supports safe delivery of care/service

“The Jewish General Hospital is a leader in many of these patient safety goals,” said *Jan Ingram*, the JGH’s CQI Coordinator. Recent accomplishments include creation of a high alert logo—the only one of its kind developed in Montreal—to ensure safe use of high-risk medications.
Pat on the back for JGH staffers in Weekend to End Breast Cancer

As a great, big “thank you” for their participation in the 2006 Weekend to End Breast Cancer, dozens of JGH walkers, crew members and volunteers were invited to the second annual congratulatory luncheon on Oct. 13 in the Samuel S. Cohen (Pav. A) Auditorium.

“We can all be very proud of the money we raised, the effort we put in, and most importantly, the results for our patients,” said Myer Bick, President and CEO of the JGH Foundation. Mr. Bick expressed gratitude for the participants’ commitment to the event, whether they walked the 60-kilometre route, provided care in the medical tent, prepared meals, transported gear or distributed water and snacks. In addition, the support and spirit of the JGH Family was once again unparalleled.

Over the course of several months, these tireless participants dedicated themselves to training and organizing numerous fundraising initiatives, including cookouts, concerts and benefits at restaurants. Mr. Bick also encouraged more staff members to join teams and take part in this inspirational event in 2007.

Lynne McVey, Co-Director of the Segal Cancer Centre, said she will participate with her daughter in the 2007 event, which takes place Aug. 24 to 26. “We would like to invite members of the hospital staff, especially nurses, to join us,” she said.

Dr. Gerald Batist, Director of the Segal Cancer Centre, noted that the Weekend to End Breast Cancer is more than just a fundraising event. “What’s evolving is a community,” he said. “We are all tremendously encouraged by the enthusiasm that we see. We take your efforts and the funds you raise very seriously.”

A robot may be the stuff of science fiction, but presentations on robotic surgery were pure science at the JGH’s 43rd annual André Aisenstadt Memorial Clinical Day on Oct. 25. Speaking on "Robotic Surgery: The Future is Now", a panel of experts covered a range of topics, including the impact of robotics in minimally invasive cardiothoracic surgery, and the history of robotics in Quebec. Attendees were also invited to inspect try out the da Vinci surgical robot.

Given the irrevocable trend toward minimally invasive surgery, robotic assistance will play an increasing role in facilitating this surgery, said Dr. Richard Novick, Professor and Chair of Cardiac Surgery at the University of Western Ontario, and Hospital Chief of Cardiac Surgery at the London Health Sciences Centre.

Dr. Michael Smith, Director of Surgical Research and Director of Robotics at Good Samaritan Hospital in Cincinnati, Ohio, said robots provide surgeons with advantages similar to those in open surgery, while minimizing trauma to the patient. Dr. Arnold Advincula, Associate Professor and Director of the Minimally Invasive Surgery Program and Fellowship at the University of Michigan Medical Center in Ann Arbor, also noted that surgeons are still determining which surgeries best lend themselves to robotics. “It’s is not for every surgery,” he said, “but it will find a home.”

Also honoured at the event was Dr. Nathan Sheiner, who received the JGH’s Award for Medical Excellence at the hospital’s Annual General Meeting in November. Dr. Sheiner has served as Surgeon-in-Chief, Assistant Chief of Surgery and Chief of Cardiovascular and Thoracic Surgery.

According to Dr. Harvey Sigman, Chief of General Surgery at the JGH, robotic surgery was chosen as the Clinical Day theme because “its leading-edge technology fits Dr. Sheiner’s own innovative and eclectic style.” “Nate has continuously brought to his work compassion, surgical excellence, and most importantly, vital intelligence,” said Dr. Mark Wainberg, Director of Research at the Lady Davis Institute for Medical Research.
Dates to remember...

- **January:**
  - Alzheimer’s Awareness Month
  - **January 15, 12:30 - 1:30 p.m.:**
    Medical Grand Rounds: “The Aging Heart” with Dr. Jonathan Afilalo (JGH R3, Internal Medicine), Block Amphitheatre (B-106).
    Info: local 4974.
  - **January 15, 4 p.m.:**
    Free glaucoma information session (in French), presented by the McGill Glaucoma Patient Education Centre.
    Samuel S. Cohen (Pav. A) Auditorium.
    Info: local 4954.
  - **January 22, 12:30 - 1:30 p.m.:**
    Medical Grand Rounds: “Saving Lives in Northern Quebec - What They Forgot to Teach Me in Medical School” with Dr. Bert Govig (Faculty Lecturer, McGill University), Block Amphitheatre (B-106).
    Info: local 4974.
  - **January 25, noon - 1 p.m.:**
    The JGH Rabbi Myer Schecter Memorial Clinical Ethics Rounds: “Ethical Issues in Anesthesia Care” with Dr. Craig Baldry.
    Rounds are open to all JGH staff. Nurses’ Lecture Hall (A-139).
  - **January 29, 12:30 - 1:30 p.m.:**
    Medical Grand Rounds: “A Winter’s Tale: Community-Acquired Pneumonia and Influenza” with Dr. Timothy Brewer (JGH Division of Infections Diseases), Block Amphitheatre (B-106).
    Info: local 8294.

- **February:**
  - Heart Month
  - **February 12 - 14:**
    JGH Humanization of Care Week
  - **February 13:**
    Jewish festival of Tu B’Shvat (Arbor Day)
  - **February 14:**
    Valentine’s Day
  - **February 22, noon - 1 p.m.:**
    The JGH Rabbi Myer Schecter Memorial Clinical Ethics Rounds: “Physicians and Physiotherapists: allowing ethics to narrow the gap” with Dr. Pierre Allard. Rounds are open to all JGH staff. Nurses’ Lecture Hall (A-139).

Notes: