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PULSE

THE NEWSLETTER OF THE
SIR MORTIMER B. DAVIS
JEWISH GENERAL HOSPITAL

Healthy steps on the road to victory



As another triumphant Weekend to End Breast Cancer goes into the record books, many of the participants are grateful they took the time to prepare properly, especially with advice they received at the third annual WEBC Foot Clinic. The clinic, held on Thursday, May 15th at the Samuel S. Cohen auditorium, started walkers on the right foot by giving them information on proper foot hygiene for the two-day, 60-kilometre walk.

The clinic has become a popular WEBC event, featuring lectures and foot assessments from podiatrists **Dr. Bluma Girzon** and **Dr. Charles Faucher**. Students from the School of Podiatric Medicine (University of Quebec at Trois-Rivières) helped assess the condition of walkers' feet. Also attending was **Dr. Alan Azuelos**, the JGH-WEBC Medical Team Director and an Emergency Department physician.

Other highlights included consultations with representatives of companies that manufacture specialized athletic shoes. In addition, CTV news correspondent and WEBC participant Caroline Van Vlaardingen reported on the event. (To see the report please visit the Newsroom at JGH.ca/Media).

For more information on the Weekend to End Breast Cancer, please visit www.endcancer.ca or phone 514-393-9255. Also see story on page 7.

Biking Bonanza!

Better health — and the heck with gas!

As the price of gas takes bigger bites out of the household budget, biking to work is becoming an increasingly attractive alternative to driving. For those who live within a reasonable biking distance from the Jewish General Hospital, there's an added bonus: By pumping those pedals, you'll feel a big difference not only in your wallet, but in your heart, lungs, thighs and even your mind.

Here's what some JGH staffers had to say about travelling to work on a two-wheeler:

Dr. Michael Dworkind, Associate Director, Cancer Prevention Centre: Concern for his children's future is why he gets on his bike every day. "Ten years ago, we were a two-car family, but my concern for the environment and a need for exercise motivated me to trade in my second car for a bike.

"It takes me 15 minutes in the summer and 50 minutes in the winter. It's a bit tougher in the winter, but I get on my mountain bike and make the trek. If it's safe enough to walk, it's



Dr. Cleve Ziegler, staff physician,
Obstetrics and Gynecology

Cont'd on page 2



Care For All.

On prend soin de François MI TÖRÖDÜNK A SÀNDORRAL **Խնամել Յակոբը** Aalagaan ka naming ng mabuti Corazon
Ми бринемо о Јовани *Cuidamos de José* **Мы опекуjemy się Marysią** **לדאגן לאריאל** **We care for Allison**
Chung Tōi chām sóc-Lam **PRAN SOUIN GRAN'N LAMÈCI** **Θεραπεύουμε τον Γιώργο** Noi ne ocupăm de Dino
זארגן פאר גרשון **ЗАБОТА ОБ ИВАНЕ** **PRENDIAMO CURA DI CARLA** *Salud para Miguel* 我们照料李宁

Biking ... continued from page 1

safe enough to bike! I get some much needed exercise and it's a great stress reliever."

Dr. Cleve Ziegler, staff physician, Obstetrics and Gynecology: "A need for exercise, fresh air and sunshine is why I bike to work. I get very crabby waiting in traffic in my car. I have four kids, very little free time and it's my only chance for exercise most days. I've been biking for seven years, taking roughly 15 to 20 minutes to reach my destination. I take out the bike in April, just after Passover, and put it away in October."

Karina Jacobsen, Medical Photographer, Audio-Visual Services: Biking gives her "a different outlook on the city. I don't feel separated from it the way I do when I drive. That's why I bike to work every chance I get, and it only takes me about 30 minutes." As a result, her days seem fuller "and in the mornings, I feel as if I've accomplished something even before I've started work."

Dr. Marc Tischkowitz, Medical Geneticist, Cancer Prevention Centre: He began biking to work in 1998 while still living in London, England, and he has continued to do so since arriving at the JGH three years ago. "It's fast, efficient, reliable, healthy and fun. It takes about 10 to 15 minutes to get to the hospital, and with the help of special tires with studs, I bike all year 'round. It would be nice to have some reserved bicycle lanes leading to the hospital to encourage more staffers to bike to work."

Nora Wong, Genetic Counselor, Cancer Prevention Centre: Some start their day with a cup of java, but not her. "Instead of a morning coffee, I bike to work to relax, enjoy the weather and get a little exercise. I've been biking to work for the past five years, from May to November. The ride in takes me about 30 to 35 minutes, so it would be nice to have somewhere I could shower to freshen up!"

James Shapiro, Project Manager, Technical Services: "I bike for exercise, and at the end of the day, it's especially pleasant because I can burn off the stress.



*Nora Wong, Genetic Counselor,
Cancer Prevention Centre*

It takes about 45 minutes to travel roughly 18 kilometres. I've been biking to work for about 10 years now, and depending on the weather, I usually ride from May to September or October."

Joshua Elbaz, Project Manager, Technical Services: "Biking to work is part of a long-term wellness plan. It's faster than taking the bus and it's 45 minutes of exercise that I can conveniently incorporate into my day. Every week my total travel time is reduced, so improving my performance is also a big motivator. I also save the money I would have spent on on bus fare or gas. I feel energized and it's such a beautiful ride into work as I come over the mountain. I bike from May to October or when there's no snow."

Pulse

SIR MORTIMER B. DAVIS
JEWISH GENERAL HOSPITAL

JGH.ca

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Relief may be in sight for JGH drivers

Got no choice about taking the car to work, but wish you could do something about the sky high price of gas? Cheer up—a solution may be coming soon! Plans are being developed that could bring car pooling to the JGH.

Surveys that assess employees' transportation needs, distributed by the JGH Green Committee, will be analyzed with the goal of having a car-pooling program this fall. This will be accomplished with the help of Allégo, a program of the Metropolitan Transit Agency, which is trying to break the one-driver, one-car habit.

And, in other environmental news, are you aware of these other Go Green initiatives?

- You can recycle used ink cartridges for computer printers. Just bring them to Shipping and Receiving (B-024) for disposal in an eco-friendly fashion.
- All used batteries, from the hospital or your home, may be discarded in the brown, wall-mounted containers in the Cafeteria, Café de l'Atrium, Légaré entrance, Côte-des-Neiges entrance, Lady Davis Institute lobby, the Institute for Community and Family Psychiatry, the Pavilion D basement, and Pavilion H entrance. For more information, please call Housekeeping at local 8227.
- "Consignation" bins for bottles and cans are located in the Café de l'Atrium, Cafeteria and Côte-des-Neiges entrance. So think twice before throwing out your empty drink containers!

For information about advertising in *Pulse*, please consult JGH.ca or call 514-340-8222, ext. 5818.

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.

You belong to the Clean Team!

What would you think if you walked into a restaurant and found that the countertops were dirty, the floor had not been swept and the cutlery had not been properly washed? Would you really want to eat there?

Now imagine entering a healthcare institution and seeing something similar—laundry on the floor, food not properly disposed of and untidy washrooms. Would you feel comfortable being treated there?

Employees are being encouraged to step up and do their part, because every member of staff at every level belongs to the JGH Clean Team. It's the only way of ensuring that patients and visitors, not to mention personnel, find themselves in clean, safe surroundings.

Staff can do their part by:

- picking up a discarded newspaper from the floor
- taking an abandoned wheelchair from a hallway back to its proper department
- carrying a rubber glove with which to pick up tissues and similar litter
- disposing of laundry in designated locations

A study on hospital cleanliness, conducted recently by England's Healthcare Commission, found that "the cleanliness of our hospitals provides a visible, tangible signal to patients and to the public about the quality of clinical care they may experience." As the old saying goes, "Reality is nothing; perception is everything."

Studies have also shown that when employees carry out seemingly insignificant tasks, such as picking up litter, they develop good habits that carry over into their professional work. They are less likely to make mistakes, more likely to catch near-mistakes, and more inclined to keep improving the quality of their work. As an added benefit, they take greater pride in their healthcare institution—a feeling that patients quickly pick up on.

"Given the reality that hospital-acquired infections pose an ongoing risk, maintaining a hygienic environment should be everyone's top priority," said JGH Executive Director **Dr. Hartley Stern**. "Patients who visit the JGH have the right to be treated in an environment that is not only safe, but clean. That responsibility should not have to fall on the shoulders of the Housekeeping Department alone. Every little bit helps and if we each do a bit we can all do a lot."

Names in the News



Laurent D. Ziri

The JGH is pleased to announce the appointment of **Laurent D. Ziri, CA**, as Director of Finance. Mr. Ziri, who has extensive experience in corporate re-engineering and efficiency reviews, joined the JGH in 2006 and has concentrated on helping various departments implement best management practices. His main objective is "to contribute to improving patient care by assisting JGH clinical personnel to reduce and streamline daily administrative work."

Dr. Gerald Batist, Chief of the Department of Oncology, has been named to the Minda de Gunzburg Chair in Oncology at McGill University. The Chair was created by a donation from the Bronfman family in memory of Minda de Gunzburg, who died of cancer. She was the daughter of Samuel and Saidye Bronfman, and the wife of Baron Alain de Gunzburg.

Dr. Sammy Suissa, Professor of Epidemiology, Biostatistics and Medicine at McGill University, has been named Director of the JGH's Centre for Clinical Epidemiology and Community Studies. With Dr. Suissa's arrival, the McGill Pharmaco-epidemiology Research Unit will also move to the JGH. His areas of expertise include pharmaco-epidemiology and biostatistical methods of evaluating the risks and benefits of drugs prescribed for the treatment of common chronic diseases.



Philippe Castiel Director of Informatics, Hospital and Building Services, made the short list for the Prix Relève d'Excellence 2008 du Réseau HEC Montréal. This prestigious award publicly recognizes the successes of individuals 35 years old and younger who are graduates of HEC, one of Canada's leading schools of management.

Congratulations to **Judy Bianco** on completing her Master's Degree in Nursing at McGill University. Upon graduation, she was awarded the F. Moyra Allen Award, presented by the School of Nursing to a Master's graduate with potential for a distinctive career in nursing. After an eight-month leave of absence, Ms. Bianco has resumed her role as Head Nurse of Geriatrics.

Best wishes to **Dr. Stephen Rosenthal**, Associate Director of Medical Informatics and staff physician in the Emergency Department, on receiving the Alain Cloutier Award of the Quebec Medical Association. The prize recognizes his exceptional leadership in promoting innovative technology projects that have had an impact on medical organization and practice in Quebec. Dr. Rosenthal has been instrumental in the development and implementation of medical informatics projects, electronic records, mobile speech recognition and digital dictation at the JGH.

Cont'd on page 4

Names in the News *Cont'd from page 3*



Pearl Orenstein

Congratulations to **Pearl Orenstein**, Co-ordinator of Infection Prevention and Control, on being awarded the Alice-Girard Prize by the Order of Nurses of Quebec. This award recognizes the outstanding work of a nurse who has demonstrated remarkable professional commitment, leadership and creativity, and has contributed significantly to the improvement of public health and the development of the profession.



Bessy Bitzas

Congratulations to **Bessy Bitzas**, Head Nurse of Palliative Care, on winning the Best Scientific Poster Prize at the 18th Annual Ontario Provincial Conference on Palliative and End-of-Life Care. Her poster is entitled, "Patient satisfaction survey on an in-patient palliative care unit: Encouraging patients and families to influence care." Ms. Bitzas also held a workshop on the emotions of the professional caregiver during end-of-life care.

A warm welcome to **Yves Morency**, the new Chief of Labour Relations at the

JGH. Mr. Morency, who will be joining the Department of Human Resources, brings 20 years of labour relations experience in the Healthcare sector, most recently at the CSSS Pierre-Boucher.

Joseph Kleinman, Assistant Director of Human Resources, has been honoured by the American College of Healthcare Executives for his many years of service.

Dr. Sharon Bond, Director of the JGH Couple and Family Therapy Program and Assistant Professor at the McGill University School of Social Work, has been awarded the Prix RUFUTS by the Quebec Federation of Social Work Training Programs. This prize, presented in Quebec City in May, is awarded to an individual who has made a major contribution to social work education and program development.

Jan Ingram, Coordinator of the Continuous Quality Improvement Program, represented the JGH in Paris last spring at the International Forum on Quality and Safety in Healthcare. This is the largest conference of its kind in the world, with more than 2,100 delegates from over 50 countries. A major highlight was a display featuring three JGH posters—a significant achievement, since these posters were the only ones from Quebec and among only 13 from all of Canada.



Lynne McVey, JGH Director of Nursing, was the keynote speaker in Montreal last May at the 13th annual conference of the Council of Nurses, presented by the Order of Nurses of Quebec. Ms. McVey discussed strategies that the JGH uses to maintain adequate staffing levels of nurses.

Congratulations to the following nurses, who received Gustav Levinschi Foundation Scholarships for successfully completing the Canadian Nurses Association Certification: **Josée Gobeil** (Critical Care), **Areti Anastassopoulos** (Palliative Care), **Althea McBean** (Clinical Nurse Specialist in Critical Care), **Claudie Desgagné** (Critical Care), **Francine Venne** (Palliative Care) and **Carole Boyer** (Perinatal Care).

Dr. Mark Blostein (Clinical Researcher LDI), **Dr. Christina Greenaway** (Diagnostic Medicine), **Dr. Lawrence Rudski** (Cardiology), **Dr. Vicky Tagalakis** (Internal Medicine) and **Dr. Judith Therrien** (Cardiology) have all been promoted to Associate Professorship at McGill University. Our heartiest congratulations!

Congratulations to **Dr. Alan Azuelos**, staff physician in the Emergency Department, and his wife, **Myrla Kuperman Azuelos**, on the birth of their first child. Their daughter was born on June 2 at 8:00 a.m.



Dr. Isaac Tannenbaum

The Jewish General Hospital extends its sympathies to the family and friends of **Dr. Isaac Tannenbaum**, who served as Chief of the JGH Department of Family Medicine from 1968 to 1975. Dr. Tannenbaum, who died on April 30 at the age of 87, supervised the historic events of 1974, when the independent Herzl Health Centre merged with the JGH to become the Herzl Family Practice Centre. At the time, Dr. Tannenbaum described the new Centre as "an attempt to incorporate a newer concept of healthcare delivery, whereby emphasis is placed on the individual in his total environment, and is not disease oriented as in the past." Dr. Tannenbaum returned to private practice in 1975, although he continued to teach residents at Herzl.

A word to the wise:

Imagine that you're lying in bed in the hospital, trying to get some much needed rest. But over and over, the quiet and relaxed atmosphere that you crave are disrupted by ringing telephones, chiming elevators, squawking intercoms, assertive visitors, and even hospital staff casually gabbing outside your door. Hardly the ideal environment for healing.

Someone who had exactly this experience was **Ned Bouhalassa**, a former JGH patient and Montreal film composer. "I found it very difficult to rest during my stay at the hospital," he says. "Having studied music and the science of sound, I was very sensitive to everything from the ventilation system to the buzzing of the fluorescent lights. But instead of complaining, I decided to do something about it. Shortly after leaving the hospital, I began composing soundscapes as a way of masking everyday hospital noises."

In conjunction with the hospital's Music Therapist, **Bryan Highbloom**, Mr. Bouhalassa presented a concert piece at the 2007 JGH Jazz Festival. At this year's festival in July, he created soundscapes specifically for 7West, 7Northwest and Hemodialysis. These blends of electronic, acoustic and natural sounds were played at a volume that is perceptible, but barely audible. The objective is to create a soothing background sound that has been proven to be effective in motivating people to speak and work more quietly.

"A review of the literature has shown that this individually designed soundscape approach has not been attempted in any other medical institution," says Mr. Highbloom. "Hospital staff regularly have to deal with stressful situations during their shifts, so they, too, might benefit from hearing calming sounds and music."

The World Health Organization recommends noise levels no higher than 35 decibels near hospitalized patients. However, the human voice alone can reach 60 decibels. Once other ambient noises are added, noise levels can quickly rise to a point that makes patients uncomfortable.

To improve conditions throughout the hospital, a multidisciplinary committee has been created to review existing noise levels, identify their sources and recommend improvements. Mr. Bouhalassa and Mr. Highbloom, who spoke at the committee's first meeting in June, are gathering comments from staff and patients to develop soundscapes that:

- play at a level of 20 decibels, registering an effect without being consciously listened to
- are soothing and stimulating to everyone
- become a catalyst in reducing noise levels, especially on the units
- remind individuals of something pleasant without using familiar melodies
- are different from generic elevator music or New Age music

To view a feature report on soundscapes please visit JGH.ca/media.

Sh-h-h-h!



This photo, which is posted in Palliative Care and other hospital locations urges staff and visitors to keep their voices down.



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Nurses Week

Frequently called the "unsung heroes" of the healthcare system, nurses play a vital role in the quality of patient care provided at the Jewish General Hospital (JGH) and other healthcare institutions. While their skills and devotion to patients are appreciated every day, one week a year is devoted to recognizing nurses' important contributions to patient care, education, administration and research.



Nurses Week Annual BBQ Committee.



Nurses Week co-chairs, Véronique Roger (left) and Nardine Mikhail.

HR supports WEBC



Staff in the Department of Human Resources dressed up in denim and pink to raise money for the WEBC.

3rd Annual Psychiatric Research Day



Are people with different types of personalities more vulnerable to depressive illness? How do we identify depressed patients in medical settings? These questions and more were answered at the 3rd Annual Jewish General Hospital (JGH) Department of Psychiatry Research Day held on Tuesday, April 4. From left - Drs Michael Bond, Phyllis Zelkowitz, David Dunkley, Nancy Frasure Smith and Brett Thombs

DVT Awareness Month



Caption to come

Dates to remember

September 2008: National Arthritis Month

September 17: Thyroid Cancer: The Journey Continues; Round table discussion by thyroid cancer experts; Block Amphitheatre (B-106), 5:30 – 7:00 p.m. to register, call: 514-340-8255

September 19 – 25: Prostate Cancer Awareness Week

September 21: Volunteer Conference Day with Dr. Victor Cohen, Sheila Kussner, CJAD's Laurie and Olga, and more; ICFP – 4333 Côte Sainte-Catherine Rd., 9:00 a.m. – 4:00 p.m.. For more information call 514-340-8255

September 30 – October 1: Rosh Hashana

October 2008: Breast Cancer Awareness Month

October 9: Yom Kippur

October 24, October 26 – 27: Auxiliary Fall Fair; Samuel S. Cohen Auditorium (A-102), 7:30 a.m. – 4:00 p.m. For more information please call extension 8216

October 29: 45th Annual André Aisenstadt Clinical Day; Honoree: Dr. Richard Margolese. Block Amphitheatre (B-106).



Weekend to End Breast Cancer: a walk to remember

After months of rigorous training and dedicated fundraising, walkers spent two exhausting but fulfilling days walking on August 23 and 24, 60 kilometres from one end of the city to the other. The experience surpassed the expectations of organizers, walkers, crew members and volunteers.

Family members, friends and supporters, many of whom had visited cheering stations across the city to help motivate the participants, gathered at the Olympic Stadium on Sunday afternoon to welcome the tired but happy walkers with cheers, hugs, flowers, balloons, homemade signs, and a few tears.

After greeting their supporters, many of the walkers headed straight to the registration table to sign up for next year's event, which will take place from Aug. 21 to 23. By the end of the weekend, hundreds of walkers and crew members were proudly sporting blue re registration t-shirts.

"As we walked towards the hospital on Saturday, I saw hundreds of people cheering for us," said **Alexis Gaipman**, Director of Special Events at the Jewish General Hospital Foundation and a walker. "The hospital staff came out in full force, thanking all the walkers for their hard work and dedication to the cause. It's always extremely motivating to walk in this event and we are so grateful to the courageous women and men who participate in this weekend, as well as all the volunteers, donors, and the entire

Montreal community for their amazing support."

On Saturday night at Queen of Angels Academy in Dorval, walkers celebrated the end of the first day with refreshing showers, a hot dinner, live entertainment and dancing, before camping out in the tent city. Walkers also got some much-needed rest before setting out on the second and final leg of the route.

Massage therapists and medical professionals, coordinated by Emergency Department physician **Dr. Alan Azuelos**, were on hand to nurse sore muscles and blistered feet, and were among the hundreds of volunteers and crew members providing support throughout the weekend. Others prepared meals, gave walkers water and snacks, transported gear, set up portable restrooms, ensured safety on the streets, and provided medical services.

According to **Dr. Gerald Batist**, Director of the JGH's Segal Cancer Centre, "the walk is the single largest breast cancer fundraising event in Quebec and we are determined to ensure that the research has a real impact on the lives of breast cancer patients."

For more information about the event, or to register for next year's walk, please call 514 393-WALK (9255), or visit www.endcancer.ca.

The "Boobsie Twins" Road to Success

Walkers **Amelia Sandoe** and **Sonia Grandi**, Research Assistants in the Department of Clinical Epidemiology participated in their first WEBC and enjoyed every moment of it.

"We have been lucky that our colleagues, friends and family members have been so generous and donated to such a great cause, but we also had fun raising money," said Ms. Sandoe. "I was supposed to do the walk with a friend who has since relocated to Toronto so I recruited Sonia to join me. She is adamant about helping to raise awareness and funds to improve the health of breast cancer patients."

The first task was coming up with a creative name, "so we decided to name our team the 'Boobsie Twins' as a play of words on the popular series of children's novels 'The Bobbsey Twins' by Edward Stratemeyer. We thought it would be fun to add a bit of humour and whimsy to our participation in the walk.

"We brainstormed and came up with a few creative ways to raise funds, but the most amusing by far was handing out lollipops in exchange for donations on the streets of Montreal. We even had a departmental competition to see who could raise the most money in one evening of a lollipop exchange. Two teams competed against each other on adjacent corners downtown. Friendly competition is a fun way to raise spirits not only for our loyal fundraising helpers, but also for Montrealers.

"This was a rewarding and enjoyable experience. I would definitely walk again next year!"

Step by step to spic and span

In an effort to improve cleanliness and better identify areas that need cleaning, the JGH Housekeeping Department is issuing special cards to its staff to clearly indicate which tasks must be completed in various locations. The ultimate objective is to reduce infection and give the hospital a more presentable appearance. A full set of these task cards is affixed to each cleaning cart, with a list that notes each step in the cleaning process. This enables Housekeeping employees to know, on entering a room, exactly what needs to be scrubbed, which containers must be emptied, and even what steps must be taken in cleaning an area exposed to a viral outbreak, such as gastroenteritis, a contagious stomach flu. Once the areas have been cleaned, each employee must fill out a report noting completion of these duties. The report is submitted to a supervisor at the end of the shift.

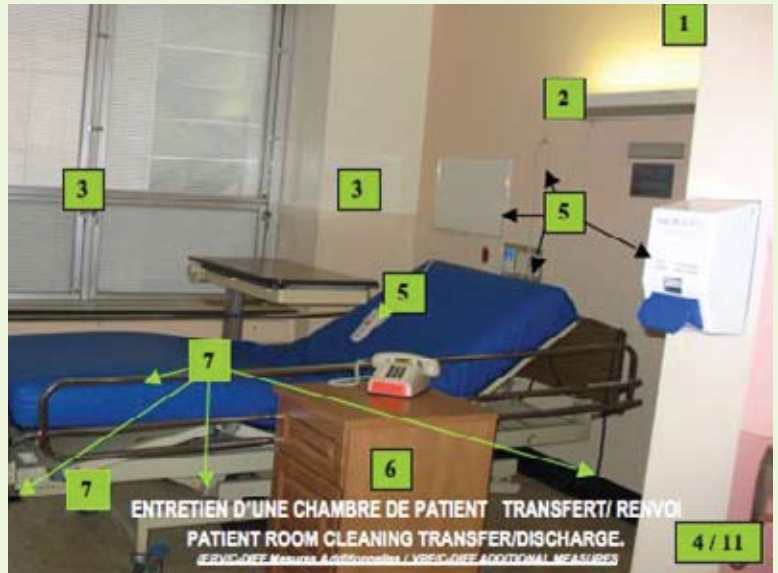
So far, Housekeeping has developed about a dozen task cards. More are due to be completed by the end of the year, with each card targeting a major area of the hospital. The eventual goal: to ensure that no area is left untouched.

To date, task cards identifying how to clean such areas as patients' rooms, waiting rooms, washrooms and examining rooms have been developed to increase productivity and improve training methods.

"The cards are a great training tool for our employees and help standardize how we work," says Tony Nappi,

Chief of Housekeeping. "Perception is everything: The areas are photographed and everything else is explained step by step. We view this as an excellent communication tool."

The cards have also been added to each new Housekeeping Employee Handbook, and updates are delivered to existing staff members at staff meetings.



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Caution: Aging couch potatoes will get moldy

A word of advice for seniors: "Get off the couch!" It's a message that's often heard in our overweight society, but it's just as relevant for the elderly, **Dr. Ruby Friedman** told his audience in the spring series of the JGH Mini-Med School.

Dr. Friedman, Associate Director of the JGH Division of Geriatric Medicine, said regular exercise and activity promote a general state of physical and mental well being, while allowing the body to fight more effectively against ailments associated with aging. To emphasize his point, his lecture regularly featured slides showing seniors bicycling, walking and enjoying themselves.

The session, like the others in this sixth annual Mini-Med series, was noteworthy for the presence of a nurse—in this case, **Judy Bianco**, Head Nurse of the Acute Geriatric Unit. For the first time, each Mini-Med lecture teamed a doctors with a nurse to give the audience a double perspective on treatment and care, as well as a better idea of how doctors and nurses mesh within the health-care team. Ms. Bianco noted that if older adults are conscientious about their health, they can expect to age well despite significant changes to vision, hearing, sleep habits and heart function.

Other Mini-Med highlights:

- **Dr. Denny Laporta** (Chief of Adult Critical Care) and **Jacki Raboy Thaw** (Interim Nurse Coordinator in the Intensive Care Unit) reassured the audience about the need for the many monitors and other equipment at the bedside of critically ill patients. The machines may seem unnerving, they said, but the equipment helps to stabilize patients and make them comfortable.
- **Dr. Apostolos Papageorgiou** (Chief of Pediatrics and Neonatology) expressed his pride in the increasing survival rates of extremely low birth weight babies, while **Lyne Charbonneau** (Clinical Nurse Specialist in the Neonatal Intensive Care Unit) explained how many premature infants are placed against the bare skin of



At the age of 101, Mini-Med student Cecile Klein puts a new twist on the old saying, never too late to learn!

parents to promote bonding and physical and mental development.

- **Dr. Bernard Lapointe** (Chief of Palliative Care) and **Bessy Bitzas** (Head Nurse for Palliative Care) said that even though death is a constant presence in their Division, their work is an essential means of easing pain and ensuring the patient's comfort, security and dignity in the final moments of life.
- **Dr. Ernesto Schiffrin** (Physician-in-Chief and Director of the Cardiovascular Prevention Centre) and **Joanne Côté** (Nursing Coordinator for Cardiology and various heart related units and clinics) explained that despite the potential deadliness of hypertension, many people may be unaware they have the disease. For this reason, they urged listeners to have regular checkups, avoid smoking, cut out high cholesterol foods and minimize stress.
- **Dr. Mark Basik** (surgical oncologist) and **Marielle Labrie-Gauthier** (nurse specializing in breast cancer) said that about half of breast cancers occur despite an absence of known risk factors. Early detection is vital, they explained, and can be accomplished through screening, mammography, a Pap test or ultrasound.

Construction update

The redevelopment and expansion of the Division of Radiation Oncology is proceeding well. In fact, most of the activities are taking place underground, where close to 80 people work on a daily basis. It is expected that the work will be completed by the end of September. In the mean-time, the hospital will proceed with the installation of ultra-specialized radiation equipment for the treatment of cancer.

Simultaneously, ground-level construction will continue in order to close off the Division from external access. Most of the construction visible from the street is connected to the redevelopment of the main lobby. The JGH is moving forward with:

- Demolition of the main lobby.
- Connection to municipal services.
- Redevelopment of the exterior, including the parking lot area.
- Redevelopment of the main lobby and link with Pavilion G.
- Interior redevelopment work.

All of this construction will have an impact mainly on Côte-Sainte-Catherine Road, and the JGH is taking all necessary



Artist's rendering of new main entrance

measures to ensure that disruptions are kept to a minimum and construction will be completed smoothly.

The hospital plans to treat the first patients in the new facilities in November, and reopen the Côte-Sainte-Catherine entrance in early 2009.

Medical records enter digital era

Paper charts in the JGH's medical records have gone digital, offering quicker and easier access to information, and no need to use valuable hospital space to store the paper files. The changeover took place this past spring, as the Department of Medical Records began using ChartMaxx software in a project made possible with generous support from donors Bill and Nan Lassner. Eventually, all information about each patient will be combined into one easily accessible system.

At a ceremony in May to launch the first phase of conversion to electronic health records, **Louise Tanguay**, Chief of Medical Records and Admitting Services, said the JGH has "much to celebrate" as a result of efforts by staff "who have been working 24/7 to make it a success." As a first step, paper charts are being converted into electronic images by Medical Records staff using the state of the art scanners. Also being integrated electronically are other types of hospital information, including lab reports and x-ray reports. The new system has a variety of other features, including acceptance of electronic signatures.

Once the patients' charts have been scanned, any JGH healthcare professional with proper clearance can obtain immediate access to them from any hospital computer. Not only will this save time, Ms. Tanguay said, it will allow simultaneous access by several people to the same chart, while decreasing errors due to improper filing.

"There is no project that is more complex to implement and perfect," said **Dr. Hartley Stern**, JGH Executive Director. "I'm delighted that our team has shown such tremendous leadership, tenacity and dedication to getting this work done." The initiative was also called "a labour of love" by **Dr. Stephen Rosenthal**, Director of Medical Informatics who is also an Emergency physician and a key contributor to the project's success. In addition to Dr. Rosenthal and Ms. Tanguay the ChartMaxx team also includes, **Philippe Castiel**, Director of Informatics, Hospital and Building Services; **Johanne Boileau**, Nursing Director of Cardiology and Critical Care; **Linda Cyr**, Project Manager of Clinical Administrative systems; **France Guimont**, Clinical Analyst; **Sylvie Mayer**, Medical Records Information Co-ordinator; **Sony Nguyen**; **Lucie Dubord**, Dictation System Supervisor; **Anna Abramowicz**, Assistant Chief of Medical Records and Admitting Services; **Michel Bégin**, IT Systems Administrator; **Patrick Grenon**, IT Specialist in Technical Applications; and **Steven Silver**, IT Technical Analyst.



The team in the Department of Medical Records is revolutionizing the storage of patients' medical information.



In the Department of Medical Records, Sony Nguyen digitizes medical information by feeding a patient's paper records into a special scanner.

Volunteers honoured for generosity of spirit



Samuel Minzberg (left) and Barbara Lang (third from left) congratulate volunteers on 25 years of service to the JGH.

After giving so much of themselves to the JGH and its patients, the hospital's volunteers were the recipients of gratitude and applause on June 3 at the Annual Volunteer Luncheon.

"The strength of the volunteer spirit in this hospital is truly remarkable," said **Barbara Lang**, Director of Volunteer Services, at an event marked by music, food and festivity in the Samuel S. Cohen Auditorium. She noted that the JGH is lucky to be able to count on "over 900 volunteers who donate 95,000 hours of service each year."

Many of those present were also honoured for their numerous years of service, achievements highlighted by **Dr. Hartley Stern**, who has been Executive Director since March. "Volunteers are the strength of an institution and the people who work for it. My first impressions as I walked through the doors were of the smiling faces of the volunteers who set me on the right path."

Also noted at the luncheon was the unique partnership between the Volunteer Services Department and the Summit School, whose students gain valuable work skills in the mail room and other hospital areas.

The JGH is distinguished for having the largest and most active volunteer department of any Montreal hospital. "Volunteers are a positive force for change," said Ms. Lang. "They gain as much as they give and they turn values and beliefs into action."

Enhancing the quality of life in our community

One unexpected benefit of my return to the JGH has been the privilege of once again working with nurses whom I first befriended almost 25 years ago during my surgical residency. My arrival, however, has not been without some small glitches. Since space is at a premium at the hospital, initially I found myself located in Pavilion P for a while. Pavilion P? We don't have a Pavilion P, you're probably thinking. Well - it's the parking lot! However, I am pleased to report that the situation has been slowly improving. I am now inside the building and the administrative offices of the Department of Surgical Services should be available in the early fall.

The surgical mission of the JGH boasts core competencies that include the multidisciplinary team approach to technology evaluation, acquisition and introduction into clinical practice, an example of which is robotic surgery. Another core competency is the physician-nurse partnership actualized through the co-management the surgical mission. I cannot imagine functioning without **Valerie Vandal**, the Nursing Director for Surgery. Together I believe we are taking the surgical mission to a new level of performance.

The mission of the Department of Surgical Services is to enhance the quality of life in our community by providing compassionate, innovative and high-quality care, supported by cutting-edge research and education, in a timely fashion. To meet this challenge will require (1) a modernized physical plant, (2) learning to do things differently and smarter, and (3) a reinvigorated surgical staff with state of the art knowledge and skills. This is where we need to go and the journey has already begun.

A multidisciplinary team of surgeons, nurses, anesthesiologists, inhalation therapists, architects and planners has been meeting weekly at 6:30 a.m. to finalize plans for new surgical suites and associated critical care areas in a new pavilion, always with a view to putting our patients first. The Sullivan Healthcare Consulting Group has been engaged to implement a broad range of process and efficiency improvements in all areas of peri-operative patient management with the aim of adopting best practices across the surgical mission. Finally, with assistance from the Sy Syms School of Business of Yeshiva University, a change management program for the surgical staff, focusing on organizational



Dr. Lawrence Rosenberg

effectiveness and leadership, has been initiated. Talent is important as there is no future for an organization without great people. The talent is the organization. We need to foster a community in which a diverse group of talented people have the freedom to excel in what they do best, in ways that are distinctive to them. It is my personal goal to attract, develop, stimulate, engage and reward a wide array of talented people.

In the interest of full disclosure, I would like to put forward some deeply held beliefs. I value integrity, trust, respect, excellence, innovation, compassion, and community. I believe in setting high expectations and in not settling for mediocrity. I understand that superior performance depends on superior learning. In God we trust, all else need data. If you don't measure results, you can't tell success from failure. If you can't see success, you can't reward it- and if you can't recognize failure you can't correct it. Finally, at the end of each day I take stock and ask myself- what did I do today that I shouldn't have done; and what didn't I do today that I should have.

Return those wheelchairs!

The "Roll 'em Out, Bring 'em Back" wheelchair campaign is up and running!

When a patient needs a wheelchair right away, there's nothing more frustrating than having to wait for one to show up. That's why the JGH has launched a campaign to ensure that wheelchairs are available when needed. So do your fellow staff members a favour: After you roll 'em out, bring 'em back to the designated units marked on the blue flag affixed to the wheelchair.



Social Services satisfaction

Survey says staff attentive to patients' concern

A survey of patients of the Jewish General Hospital's Department of Social Services has yielded positive scores in all 18 of the questionnaire's categories. The department recorded satisfaction ratings of at least 80 per cent, with most categories returning results from the high 80s to the mid-90s. A score of 80 or more is considered good.

Among the findings:

- a satisfaction rating of 95 per cent among patients who felt their social worker listened attentively and took them seriously
- satisfaction of 93 per cent among patients who reported that the social worker showed up at the time scheduled for the appointment
- an 85-per-cent rating among those who said the social worker dealt not only with a specific problem, but looked at many of the broader factors affecting the patient and family

"We're delighted that the results of the survey confirm that we are helping our clients in a manner they appreciate," says **Huguette Batshaw**, Senior Supervisor in the Department of Social Services. "This is extremely important as we try to strengthen the way patients and their families function, reintegrate patients into the community, and use counselling and resources to prevent their readmission to the hospital. The need for these services also comes as we deal with patients who are increasingly vulnerable—for example, the marginally functioning elderly, and younger patients in an advanced stage of illness."

In addressing the issue that got the lowest rating, the depart-

ment is looking at ways of improving the flow of information between the JGH and various health and social service agencies, especially those not in the Montreal vicinity.

The bilingual survey, conducted from November to December 2007, is the most extensive and detailed assessment of its kind ever conducted in the Department of Social Services. Questionnaires were given to patients and their families during meetings with social workers. Of the 124 that were distributed, 31 per cent were returned—a response rate that is considered average.

Paula Caestagne, Co-ordinator of the Patient Satisfaction Program, says the bilingual questionnaires enable patients not only to identify their likes and dislikes, but to describe how much each issue matters to them. Thus, even if many people mention a problem that does not bother them significantly, a relatively low priority is given to rectifying the situation. However, even if only a few people say that something causes them great distress, finding a solution becomes a greater priority.

Patient Satisfaction Surveys—some hospital wide, others focused on specific departments—are among the many tools that the Quality Program uses to improve care for patients. These results, as well as comments from patients, help the JGH to target a wide range of departments and services for improvement.



Rabbi Raphael Afilalo

Raphael Afilalo

Wishing you a new year of sweetness and renewal

The festival of Rosh Hashanah (literally, "Head of the Year") inaugurates the Jewish new year and is observed on the first two days of the Hebrew month of Tishrei. This is the anniversary of the creation of the first man and woman; their creation is the goal of this world.

Thus, Rosh Hashanah emphasizes the special relationship between God and humanity—our trust and faith in God as our creator and sustainer, and our role of making His presence known and felt in His world. The Kabbalists (Jewish mystics) teach that on this day, all of the spiritual forces are regenerated and this renewal represents the possibility of a new beginning for each person.

One of the central observances of Rosh Hashanah is the sounding of the shofar, the ram's horn. We want this loud sound to raise up our own internal voices as we silently pray for a year of health, prosperity and peace for all. In total, the shofar is sounded 100 times during the Rosh Hashanah service.

At the festive meal, we dip an apple in honey to symbolize our desire for a sweet year. We wish our family and friends, "Leshanah tovah tikatevu"—"May you be inscribed for a good year."

Shana tovah – a happy new year to all!

Rabbi Raphael Afilalo
JGH Director of Pastoral Services

Note: Rosh Hashanah will be observed on Sept. 30 and Oct. 1, and Yom Kippur (the Day of Atonement) will be observed on Oct. 9.