

JGH FORUM

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PULSE PROFILE



Chris (Allison) Wohl
Director
Department of Social Service

While taking a Sociology course, Chris Wohl studied the hospital as a social system and soon became interested in medical social work. Given a taste for social work by her older sister, Chris began to identify with the work her sister did and chose the same profession for herself.

Then when her "theoretical study of social issues was completed" she sought practical application of her knowledge.

"I didn't want to stay in an ivory tower, studying, I wanted to do something," Chris explains.

After leaving the Institute for Medical Social Work in London, England (Chris is a native of Newcastle, England), she spent three years in Leeds at the Leeds General Infirmary. Then in 1966, after two short stints elsewhere, Chris embarked on what was to be a world tour. Her first stop was Montreal.

"I had heard a lot about Montreal and especially its bilingualism. I had the fantasy that within two weeks I'd speak French fluently and that I'd be staying in a city with a mountain in the middle of it where concerts were played. It sounded so romantic! Needless to say, I didn't learn French then and didn't get any further on my world trip. I settled in Montreal."

Chris worked as a medical social worker at the Montreal General Hospital for two years before joining the Department of Social Service at the JGH. She later became Acting Director of the department, and then in April 1972, she became its Director.

On discussing her feelings about the role of a medical social worker in a Hospital setting, she says:

"I have always been interested in the impact of illness on people and the stress it adds to their lives. I realize how much the body and mind are inter-related and this has helped when dealing with patients."

AN ADMINISTRATIVE RESIDENT

My name is Lyse Houle and I am in the first year of a two-year course at the University of Montreal. At the end of that time, I will receive my Masters in Business Administration. As part of this program, I am now an administrative resident, spending four months at the hospital of my choice for on-the-spot education.

I selected the JGH because of its fine reputation for patient care as well as for its conscientious and good administration. Community involvement in the Hospital's activities, seldom seen anywhere else, was another contributing factor in my choice.

My days are spent in observing the many departments which make up the Hospital. I see how they function, how they are run, the lines of communication and responsibility, the functions of the department heads and their relation to other departments.

I learn the effects one department has on another as well as the effects of Bill 65 on the philosophy and policies of the Hospital.

Dr. W.R. Slatkoff, Mr. Archie Deskin and Mr. Hirsh J. Cohen mapped out a schedule for me. By the end of the four months, I will have covered the entire Hospital. I have already visited the various laboratories, diagnostic units, the laundry, maintenance, medical records, the pharmacy, finance and personnel. Next is nursing administration as well as medical services.

I usually devote one day to each department unless the area is extremely large, e.g. the X-ray Department. Then I will spend more time there. Everyone has been most cooperative and they have gone out of their way to help me and to answer my many questions. Department heads take me on walking tours of their departments, explain the functions and budgeting of the department, and I take notes and ask questions.

The advantage of this residency program is getting a global view of the complex workings of a hospital. One sees how each individual plays a unique role in forming part of the entire picture.

A
CRY
IN
THE
WILDERNESS

This is a short story by ...

Lacasse Street is a long winding street which curves and turns towards a ball park. Its sidewalks are bumpy and cracked. Shoots of grass can be seen growing in between the broken pavement. Many of the houses are old tenements of chipped red brick with broken green shutters swinging on their hinges. The majority of the people that live on this street are residents who have lived here from generation to generation.

George Burnam was a tall thin boy with long black greasy hair. He lived with his mother Martha and his father Harry in one of the tenements. Mrs. Burnam was a short fat, haggard looking woman with greying hair. She worked hard at two jobs to support her son and an alcoholic husband. Mr. Burnam was once a boxer, but had become a bit punchy and thought the whole world owed him a living.

Mrs. Burnam was sitting at the kitchen table sipping a cup of tea when her neighbour Gertrude entered through the back door.

"Hi! Martha. How is everything?"

"Gertrude, I don't know that's happening to my son lately. He's been acting very strange for the last month or so," said Martha.

"Really, in what way?" asked Gertrude.

"Well, he seems dazed. He's very quiet and seems to be living in another world," said Martha.

"Do you think he's hanging out with the wrong crowd? Maybe he's into something."

At that moment Harry sauntered into the kitchen, eyes bloodshot, face unshaven and a wine bottle stuck



... Mrs. Elsie Diorio, Switchboard Dept.

in his back pocket. When Gertrude saw him, she took off like a streak of lightening. These two people could not get along. Harry sat down at the table and poured himself a drink while Martha set the table for supper.

In the meantime, George was sitting on a faded mattress on the floor of his room. A plastic bag covered his head while he inhaled the heavy vapours of glue. The stereo was blasting his favourite Rolling Stones record so that he couldn't hear his mother calling him for supper. After no response, Mrs. Burnam raced up the stairs, muttering under her breath,

"I don't know what will become of that boy."

She charged into the room and found her son lying unconscious on the mattress. She screamed. Harry ran up the stairs to see what was wrong.

"I'll call the police," he said.

At the hospital, Martha and Harry sat in the Emergency Room anxiously awaiting news of their son. Finally, the doctor entered and took them down the hall to a little room. Once seated, Mrs. Burnam asked,

"Tell me, doctor, is he all right?"

The doctor paused then spoke,

"Try as we could, we just couldn't save him. Apparently, he had been sniffing glue for a long time and it had damaged his brain cells and liver. He never came out of the coma."

Mrs. Burnam screamed,

"I can't believe it! So young, why, tell me why!"

Elected by acclamation to the Executive Committee of the Professionals Advisory Council were: DR. JACK SCHWARTZ, Hematology, MISS ELAINE HARRIS, Physiotherapy, and MISS JUNE TAYLOR, 2 Main ...

MR. FREDERICK GOLDSTEIN, assistant executive director, was appointed to serve on the Secretarial Science Advisory Committee of Vanier College ...

DR. MICHAEL USHER, director of the Department of Nuclear Medicine, and MRS. NANCY STOJSIC, chief technician in the department, attended the annual meeting of the North American Society of Nuclear Medicine in San Diego, California from June 10 - 14 ...

HERZL FAMILY PRACTICE CENTRE held a wine and cheese party in the drawing room in the East Wing on May 29 ...

Elections to the Board of the JGH Centre include: MR. MYER POLLOCK and MR. MICHAEL GREENBLATT for the users of the Hospital; MR. ARCHIE DESKIN representing the non-professionals and DR. PETER SEGALL for the interns and residents ...

Collections towards the 1974 Federated Appeal have reached a total of \$2,211.00 ...

MRS. PEGGY LAHAIE, patient relations representative, was interviewed by Dimanche Matin, the article appearing on May 19 ...

JOSEPH GABOR has returned to his position as Assistant Clinical Chemist in the Department of Biochemistry ...

Dr. A. Axelrad, University of Toronto, spoke on "Erythropoietin-dependent and -independent erythropoiesis in vitro" as part of the LADY DAVIS INSTITUTE Seminar Series on June 11 ...

MRS. MADELEINE ADORIAN, librarian of the Medical Library, participated in the annual congress of the Corporation of Professional Librarians of Quebec, held in Montreal on May 24 and 25. She also attended a meeting of the

Special Library Association held in Toronto from June 9 - 14 ...

MRS. NIEVA ZURCHER has replaced MRS. JOAN MARY FITZ-MORRIS as the Head Nurse on 4 West. Mrs. Fitzmorris has become the Head Nurse for the Medical Out-Patient Department ...

MRS. PAMELA GEORGES, acting director of Nursing, MRS. ELAINE MENDELSON, head nurse S.I.C.U., and MRS. CHARLOTTE FENNEL, head nurse Premature Nursery, attended a meeting of the Canadian Nurses Association in Winnipeg ...

DR. JAMES PERDUE has joined the staff of the Lady Davis Institute as a staff investigator working on cancer research ...

DR. ALEX FERENCZY, departments of Pathology and Ob-Gyn, is the co-author of a recently published book entitled "Female Reproductive System: Dynamics of Scan and Transmission Electron Microscopy". He wrote the book with Ralph M. Richart ...

DRS. C. SCHNEIDERMAN, S. JACOBSON, N. HALPERIN and H. ROTTENBERG of the Department of Urology attended the Annual Meeting of the Canadian Urological Association held recently in Ottawa ...

DR. L.J. RAVVIN joins the staff of the division of Neurosurgery, Department of Neurological Sciences, as Junior Assistant ...

DR. H.J. ROSEN, neurosurgeon-in-chief, attended the 9th Canadian Congress of Neurological Sciences in Saskatoon and presented two papers ...

MISS SARAH SPERRY is now Head Nurse in the Central Supply Room replacing Miss Fox who retires in the fall ...

The Annual Dinner of the GRADUATE NURSES was held recently at Le Caveau Restaurant ...

DR. PHILIP GORDON just joined the Department of Surgery ...

Pediatric Registration for the Herzl Family Practice Centre now occupies one half of the drawing room in the East Wing. It is dedicated to the comfort and relaxation of the children waiting to see a doctor at the Centre.

Open since May 21, the room is large and has an air of friendliness to it, getting away from the sterile, often frightening atmosphere of standard hospital and doctors' waiting rooms.

"It's like a little camp," explains Francine Albin, who, along with Debbie Ganong, are presently in charge of Pediatric Registration.

A rocking horse, pull toys, books, paper and crayons are available for the children's amusement. A child-size table and chairs in one corner provide the children with a reading and colouring nook.

When a child comes for an appointment, the family is



Itshak Abergel and Liane Mendelsohn spend some time reading while waiting to see the doctor at the Centre.

informed that the Pediatric section is part of the entire Herzl Family Practice Centre, geared to the care of the whole family. The families are encouraged to consider using the Centre for their complete family care.

The children seen are those wanting camp check-ups, those who, as immigrants, need a certificate of health as well as those whose parents use the Centre themselves.

When children are registered, charts are prepared and while they wait, a volunteer sees that they know they can play with the toys, read or colour. Then the volunteer takes each child to the nurse who sees the child before the doctor.

"The children like colouring the best," Francine says, "They put their names on their pictures and hang them on the wall. Usually children don't like seeing a doctor because they are afraid. Now the reason seems to be that they don't want to leave their toys and drawings."



Liane proudly hangs up a drawing, adding to the growing collection of children's art now on the walls.

In the Gazette, May 23, 1974 edition, it stated: "If Dr. Maret Truuvert had her way, products containing sugar would be labelled as potential health hazards just as cigarettes are.

"In my opinion, sugar is a very useless food,' she said, 'it doesn't contain any nutrients or anything else that the body needs.'

"She said sugar, particularly as found in soft drinks and candy, is the main factor of tooth decay.

"Truuvert, a lecturer in Preventive Dentistry and Children's Dentistry at the University of Toronto, said it would be 'unrealistic' to eliminate sugar completely after centuries of use but suggests 'we must limit the use of it and the frequency of the use.'"

* * *

In the May 14, 1974 issue of The Medical Post, it said: "After 15 years of straight decline, the birth rate in Canada increased slightly in 1973. But the increase, to 15.8 per 1,000 from 15.7 in 1972, is so small that it is of no particular significance as yet.

"It came from only two provinces. Quebec was up 10.0 per cent and Alberta 1.8 per cent. The Provincial Vital Statistics Offices increased its number of birth records by 1.5 per cent to 347,261 in 1973, from a record low in 1972 of 342,050.

"According to the Provincial Vital Statistics Offices, the number of marriages in 1973 declined to 194,319 from 197,800 the year before. However, this was still the second highest total on record. The marriage rate (per 1,000 population) declined to 8.8 from 9.1 the previous year."

* * *

TO THE PATIENT RELATIONS REPRESENTATIVE

Your Hospital is excellent. The doctors are first class in every way, while your nurses are both efficient and considerate. Thank you for your wonderful treatment and service.

* * *

All departments and services — excellent. Nursing staff — formidable. My special thanks and appreciation to all of them straight from the heart.

* * *

The nursing staff in the Nursery is fantastic. So are all the nurses on the fifth floor. I had a wonderful stay.

* * *

I wish to take this opportunity to thank the entire nursing staff and doctors most sincerely for the dedicated care I received. The efficiency, warmth and understanding displayed by all of the staff was a great comfort to me.

* * *

I found that all of the nurses on the Maternity Ward were fantastic. The JGH is better than any hotel I've ever been in.

* * *

I was very satisfied with my stay in your wonderful Hospital. The doctors, nurses and other staff I met were very helpful and polite and I want to say a big thank you to everyone.

* * *

WHAT OUR PATIENTS SAY

Dear Dr. Slatkoff:

I wish to commend the Jewish General Hospital on the staff of Emergency as well as the doctors and nurses.

Everyone was wonderful to me in a time of need.

Mr. S.M.

* * *

Dear Dr. Rosen:

We live in a busy and impersonal world, but I do want to take the time to tell you how appreciative the family is for all that you have done for my mother.

While words cannot adequately express our gratitude, we do want to say we are thankful to you and your colleague, Dr. Chong, for your keen interest. I would like to honour you by contributing to the Israel Emergency Fund.

Again, Dr. Rosen, in all humility we say that mother was in the best hands one could place her in -- they were yours.

C.C.

* * *

Dear Sirs:

I was recently a surgical patient on Ward 6 North and I wish to put it on record that it was one of my most pleasant hospital stays. The nurses on that Ward are both efficient and compassionate. It is well run with lots of confidence and attention extended to each and every patient.

My congratulations to you for surrounding yourselves with such competent and attentive staff. If I should need help again, I will choose your Hospital.

Mrs. P.G.