Did you know that Pavilion A used to house the Jewish General Hospital School of Nursing? In operation from 1951 to 1972, the School of Nursing provided training to hundreds of nurses. Many of these nurses continue to work here today, including Debbie Basevitz, Nurse Coordinator of the Neonatal Follow-up Clinic, Marsha Ptack, JGH Nursing Recruitment Coordinator and Carla Strulovitch, Study Coordinator for Thrombosis Research.

“This was our home. We lived here, studied here and worked here. I felt very connected to the hospital,” says Debbie Basevitz, a graduate of the Class of 1966. While she started out as part of a class of 42 students, only 26 completed the program, graduated and went on to work as nurses. In her third year, she was a "big sister" – a role akin to preceptor – to Mona Kravitz, Associate Executive Director (Nursing) at the JGH.

The focus of the school was to combine high academic standards with hands-on experience. Because the students lived on campus, they were called to observe interesting cases – no matter what time of day or night. Experienced doctors and nurses taught classes, which were held throughout the year for a full three years (there were no summers off).

"The group of teachers that we had laid the groundwork that helped us become the nurses we are today," says Marsha Ptack, a graduate of the Class of 1965. "They were models of nursing."

Cont’d on page 4
On May 12, 2003, the Jewish General Hospital will launch its most ambitious campaign in the hospital’s seventy-year history. The campaign demonstrates our combined determination to take the Jewish General Hospital to new levels of medical service, patient care and research. Emphasis will be focused on the Comprehensive Cancer Centre Program, the Lady Davis Institute for Medical Research expansion and the Cardiovascular Sciences Centre.

The impressive campaign team, led by Morton Brownstein and Edward Wiltzer, is committed to raising the substantial dollars to ensure that the JGH continues its proud tradition of medical care, not only today and tomorrow, but also for the long-term future. Our needs are many and diverse – the recruitment and retention of top-notch medical professionals, additional and renovated space, facilities and equipment and the expansion of our overcrowded research facility. While the campaign goals are ambitious, indeed, they accurately reflect the real needs of a first class medical institution in the 21st century.

The message is clear: our number one commitment at the Jewish General Hospital is to provide patients with quality care that meets the highest standards. The generosity of our donors, the commitment of our outstanding staff and the efforts of our many volunteers will ensure that our goal is met.

Myer Bick

Happy Patients

Is Technology the Answer?

Dr. Benjamin Burko definitely thinks so! This pediatrician and entrepreneur was the featured speaker for March’s Luncheon Lecture. He gave a fascinating account of how the busy private pediatric health clinic he owns and manages (Tiny Tots Medical Centre in Dollard-des-Ormeaux) changed its entire system, making for happier patients, happier staff and doctors... all courtesy of patient-friendly software! Dr. Burko, who is also an attending physician at the JGH, took the audience through the steps involved in making his clinic’s service more efficient... from recognizing the problems they faced, to finding creative solutions to these setbacks. Today, a majority of appointments are booked online - by patients. Following the example of the banking industry, Dr. Burko developed the self-serve scheduling system, which set out to improve customer and staff satisfaction while attracting new customers and reducing waiting time to get an appointment. In this informative and entertaining talk, Dr. Burko illustrated the merits and motivators of getting customers to use “Self-Serve Scheduling” on-line.

The Luncheon Lecture Series consists of free, monthly lectures open to staff, volunteers, patients and visitors. Bring your lunch and bring a friend!
Congratulations to Dr. Howard Bergman, who was named Director of the “Réseau québécois de recherche sur le vieillissement” by the Fonds de la recherche en santé du Québec (FRSQ).

Welcome to Dr. Walter Gotlieb, Departments of Obstetrics and Gynecology and Oncology, who joins the JGH as head of Gynecologic Oncology and Colposcopy.

Congrats to nurse Christina Clausen, who won first place in the Marskell Group “Nursing Excellence Awards 2003.”

Toula Trihas has been appointed Chief of Inhalation Therapy. Best of luck in this new position!

Congratulations to Dr. Anna Derossis, who was recently appointed as Director of Surgical Education in the Department of Surgery.

Congratulations to Dr. Jacques Galipeau, whose Phase II Clinician-Scientist Scholarship has been renewed for a three-year term by the Canadian Institutes of Health Research (CIHR).

Dr. Vicky Tagalakis was recently awarded an FRSQ Chercheur Bossier Clinicien Junior I salary award and an FRSQ Young Investigator’s establishment grant. She was also awarded operating grants from both the FRSQ and the National Cancer Institute of Canada.

Kudos to Dr. Susan Kahn, who is the recipient of a CIHR $1.33 million grant for a multi-centre clinical trial. She will be leading a group of Canadian collaborators who are experts in the field of thrombosis.

Dr. Jason Agulnik has been awarded a prestigious CIHR/CAMO (Canadian Association of Medical Oncologists) career award to spend next year at Harvard obtaining highly specialized research training in lung cancer.

Dr. Luc Trudeau has been appointed Chair of the Morbidity and Mortality Committee of the Department of Medicine. Good luck in this position.

Congratulations to Dr. Apostolos Papageorgiou, who was named “Greek of the Year” by the Hellenic Community of Montreal in recognition of his many medical and social contributions.

Congratulations to Glenn J. Nashen (Director, Public Affairs and Communications) and Dr. Judy Hagshi on the birth of their second daughter, Nathalie Simone.

Congratulations to the JGH Technical Services team, who won first prize for excellence in efficient energy management at a conference given by the Association des hôpitaux du Québec (AHQ) and the Agence de l’efficacité énergétique du Québec. The award was in recognition of their energy efficiency projects, which saved the hospital more than $7 million over the past nine years. Since 1993, the hospital has implemented several energy-saving initiatives, including what they call the “Heat Recovery Project.” The project aims to recover hot gases exiting the steam boilers that are otherwise lost through the hospital chimney. “Free” hot water is generated from the recovered gases. The hot water is used for such purposes as supplying the hospital’s domestic hot water, pre-heating of outside air for ventilation purposes, supplying the hot water necessary to wash 4,836,000 pounds of linen per year and for perimeter heating through the radiators in pavilions A, B, C, D.

“The Ministry of Health and Social Services will be using the JGH’s energy efficiency management as an example for other hospitals,” said Philippe Castiel, Coordinator of Plant Operations and Maintenance. “Our ideas will definitely be shared to benefit the health sector in Quebec.”

Between this project and many other energy-saving initiatives, the JGH saved millions of dollars - the equivalent of taking 10,000 cars off the road - even in advance of the Kyoto protocol!

Our deepest sympathies to the family and friends of nurse Anna Desir, who was a nurse in Neonatology. She passed away in March.

It is with regret that the Information Technology Department announces the passing of Benoît Rainville on April 16, 2003. Mr. Rainville was an external computer consultant who worked at the CSIT for 3 years. He will be sorely missed by his colleagues.

Our Condolences
According to Debbie, the concept of team nursing meant that everyone worked cooperatively and it was easier to get to know all of the patients. Nursing assistants also played a crucial role as part of the team. "We always felt that we had support from each other," she recalls.

In addition to changes in the way in which nursing is practiced, Debbie noted that there have been many changes to the hospital’s infrastructure. For example, the parking lot used to be a farm. The parking lot behind Pavilion A also used to contain a swimming pool and tennis courts.

Pavilion A itself has changed considerably. Today, it mostly houses offices and clinics. Marsha’s office today is on the eighth floor of this pavilion – she suspects that it could have been her old dorm room!

Back when it was home to the School of Nursing, Pavilion A was a pretty interesting place. For example, medical interns and residents lived on the second floor. In the earlier years, Marsha said, nursing students were not allowed to stop the elevators on the first floor.

Carla Strulovitch noted that later, there were “dating rooms” on the second floor, where nursing students could bring their dates. Of course, the rooms had glass doors, which were always open. The residence had a House Mother who ensured that all the students abided by the rules.

When asked why they never left the JGH to work somewhere else, their answers were similar. “I just feel so at home here,” says Carla. “I never had a need to leave. Why leave something you’re so happy about? I wouldn’t trade it for any other experience.”

Marsha echoes this sentiment: “We’re still here. That speaks for itself.”

“I’m still satisfied and believe that I made the right career choice,” concludes Debbie, who always took pride in her accomplishments as a nurse.

Debbie, Marsha and Carla are only a few of the JGH nursing graduates still working at the hospital today. Although we could not interview them all, here is a list of some of the others still working at the JGH. We hope we did not exclude any names, but please let us know if we did!


**Nursing Notes: Faye Fox Day**

The Department of Nursing held their 24th annual Faye Fox Educational Day on April 11. This conference featured an impressive line-up of speakers, many of whom are JGH nurses and McGill nursing professors. The subjects discussed included research, education, patient care and the future of nursing. The keynote speaker of the day was Leah Curtin, RN, DSc.(h), FANN, who is a Clinical Professor of Nursing at the University of Cincinnati College of Nursing and Health. She has been the editor-in-chief of *Nursing Management* for 20 years. A prolific author and sought-after speaker, Dr. Curtin is a passionate advocate of nursing and a leader with much to say about the important role that nurses play in the delivery of care and the leadership of organizations whose goal is to deliver that care.
Introducing the JGH Employee Discount Program! JGH employees now get a discount at the following stores, health clubs, hair salons, optometrists and other locations. Simply present your hospital ID card and you will be eligible for savings! Help add to this growing list by encouraging stores, restaurants and other establishments to join. They can visit www.jgh.ca and click on Supporting the JGH for further details.

### JGH Employee Discount Program

- **Le Sporting Club du Sanctuaire**
  6105 Ave du Boisé
  (514) 737-0000
  Discount: 15%

- **Nautilus Plus (all locations)**
  Discount plan: Initiation fee only $40 (for membership at all 28 centres) or only $20 (for membership at one centre). Save minimum $5 per month, depending on the package you choose.

- **YM-YWHA**
  5500 Westbury St.
  (514) 737-6551
  Discount: 10%

- **Club Feelgood**
  3500 Cote Vertu, suite 130
  St. Laurent, Que
  (514) 331-9000
  Discount: 13%

- **Ruby Foos Hotel**
  7655 Decarie Blvd
  (514) 731-7701
  Discount: 15% minimum off single or double room

- **Caruso Unisex Coiffure**
  5783 Côte des Neiges
  (514) 738-2842
  Discount: 10%

- **Vincent Haute Coiffure**
  5707 Côte des Neiges
  (514) 733-9091
  Discount: 10%

- **Inter Coupe Monsieur**
  5900A Decarie Blvd.
  Montreal, Quebec
  (514) 739-4746
  Discount: 28% ($18) for wash, cut and blow-dry (with Georges Ouaknine)

- **Optometrist George Glass**
  5847 Côte des Neiges
  (514) 733-5576
  Discount: 20%

- **Marer Vision**
  5920 Côte des Neiges
  (514) 738-2424
  Discount: 25%
  (Prescription eyeglasses and sunglasses)

- **Cellcom Espace Bell**
  (Bell Mobility)
  5200 Pare
  (514) 739-7777
  Discount: special rates for hospital employees

- **Union Electric**
  8150 Decarie Blvd.
  (514) 340-5000
  Discount: 15%

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**Tech Talk**

**Coming Soon – Xchange 2.0!**

The JGH Intranet, otherwise known as Xchange, is being redesigned and improved to better suit your needs. Xchange version 2.0 will have a new look, will be easier to use and will allow you to access your Lotus Notes from anywhere via the Internet.

There are many great features to the upgraded Xchange. For example, you will no longer be required to login with a password when accessing generic hospital information in Xchange from within the JGH. A login will only be required for personalized content.

If you are a Lotus Notes user, it’s a great time to start using Xchange to access your e-mail. For more information about how to do this, please call local 8254.

Over the next few months, Tech Talk will feature some of the new and innovative features that are offered on Xchange 2.0, so keep reading for more updates and news!
Auxiliary News

Body & Soul Lecture Series
The Auxiliary hosted their annual Roslyn Liebling Body & Soul Health Lecture Series throughout the month of March. Their line-up of interesting speakers and topics included Freda Rashkovan (Professor Emeritus of Management, Concordia University) who talked about "Reinventing Yourself" and Dr. Gerald Wiviott (a well-known Montreal psychologist and sex therapist, Allan Memorial Institute) who discussed "Staying Afloat on a Sea of Sex." Dr. Louise Miner (JGH OB-GYN) gave the series finale lecture about "Managing Menopause." Congratulations to the Auxiliary for organizing yet another interesting and educational lecture series.

Casino Royale
The Auxiliary's spectacular fundraiser, Casino Royale, was held on April 10th at the Shaare Zion Synagogue. The event raised funds to purchase essential equipment for the hospital's Department of Pathology. The event was co-chaired by Eileen Fleischer, Harriet Krakower and Paul Azeff, who called Casino Royale a "magical night". Empire Auctioneers handled the auction in an entertaining manner while Andy Nulman acted as roving emcee. CIBC was a major sponsor of the evening. Others included Scotiabank, Delmar International, and Fidelity Investments.

RENO
JGH

The Technical Services team continues to make improvements throughout the hospital. Just taking a walk through the corridors of the JGH, one can see all the new changes that have taken place in the past few months. Many of the hallways and stairwells have been freshly re-painted, including the basement hallway connecting Pavilion C and D. Recent renovations include the Pavilion D first-floor lab, the hospital morgue and the 4 Main nursing station. Housekeeping has also made many improvements to their service. Their hard work is certainly appreciated by staff, visitors and patients.

Staff fêted for long service
On March 19th, the hospital's Long Service party was held to pay tribute to staff and physicians who have devoted 10, 15, 20, 25, 30, 35 and 40 years of service to the hospital. Staff received long service pins and certificates and Executive Director Henri Elbaz thanked all those in attendance for their efforts and important contributions to quality patient care.
March to Jerusalem

May 18, 2003
The March to Jerusalem is the community’s largest walk-a-thon. It’s taking place on Sunday, May 18 and makes its way through the streets of Hampstead, Montreal and Outremont. The JGH is the second checkpoint along the route. It’s a great family day, filled with fun and prizes. If you’re interested in participating as part of “Team JGH” (clad in surgical greens), call Public Affairs and Communications at local 5818.

What’s Happening in MAY/JUNE

- May 11 – 17: National Nurses Week
- May 21
  Lunchtime Lecture Series
  "Canada’s Immigration Policies: Meeting the Challenges of a Multicultural Society"
  Speaker: Mitchell Brownstein, Immigration Lawyer
  12:00 p.m. – 1:00 p.m. Block Amphitheatre
- June 3
  JGH Child Psychiatry 10th Annual Film for Benefactors, "Son of the Bride"
  Montreal Museum of Fine Art (1379 Sherbrooke St)
  Minimum contribution: $36 (receipts will be issued)
  For more information or to order tickets, please call Rosemary Short at local 5994.
- June 5
  Lunchtime Lecture Series
  "Let’s Talk Cold Turkey -Tips and Tricks for Quitting Smoking"
  Speaker: Dr. Michael Bouhadana
  Block Amphitheatre, 12:00 p.m. – 1:00 p.m.
- June 11
  JGH Child Psychiatry Workshop
  "Angry and Aggressive Behaviour: A Life Span Treatment Approach"
  Presenter: Donald Meichenbaum, PhD
  ICFP Amphitheatre, 8:15 a.m. – 4:00 p.m.
  For information or to register for this conference, please call Rosemary Short at local 5994 or Anita Perrone at local 5619.
- June 12
  "What’s New in Breast Cancer Prevention"
  Small group session with Michael Pollak, MD, FRCP(C)
  Cancer Prevention Centre (C-107), 4:00 p.m.
  By reservation only. Please call local 4947 to reserve.

Mark Your Calendar!

JGH Heart & Stroke Health Day

Did you know it is estimated that one in four Canadians has some form of heart disease or is at risk for stroke? On June 4, the Divisions of Cardiology and Neurology will join forces to bring you the JGH Heart & Stroke Health Day. This free public education day will feature information booths in the Atrium, as well as informative lectures and a panel discussion all about heart health and stroke prevention. Be on the lookout for more information about this event in the coming weeks!
Hôpital général juif - Sir Mortimer B. Davis - Jewish General Hospital
SEMAINE DE L’AMÉLIORATION CONTINUE DE LA QUALITÉ ET DE L’ÉTHIQUE CLINIQUE
CLINICAL ETHICS COMMITTEE & CONTINUOUS QUALITY IMPROVEMENT WEEK

DEMYSTIFYING DISCLOSURE: WHAT HAPPENS WHEN THINGS DON’T GO AS PLANNED
DÉMYSTIFIER LA DIVULGATION: QUE FAIRE LORSQUE LES CHOSES NE SE PASSENT PAS TEL QUE PRÉVU

CALENDAR OF EVENTS • MAY 26 - MAY 30, 2003

<table>
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<tr>
<th>Lundi le 26 mai</th>
<th>mardi le 27 mai</th>
<th>mercredi le 28 mai</th>
<th>jeudi le 29 mai</th>
<th>vendredi le 30 mai</th>
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| **Conférence médicale**
Medical Grand Rounds |
Block Amphitheatre 12h30-13h30 |
**ARE YOU AFRAID OF DISCLOSURE?** |
PRÉSENTÉ PAR/SPEAKER
Dr. Gerry Dankoff |
Renseignements/Information
Dr. Carolyn Ells (2521) |
Un dîner sera servi Tous les employé(e)s sont les bienvenu(e)s |
Lunch served All staff are welcome |
| **Journée de conférence**
Conference Day |
Block Amphitheatre 08h30-15h30 |
**DEMYSTIFYING DISCLOSURE: CHANGING PRACTICE IN AN AGE OF ACCOUNTABILITY** |
CONFÉRENCIER PRINCIPAL/KEYNOTE SPEAKER
Dr. Albert Wu |
PRÉSENTÉ PAR/SPEAKERS
Dr. Joseph Portnoy Dr. Eddy Lang Ms. Antoinette Ehrler Ms. Lynne McVey Mr. Bernie Weinstein Ms. Huguette Batshaw Dr. Philip Beck Ms. Chantal Bellerose Dr. Michael Dworkind |
| **Conférence en soins infirmiers**
Nursing Grand Rounds |
Block Amphitheatre 10h00-11h00 |
**NURSES AND TRUTH TELLING: YOUR PROFESSIONAL RIGHTS AND RESPONSIBILITIES** |
PRÉSENTÉ PAR/SPEAKER
Ms. Jan Ingram |
Renseignements/Information
Ms. Marie France Ouimette (5689) |
Coffee and Danish Café et brioches danoises |
**STANDS DE QUALITÉ** |
Des stands vous feront connaître plusieurs groupes dont le travail est axé sur la qualité, la sécurité, les erreurs, la divulgation et l’éthique. |
**QUALITY KIOSKS** |
Kiosks will highlight the work of several groups addressing issues of quality, safety, errors, disclosure and ethics. |
| **Événement communautaire**
Public Lecture |
Block Amphitheatre 19h00-20h30 |
**INCIDENTS, ACCIDENTS & COMPLICATIONS: WHAT PATIENTS NEED TO KNOW** |
PRÉSENTÉ PAR/SPEAKERS
Dr. Gerry Dankoff Ms. Lianne Dzygala Mr. Bernie Weinstein Dr. Michael Dworkind |
Renseignements/Information
Dr. Michael Dworkind (8278) |
Les membres de la communauté sont cordialement invités à assister à la conférence. |
**FACILITATRICE/FACILITATOR** |
Ms. Jan Ingram |
Renseignements/Information
Ms. Jan Ingram (5628) |
Popcorn & Soda Tous les employé(e)s sont les bienvenu(e)s |
All staff are welcome |
| **Événement HGJ**
Hospital Event |
C 111 |
09h30-10h00, 10h15-10h45 11h00-11h30, 11h45-12h15 12h30-13h00, 13h00-13h30 |
**VIDÉO/VIDEO:**
**BEYOND BLAME** |
Ten minute video of three health care professionals talking about the aftermath of medical errors, leading into a 20 minute group discussion of how disclosure can be used to strengthen the team and rebuild trust with patients and families. |
**FACILITATRICE/FACILITATOR** |
Ms. Jan Ingram |
Renseignements/Information
Ms. Jan Ingram (5628) |
Popcorn & Soda Tous les employé(e)s sont les bienvenu(e)s |
All staff are welcome |