After spending a week at the Jewish General Hospital in March, surveyors from the Quebec Order of Nurses (Ordre des infirmiers et infirmières du Québec - OIIQ) came away impressed by the exceptional quality of care provided by nurses at all levels and in all areas of the hospital.

In a written report presented by the OIIQ to the JGH Department of Nursing, the surveyors noted that patients and their families expressed a high level of satisfaction with both the quality of nursing care in the hospital and the education and instructions they received prior to discharge.

Many facets of nursing practice and leadership were singled out for praise including:

- the organization and utilization of nursing resources;
- the clinical and administrative support provided to staff nurses;
- the quality and availability of pertinent, up-to-date documentation;
- the commitment to continuous quality improvement, where problems are identified and solutions are implemented and evaluated, resulting in improved care;
- individualized care plans that take into account each patient’s specific needs;
- the active participation of patients and their families in these care plans;

Cont’d on page 2
As we gear up for an exciting and eventful fall, I’d like to thank you for ensuring adequate coverage and good patient care throughout the summer.

**Salute to Doctors**

In our continuing efforts to demonstrate our appreciation to the top-notch medical staff affiliated with the Jewish General Hospital, I am pleased to announce that we will be hosting a “Salute to our Doctors” gala evening on Sunday, September 21st at the Gelber Conference Centre. Details are online at www.jgh.ca. Congratulations to all of our doctors, dentists, researchers and pharmacists.

**Nursing Excellence**

Speaking of dedicated health care professionals, congratulations as well to the Department of Nursing on receiving a very good report from the Quebec Order of Nurses, which conducted its professional inspection at the hospital last March. The results are a credit to the wonderful nurses at the JGH who provide quality care to their patients.

**Accreditation**

As many of you know, surveyors from the Canadian Council on Health Services Accreditation (CCHSA) will visit the JGH during the first week of November. Under the guidance of Jan Ingram, CQI Program Coordinator, our CQI teams have been working diligently to prepare for accreditation. In the interim, our hospital was selected as a site for a “mock survey” day, assisting in the orientation and training of new CCHSA surveyors. On August 25th, new and veteran surveyors spent the day meeting and interviewing 11 CQI teams as well as reviewing charts and other relevant documentation.

**Family Medicine Group**

Continuing the tradition of innovation that is well established here at the JGH, the Department of Family Medicine has been designated as a Family Medicine Group by the Ministry of Health and Social Services. The group is committed to providing complete, 24-hour medical coverage to its patients.

**Power to Heal**

Launched officially in May, the hospital’s fundraising campaign is well underway. I am confident that with the support of the general and corporate community, we will be able to achieve our goals, ensuring the future growth and development of the Jewish General Hospital.

I look forward to working with you all on the continued fulfillment of our mission to provide the best possible care to our patients. As always, I encourage you to share any suggestions you may have for improvement with your supervisor or with me personally via e-mail at: dg@adm.jgh.mcgill.ca
Congratulations to Director of Research Dr. Mark Wainberg, who is the recipient of the 2003 Distinguished Scientist Award of the Canadian Society for Clinical Investigation.

Congratulations as well to Dr. Morrie Gelfand, who has been selected to receive the 2003 North American Menopause Society/Procter & Gamble Pharmaceuticals Leadership Award in Androgen Research.

Welcome to Allan Ptack, who has been appointed Chief of Social Services. Best of luck in this new position!

Congratulations to Dr. Bernard Lapointe, who was the recipient of the Queen’s Jubilee medal at the National Conference on Hospice and Palliative Care. He was given the award for his efforts and commitment in promoting palliative care both provincially and nationally.

Dr. Vicky Tagalakis has been appointed as the latest member of the Thrombosis Clinic. She will be a welcome addition to the team!

Dr. Vicky Tagalakis

Pearl Aronoff is stepping down as Coordinator of Occupational Therapy Services in psychiatry and will continue her clinical work part-time in out-patient child psychiatry. Suzanne Rouleau will take over the coordination position. Ms. Rouleau has many years of experience as an occupational therapist in adult psychiatry. She is actively involved in Q.T. research and teaches at the School of Physical and Occupational Therapy at McGill University.

Congratulations to Christine Cercone, BScN, Psychogeriatrics Service, who recently obtained her MBA from McGill University.

Best wishes to Ioana Ghyka, a nurse on 6 West, who retired in May. The staff of 6 West will miss her and wish her luck in her brand new life.

Kudos to the Technical Services Department, which has been awarded a $10,000 grant by the Fédération des chambers de commerce du Québec for a new energy efficiency project.

Best wishes and welcome to the following individuals who have recently joined the JGH:

Dr. Jae-Marie Ferdinand (Neonatology)
Dr. Josée Truchon (Obstetrics and Gynecology)
Dr. Igal Sebag (Cardiology)
Dr. Louise Quenneville (Pathology)
Dr. Nancy Morin (Colorectal Surgery)
Dr. Fraser Moore (Neurology)
Dr. Petr Kavan (Hematology)
Dr. Craig Baldry (Anaesthesia)
Dr. Manish Khanna (Dermatology)
Dr. Gershon Frisch (Nephrology)
Dr. Jennifer Tupper (Emergency)
Dr. Joel Turner (Emergency)
Dr. Armand Aalamian (Family Medicine)
Dr. Taline Ghazigian (Family Medicine)
Dr. Helene Rousseau (Family Medicine)
Dr. Chaim Edelstein (Ophthalmology)
Dr. Mila Oh (Ophthalmology)

Our Condolences

Our deepest sympathies to the family, friends and colleagues of André Falcon, who passed away on June 2, 2003. He worked at the hospital for ten years as a refrigeration technician until his retirement in 2002.

Our sympathies to the family, friends and colleagues of Marietta Cabrera, who passed away suddenly on June 2, 2003. She worked as a nurse in various areas of the JGH, including the Emergency Department, 6 North and the PACU.

Dr. J. Leonard Brandt, who was Physician-in-Chief at the JGH from 1959 to 1978, passed away on June 18, 2003. Our condolences to his family and friends.
Following last summer’s successful show at the JGH, hypnotist/comedian The Incredible Boris provided the hospital staff and community with an encore. On July 14, the hilarious hypnotic performer had the audience rolling in the aisles with laughter as he put Allison Gardos (Physiotherapy), Angela Palumbo (Surgery) and Patricia Yee (Dentistry) under his spell.

Boris used the power of suggestion to lead his three subjects into some interesting adventures. For example, Allison was a winner on “Who Wants to be a Millionaire?” while Patricia lost the number 6 from her memory altogether (good thing she doesn’t work on the sixth floor!) and Angela became an interpreter who spoke several different languages including German and Japanese (maybe she should become the JGH in-house translator!)

All the participants remembered their experience on stage afterward and laughed at their own behaviour: “I can’t believe I did the things I did,” exclaimed Allison, who assumed the name Barbie during the show. “It was completely hysterical!”

Patricia was amazed by it all: “It’s really neat, the power of suggestion,” she marveled.

We asked Angela what being hypnotized felt like. “It’s a great experience,” she replied. “He’s the only person you can concentrate on.”

Thanks to all the volunteers who were brave enough to get up on stage and especially to Allison, Angela and Patricia who stayed there. Of course, many thanks to The Incredible Boris for visiting the JGH and providing staff, patients, volunteers and community members with some laughs. You can visit Boris at www.comedywood.com.
The sweet sounds of jazz floated through the hospital hallways during the 4th Annual JGH Jazz Festival in June. This year’s festival featured daily concerts in the Weissman Solarium (6th Floor) as well as some surprises and special events.

The week-long festival, which was organized by music therapist Bryan Highbloom, began with a special celebrity guest appearance. Jazz legend Jack Dejohnette paid a visit to Geriatric patients, performing his signature percussion stylings, as well as some piano jazz classics. Patients sang along, danced and enjoyed the show.

Another highlight of the festival was the outdoor concert which featured the group Wen-Da-Jam, along with some special performances by staff members Theo Perna (6 West), Silvio Clauser (Radiology), Kevin Ferdinand (2 North East), Arjang Poursabet (Radiology) Dr. Jack Cohen, and of course, Bryan Highbloom.

The festival finale was a special Oneg Shabbat featuring noted Montreal poets Ian Ferrier and Catherine Kidd, who were joined by members of hospital staff in expressing through words and music the heart and soul of the hospital.

Other performers throughout the week included La Famille Billette, Shalabi Effect, Sharon Zigman and Ilona Eliakim.

“We continue to see that music helps the healing process,” said Bryan Highbloom. “Music is a life-giving force that can be used by all and the performers in this festival hope that they touched the patients as much as they themselves were moved.”

This summer, the Maintenance Department made major repairs and improvements to the exterior grounds of the hospital. A new irrigation system was installed in order to maintain the new flowers, shrubs and grass. As a result, watering no longer needs to be done manually during the day, enabling the staff to save time and perform other repairs and improvements to the hospital. A patio was installed so that employees can enjoy having their lunch outside amid the beautiful new landscaping. At the same time, repairs were made to potentially dangerous slopes. The area was leveled out in order for people to avoid tripping. The slopes were replaced with solid ground, which became the new patio.

“This project was designed and implemented with the intention of offering staff a healthy and pleasant place to spend their free time and for patients to spend some time with their families,” said Stephan Simioni, Chief of Maintenance. “The Maintenance Department is always working to maintain and improve the safety and attractiveness of the hospital environment. We all look forward to making other improvements and, in the meantime, I believe we have achieved something that we can all be proud of.”
Recovery from heart surgery or a heart attack is a long process that requires a commitment to a healthy lifestyle. The Cardiovascular Health Improvement Program (CHIP) can be of tremendous benefit to those who wish to make the necessary lifestyle changes to strengthen their hearts and improve their overall physical and emotional well-being.

"It totally improved my quality of life and has probably added a couple of extra years to my life," says Ron Moscovitch, a recent graduate of the program. Mr. Moscovitch admits that prior to undergoing angioplasty at the JGH, he hadn't exercised in many years. His cardiologist, Dr. Judith Therrien, recommended he try the program. He was a bit apprehensive at first, but the staff immediately put him at ease. "The help and knowledge of the staff is incredible. They even did blood tests and discovered I had a thyroid problem." Since graduating from the program, he has lost 25 lbs., and has joined the YMHA, where he continues to exercise a few times per week.

"Since we understand their unique situation, we help patients achieve their goals," explains Program Director Marla Gold.

Staffed by a dedicated team of health professionals, including JGH cardiologists Dr. Ann Walling and Dr. Leo Dragatakis, CHIP offers specially designed programs in heart disease and stroke prevention and rehabilitation, diabetes prevention and risk factor management. The team consists of cardiologists, internists, family physicians, exercise physiologists, nurses, dietitians and psychologists.

Patients usually come to the site three days per week. A wide range of services is offered in one facility, including medical evaluation and exercise stress testing, individually tailored exercise programs monitored by on-site exercise physiologists, home exercise programs, nutrition programs and psychosocial counselling. Private training sessions are available for those who require more individualized attention.

Patients interested in CHIP must ask their doctors to fill out a referral form, available online at www.chiprehab.com or by calling (514) 489-6630. Although not covered by Medicare, portions of the program may be eligible under one's health insurance plan. Scholarships are available to patients who qualify for financial aid.

Get With the Program!

Xchange 2.0 has arrived! The latest version of the JGH intranet is here with many new features. You no longer need to log in to view the completely redesigned home page, which features regular news updates, upcoming events, cafeteria menus and even the weather! When you log in, you can also access your Lotus Notes e-mail and calendar via Xchange. Check out the new Xchange 2.0 by visiting http://xchange.intranet.jgh.

Quilting for a Cause

On June 12, the Loose Threads Quilt Guild of Côte St. Luc donated 25 hand-made quilts to the Neonatal Intensive Care Unit (NICU).

Barbara Amihod (Infection Prevention and Control Nurse Educator) is co-president of the guild, which chose the NICU as their charitable cause for the year and has been making quilts since January.

The beautiful hand-made quilts will be used in many different ways for babies staying for long periods of time in the NICU. First, the quilt will be draped on top of the cribs to protect the infant from light. When the baby has grown, the quilt will be placed in the crib. Finally, the quilt will be given to the family to take home with their baby.

Valerie Frunchak, Nursing Director of Maternal-Child Health, and Marie-France Ouimette, head nurse of the NICU, thanked the guild members for their special and unique gift. The guild chose to donate the quilts to the JGH NICU because they all feel some kind of connection to it: some members are nurses; others have children or family members who were cared for in the NICU.

The Loose Threads Quilt Guild presented the NICU with several beautiful hand-made quilts.
JGH volunteers were thanked for their selfless work at the Annual Volunteer Luncheon held on Tuesday, June 17, 2003. "The strength of the volunteer spirit in this hospital is truly remarkable," said Barbara Lang, Director of Volunteer Services as she addressed the crowd over lunch. "There are over 800 volunteers who donate 76,000 hours of service each year." Her sentiments were echoed by newly-elected hospital President, Stanley K. Plotnick. "Thanks a million. Because the services that you, the volunteers of the JGH, have provided would cost a million dollars of additional budget," he said. "Even if we had the additional million dollars, what you provide cannot be bought!"

Volunteers also gave enthusiastic speeches about their experience at the JGH, including Lorna and Stanley Moses, a husband and wife who both volunteer at the hospital several times a week. Special recognition was also given to students from Summit School who volunteer at the JGH to obtain new skills and experiences as training for the workforce. The JGH Volunteer Department and the Summit School have a unique partnership, in which students are placed in the mailroom, library and other departments where they gain valuable work skills.

The JGH has the largest and most active hospital volunteer department in the city. We benefit greatly from the talents and energy of our volunteers, whose presence is felt throughout the hospital in many different ways. "Volunteerism is a wonderful state of mind. It urges us to step outside the routine of our daily lives," said Ms. Lang. "It reminds us that even though our actions are not always selfless, there is a great reward in accomplishing a worthwhile task."

The JGH and Pfizer Canada Inc. are teaming up to offer an exciting and innovative public education series called JGH Mini-Med School. "We are proud to offer innovative and educational learning opportunities to our patients and their families, to our staff and to our community," said Henri Elbaz, Executive Director. "The JGH Mini-Med School allows us to reach out to new audiences and to focus on areas such as prevention and treatment," he added.

The JGH Mini-Med School will run Tuesday evenings from September 23 to October 28 and will feature six lectures from some of the most dynamic physicians and researchers at the JGH. Participants will learn from the experts about cancer prevention and treatment, infectious diseases, diabetes prevention, heart health, aging and medical emergencies. Speakers will be Dr. Michael Dworkind, Dr. Tina Kader, Dr. Mark Miller, Dr. Michael Pollak, Dr. Jacques Galipeau, Dr. David Langleben and Dr. Marc Afilalo.

This program is made possible by an unrestricted grant from Pfizer Canada Inc. "Pfizer commends the Jewish General Hospital for creating a venue where local citizens can meet leading health experts," said Don Sancton, Director of Corporate Affairs for Pfizer Canada. "By putting reliable health information at arm’s reach of local citizens, the JGH Mini-Med School will help Montrealers of all ages better manage their health. We are proud to be associated with this initiative as part of our commitment to helping the healthy ageing of Canadians."

"The program is sold out for this autumn, but there is a growing waiting list for the next session," said Glenn J. Nashen, Director of Public Affairs and Communications and chief organizer of the JGH Mini-Med School.
• September 1
Labour Day

• September 4
Nutrition, Diet and Colon Cancer Prevention
A small group session with Christina Vinokuroff, P.Dt.
Cancer Prevention Centre (C-107), 3 p.m.
By reservation only. Please call local 4947 to reserve.

• September 27 and 28
Rosh Hashanah

**HOLD THE DATE**

**Evening in Athens**

**OCTOBER 26, 2003**

Evening in Athens is a gala event being organized by the Foundation and the JGH Hellenic Committee, to be held under the auspices of the Consul General of Greece. This dinner-dance will benefit the JGH Division of Nuclear Medicine and will take place at the Palace Reception Hall in Laval. Tickets cost $125 and are available by calling the Foundation at local 8623. Get ready for authentic Greek food, music, dancing and live performances, as well as a raffle with tons of prizes, an original painting by Cathy Alexiou up for auction, and a fabulous door prize: two round trip tickets to Athens, Greece, courtesy of Olympic Airways.

**Salute to our Doctors:**

**A Gala Evening in Celebration of Jewish General Hospital Physicians**

Join us as we celebrate and pay tribute to our team of dedicated physicians.

**Sunday, September 21, 2003**

5:30 p.m.

To reserve or for more information, please call local 5818.

**QUIT SMOKING**

Special, limited-time offer for EMPLOYEES OF THE JGH.

50% OFF if you complete the 6-week group program for smokers to help end tobacco addiction. Offered in the afternoons or evenings at the JGH.

THE NEXT SESSION STARTS ON SEPTEMBER 17th at 7:30pm at the Cancer Prevention Centre (C-107). Call the Cancer Prevention Centre for more information at extension 4947.

Please note that we are currently offering the program in English only. A French program is in development.

**40th Annual André Aisenstadt Memorial Clinical Day**

*In honour of Dr. Michael A. Gold*

**October 29, 2003**

"Advances in Cardiovascular Disease"

Speakers: Dr. Mark Eisenberg (JGH), Dr. Elliott M. Antman (Brigham and Women’s Hospital, Boston MA), Dr. Caroline Michel (JGH), Dr. Lorraine Chalifour (JGH), Dr. Ann Walling (JGH), Dr. Stanley Nattel (Montreal Institute of Cardiology), Dr. James Symes (St. Elizabeth's Medical Centre, Boston MA) and Dr. Jean Rouleau (University of Montreal).

For more information or to register, please call Annette Novak at local 5566.

**What’s Happening in September**

Don’t forget to check Xchange for the latest updates to the Employee Discount Program.