

You're reading Canada's best hospital staff newsletter.
For more, see page 17



PULSE

KEEPING STAFF INFORMED: YOUR JGH – YOUR NEWS

Just breathe: Not always a simple task

Respiratory Therapists dedicated to better breathing

Breathing—it symbolizes life at the moment of birth and, for most of us, it's an act we perform with no effort. Yet, there are those for whom breathing is far from effortless. Some may have a chronic respiratory condition, such as asthma or chronic obstructive pulmonary disease, which when exacerbated, may require hospitalization. But breathe easy, because Respiratory Therapists are on the job.

Respiratory Therapy is a relatively young profession, first formally recognized in the 1980s. The role of the Registered Respiratory Therapist (RRT) continues to expand as advances in technology have introduced more sophisticated life-saving equipment into hospitals.

Though seemingly simple, breathing can be exceptionally complex, as reflected in the highly specialized knowledge that RRTs acquire in the Respiratory and Anesthesia career program. The approximately 60 RRTs on the JGH team specialize in different areas. You'll find them sharing their expertise throughout the hospital, from Anesthesia to Critical Care units, in non-critical care settings and in the Respiratory Physiology Department.

Chief RRT **Toula Trihas** has been at the JGH for over 20 years, and has witnessed the ever-increasing demand for highly specialized RRTs within the hospital's acute-care setting. "We have come a long way... from giving aerosol therapy to asthma patients on the units to administering Nitric oxide via ventilator in the NICU, ICU and

Cont'd on page 2



Registered Respiratory Therapists, members of the Respiratory Therapy team, clockwise from left: Laura Oxley, Linda Levesque, Zizi Geller, Caroline Dupont, Toula Trihas, Angie Spiropoulos, Enrico Rinaldi, Vanessa Roberts, Debbie Gerson.

RRTs' responsibilities

Members of the Quebec College of Respiratory Therapists (OPIQ) are authorized to (following the order of a physician):

- Provide ventilatory assistance
- Take specimens
- Test cardiopulmonary function
- Monitor the patient under anesthesia, in-

cluding sedation analgesia, or under ventilatory assistance

- Administer and adjust prescribed medications or other prescribed substances
- Introduce an instrument into a peripheral vein or an artificial opening or in and beyond the pharynx or beyond the nasal vestibule. P



Jewish General Hospital
75 years of care for all.

jgh.ca

IN THIS ISSUE:

- Unit Agents appreciation event..... 8
- Nutrition Month at the JGH 14
- Celebrating Long Service..... 15

ENT Department says, “Ahhh!”

Delighted by donation of vintage instruments

Despite their cool, hard exterior, the metallic medical instruments exude an unmistakable warmth. Arranged with surgical precision in a glass display case in the reception area of the Otolaryngology Department, they represent a cherished family legacy that sisters **Marina Ziskin** and **Yelena Milinkis** wanted to share with their JGH family. These vintage instruments once belonged to their mother, Dr. Ninel Khazanova, an otolaryngological surgeon in Moscow—and now they have been donated in her memory.

A dedication ceremony was hosted by the department for friends, col-

leagues and family on March 1, Dr. Khazanova's birthday. “This commemoration is the heart and soul of what the JGH is about: family,” said **Dr. Saul Frenkiel**, Chief of Otolaryngology. “Marina and Yelena work here in Oncology and in Dietetics, so we're family.”

The sisters said they are honoured to share their mother's legacy with a hospital that shares her values as a medical professional. “Our mother was the head of ENT in Moscow, and her clinic was the only one open to everyone,” said Ms. Ziskin. “Dr. Frenkiel is the same. She was his patient when she moved to Canada. She would have

been happy and touched to have her equipment here.”

Dr. Frenkiel reflected on the enduring value of older medical equipment that has long since been replaced in medical practice by disposable instruments. Over the past 35 years, he has built a collection of vintage instruments, some dating more than 100 years.

“New forms of medical technol-

ogy are, in reality, based on age-old scientific principles,” he said. “Our department is extremely grateful to your family for donating these instruments, because they give us an opportunity to revisit and learn from our medical past. They provide a deeper appreciation of how our specialty was practiced 50 years ago. Your mother brought this field to the way we practice today.” **P**

Classic surgical tools transplanted into modern exhibit

The JGH Archives invites you to *On the Cutting Edge: Highlights from the JGH Archives Surgery Collection*, a new mini-exhibit in the Health Sciences Library (A-200). This collection of photographs, books and surgical tools provides a glimpse at some of the landmarks in the JGH Department of Surgery from the 1930s to the present.

Cont'd from page 1 Just breathe...

OR to help babies and adults with respiratory failure to breathe more easily,” says Ms. Trihas.

As respiratory technologies such as ventilators are becoming more sophisticated, RRTs are trained to install, manage and master these mechanical machines. “One of the highlights for RRTs was being able to save the lives of patients during the H1N1 crisis, through a novel form of ventilation that limits damage to the lungs—High Frequency Oscillatory Ventilation (HFOV),” notes **Angie Spiropoulos**, JGH Assistant Chief Respiratory Therapist.

“Our hospital is also cutting edge in cancer care, so we are faced with increasingly complex cases in surgery. That means that in the OR, the RRTs monitor the patient closely, constantly assessing their specific and often changing needs, all under the anesthesiologist's medical orders. Its exceptional teamwork!” says **Demi Papapanagiotou**, a JGH Assistant Chief Respiratory Therapist. “We also work very closely with other members of the multidisciplinary health-

care team—including nurses, doctors, residents, speech and occupational therapists, nutritionists and physiotherapists—to develop and implement a plan of care for the patient,” adds **Vanessa Roberts**, a JGH Respiratory Therapy Education Consultant.

“It is long overdue for Respiratory Therapists to be recognized for managing the most critically ill patients,” says **Dr. Joseph Portnoy**, JGH Chief of Professional Services. “Wherever they work, their role is vital to the success of the patients and the professionals who care for them. They are an amazing, highly professional and dedicated group.” **P**



From left: Marina Ziskin, Dr. Saul Frenkiel and Yelena Milinkis display a collection of vintage ENT instruments.

Art exhibit finds a new home

The *Kaddish Series*, an exhibit of paintings by Montreal artist Rita Briansky, is open for viewing by JGH staff after being installed recently in the chapel of Pavilion H. The art works, a memorial to victims of the Holocaust, were originally displayed in the Health Sciences Library, but were moved when the library underwent renovations.



JEWISH GENERAL HOSPITAL • SPRING 2010
3755 Côte-Sainte-Catherine Road, Room A-106, Montreal, Quebec H3T 1E2

Director, Public Affairs and Communications - Glenn J. Nashen • **Editor** - Laure-Elise Singer • **Co-Editor** - Henry Mietkiewicz • **Executive Assistant** - Geneviève Grenier • **Communications Coordinator** - Stephanie Malley
Contributors - Dana Frank, Mark Shainblum • **Translation** - Arlette Leveillé • **Design** - Latitudes Marketing and Design • **Photos** - JGH Audio Visual Services • **Printer** - Les Emballages Colorama
Please e-mail submissions to: communications@jgh.mcgill.ca.

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.

The kids are all right

JGH Psychiatry Research Day focuses on supporting families and children

Children and family took centre stage at the JGH's Fifth Annual Psychiatry Research Day on March 26, as Montreal healthcare and social service professionals learned about the latest developments in child psychiatry research at the hospital.

"Our Child Psychiatry Division is a leader in providing culturally sensitive and evidence-based treatments for children and families," said event organizer **Dr. Phyllis Zelkowitz**, Director of Research in the Department of Psychiatry. "This year's Research Day highlighted some of the important and innovative research conducted in our department, with findings that have direct clinical relevance to professionals who work with children and families."

Dr. Michael Bond, Chief of the Department of Psychiatry and Director of the JGH Institute for Community and Family Psychiatry welcomed the speakers and attendees, and then turned the podium over to four speakers:

• **Dr. Amir Raz**, a renowned expert in the neuroscience of attention and hypnosis—and a former stage hypnotist—discussed training the brain by



From left: Dr. Jaswant Guzder, Dr. Phyllis Zelkowitz, Dr. Amir Raz and Dr. Cécile Rousseau.

using attention to help children gain control.

• **Dr. Cécile Rousseau**, Director of the Transcultural Research and Intervention Team at the CSSS de la Montagne, explored ways of helping children, particularly those in immigrant and refugee families, recover from torture and other traumas

• Dr. Zelkowitz described the psy-

chological impact of pre-term birth on parents and children.

• **Dr. Jaswant Guzder**, JGH Director of Child Psychiatry, commented

on her colleagues' presentations and moderated an open discussion at the end of the event. **P**



MEDICAL RESEARCH

JGH MINI-MED SCHOOL

For more information:
514-340-8222, ext. 3337

Sponsored by:   In partnership with: 

REGISTER NOW!

**3 Wednesday evenings from
May 26 to June 9**

Learn about the latest innovations!

- JGH Mini Med School returns with another exciting series of lectures.
- Separate sessions in English and French.
- Leading JGH scientists provide insights into some of Quebec's most intriguing investigations.

\$15 for JGH staff and volunteers,
\$40 for adults, \$25 for students (with ID) and seniors (60+)
Register now at jgh.ca/minimed

JGH Mini-Med School is also on DVD!
New price: \$10 per series of five or six lectures. To order or for more info, visit jgh.ca/minimed or call extension 5818.



FOREST HILL

My Condo
on Mount Royal
Starting at \$184,000

foresthillcondos.ca
514.439.4500

SALES OFFICE

4824, Ch. De la Côte-des-Neiges, Montréal

Mon-Thurs: 1pm to 7pm / Sat-Sun: 1pm to 6pm

Friday: by appointment

LONDONO
REALTY GROUP INC.



JGH volunteer Susan Wolfe helps distribute books to patients.

What a novel idea! New book cart supplies books to patients

Have you seen Hemingway or Balzac being wheeled through the hospital lately? Well, don't look for them on stretchers, because they're not patients. They're two of the world's most celebrated authors, which is why you'll find them being pushed through JGH on a new book cart that serves the hospital's patients.

Books-In-Motion, which also carries current magazines, got rolling in March as a way of helping patients pass their time pleasantly during their stay. This initiative of the hospital's Patient Comfort Program is supported by the JGH Auxiliary in partnership with the Humanization of Care Committee.

Depending on demand, the Books-In-Motion cart comes around once or twice a week, with volunteers offering a wide assortment of material in English, French, Chinese, Hebrew, Hindi and other languages. Patients can pick a title right off the cart, and once they've chosen it, it's theirs to

keep.

The service was launched on 5 North (Ante-Natal) and expanded to other units, among them 8 West (Orthopedics), 4 NorthWest and West (Surgery) and 7 NorthWest (Oncology). Eventually, Books-In-Motion will be available to all patients, especially those in long-term care. Nursing staff also play an important role by helping to identify patients who might benefit from the comfort and distraction of a good book.

Shiri Alon, an Archivist and Librarian in the Health Sciences Library who coordinates Books-In-Motion, says the eventual goal is "to expand into a full-fledged literature program. We'd like to hold readings on various floors and make audio books available."

The books are donated by staff and the public to The Auxiliary, which passes them along to Books-In-Motion. To make a donation, contact Ms. Alon at extension 2453 or via Lotus Notes. **P**

Names in the News

It's a Boy!

Dr. Matthew Oughton

Congratulations to **Dr. Matthew Oughton**, Attending Physician in the Division of Infectious Diseases, and to Dr. Allison Leyla Korany on the birth of their 9-pound son, Nicholas, on Jan. 15. The parents extend special thanks—"for the excellent and attentive care throughout the pregnancy and delivery"—to **Dr. Stephanie Klam** of the Department of Obstetrics and Gynecology and to the Perinatal Centre and the nurses of the Maternal-Child Division.

Condolences

Our dear colleague, **Ana Maria Rodrigues**, died on Feb. 2. She had worked at the JGH for the past 27 years in various administrative positions. Her last year was as an Administrative Technician on 6 West, 6 North, and 6 NorthWest. Ana was one of the kindest people you could ever meet. Her smile lit up the room! She had a heart of gold. Ana was dedicated and responsible. She was always available and ready to help the staff. She was loving and loyal to her family and friends. Ana touched many hearts at the JGH and she will be missed.

—**Estelle Kalfon**, Head Nurse, 6 North, Family Medicine

With great sadness, the JGH notes the passing of the father of **Hena Kon**, Special Assistant, Hope & Cope. Our deepest condolences to Ms. Kon and her family.

Welcome

Stephen Cohen

Stephen Cohen began his duties as a Computer Analyst for the Lady Davis Institute for Medical Research in March. Mr. Cohen is involved in all aspects of the IT department, from developing the information technology infrastructure to managing the team, while providing support for researchers, staff and students. He also plays a central role in developing and maintaining policies for management and control mechanisms, in order to satisfy the regulatory demands of contractual and administrative activities at the LDI.

Marie Elaine Pitt

Marie Elaine Pitt became Health and Safety Officer for the Lady Davis Institute for Medical Research in February. Her responsibilities include ensuring chemical and biological safety, as well as related matters involving the safety of staff. Her priority is to establish secure working procedures in the laboratories and to act as the resource safety contact for all LDI staff. **P**

JGH staff thanked for Centraide contributions

Healing hands among JGH staff are also helping hands that have pitched in to raise \$41,489 for the Centraide Campaign 2009. The funds, collected through an employee campaign and payroll deductions, will be distributed among 360 community agencies throughout Montreal. This support has been gratefully acknowledged by Michèle Thibodeau-deGuire, President and Executive Director of Centraide of Greater Montreal.

Taking that extra step for patients

Two outstanding staffers receive Caring Beyond awards

Caring is something that members of JGH staff practice every day. But every so often, a particular employee goes above and beyond his or her usual duties on behalf of patients and their families. That's when the JGH Humanization of Care Committee (HOC) steps in to present outstanding staffers with a Caring Beyond award. Nominations are submitted by colleagues, supervisors and even patients. The two latest honourees, surprised but grateful, received their awards on March 2.

Marc Renaud, a Technician in the Department of Ophthalmology and Project Manager for McGill University's Glaucoma Information Centre at the JGH, was recognized for his dedication to raising awareness about glaucoma within the hospital and well beyond. "Marc has made it his mission to teach people with glaucoma about the condition. He's organized and participated in so many glaucoma awareness activities, comes in early to write articles for local newspapers to inform the public, has mentored youths, and so much more," wrote **Carole Desharnais**, a nurse in the JGH Ophthalmology clinic, in nominating Mr. Renaud for the Caring Beyond award. "His efforts enhance the image of our department and the hospital, and most importantly, helps patients," she added.

When the reason for the gathering was revealed, a modest Mr. Renaud asked, "Why? All of the technicians here deserve something like this, because none of this would be possible without our team. I am grateful—and a little embarrassed."

"Marc has a balance of passion and compassion," said **Dr. Michael Kapusta**, Chief of the Department of Ophthalmology. "He has a very good manner and attitude with patients. He also commits himself to many other activities that contribute to the value of patient care, such as playing harmonica during JGH Jazz performances and conducting glaucoma information sessions."

Mr. Renaud said he is proudest of his involvement in organizing, developing and maintaining the glaucoma



program. A dozen free sessions are offered each year in English and French for patients, family members and the public, some of whom come from as far away as Quebec City and Ontario.

Caring Beyond Co-Chair **Hela Boro** said she first heard about Mr. Renaud from colleagues who praised him highly. "You don't realize how calming you are," she told him during the presentation. "Your demeanor decreases the stress of your patients, and this improves their treatment and overall experience at the JGH."

The second recipient, **Brahms E. Silver**, a JGH social worker in the Department of Oncology, called the Caring Beyond ceremony "a signal moment in my life"—made all that much sweeter by the fact that social work is his second career. For almost 30 years, Mr. Silver had been President of Silver Foods Inc., a large and successful food distribution company that he sold in the early 2000s. That left him open to pursue other interests, including earning a degree from McGill University's School of Social Work, followed by a career at the JGH.

"I've watched you develop into a wonderful social worker over the past seven years," **Allan Ptack**, Chief of Social Work, told Mr. Silver at the Caring Beyond ceremony, attended by many members of the department. "We're thrilled that you're the first person from our department to get this award."

Ms. Boro said the decision to honour Mr. Silver was partly due to a warm letter of recommendation "which gave me goosebumps" in describing the compassion and conscientiousness of the care that Mr. Silver gave to the letter-writer's dying brother.

"Mr. Silver went above and beyond,"



Brahms Silver receives his Caring Beyond award.

the letter says. "I've known social workers; not one of them could hold a candle to Mr. Silver. I couldn't have wished for better. We all knew my brother was dying, but with Mr. Silver's help, he truly was able to have dignity and know that someone cared and was willing to help in any way that he could. Mr. Silver truly was our

guardian angel."

"A new career is like being reborn and living another lifetime," Mr. Silver told his colleagues. "I believe that God communicates with us in many ways through the words and actions of other people and human relationships. I've felt the presence of God in dealing with our patients." **P**

RE: CONSTRUCTION

Unit / Service	Work	Status
Angiography #2	Renovation to replace outdated equipment with a new, state-of-the-art machine	Work began in March. Installation of equipment planned for June 7
Cardiology Pav. E, 2ND floor	Major renovation to accommodate new unit and to prepare the vascular lab	Renovations are complete and the unit has moved to its new quarters
Child Mental Health Facility	Construction of dedicated pavilion adapted to needs of Child Psychiatry program	Work is complete and the move is planned in the upcoming days
Elevators, Pav. C and G Service elevators, Pav. B	Major renovations	In progress To begin in 2010
Epidemiology Pav. H, 4TH floor	Renovation to accommodate new unit	Renovations completed in April, to be occupied in May
Facade	Repair work to the brick façade of Pav. B and the rear chimney	End of May to September
Gastroenterology and Endocrinology Pav. E, 1ST floor	Renovation in phases	Endocrinology has moved Gastroenterology to move in April
Geriatrics: Acute, short-term Pav. D, 6TH floor	Complete renovations to accommodate 38 beds, with a supervised unit of 4 private rooms	Most work completed. Patients have been occupying space since Nov. 19, 2009
Human Resources	Relocation to new quarters in Pav. A, 1st floor	Plans and specs. Projected for end of 2010
IT	Relocate and centralize part of the department for improved work environment	Projected for end of 2010
Kitchen	Replace dishwasher with new, more robust equipment. The related infrastructure will be verified	Projected for 2010
Laundry Services	Complete renovations and replacement of most washing and drying machines	To begin in May, for a period of 10 weeks
Power supply and server room	Installation of an uninterrupted power source to supply the server room. Electro-mechanical structures will be revised and brought to code	Projected to begin in July
Psychiatry Pav. B, 4TH floor	Complete renovation	Projected complete in 2011
Public Affairs and Communications	Relocation to new quarters in Pav. A, 8th floor	Plans and specs.
Roof	Repairs to several rooftops, particularly in Pav. A Construction of a new "green roof", Pav. B, 6th floor	In progress, to continue throughout summer In planning
Sterilization	Major renovation to modernize infrastructure and transfer activities from OR	In progress. Principal phase completed. Projected complete in April

Care for your body, care for your kids

Gym and day care centre on the horizon

You asked for it—and now the JGH is getting ready to deliver: A gym and day care centre for staff are on the way, both to be located a few steps from the main hospital building.

The goal is to enable employees to care for patients or perform other tasks more effectively by improving their physical health and giving them peace of mind in knowing their chil-

dren are nearby and well supervised.

Both projects are in their early stages, so there's plenty of time to make suggestions or contribute ideas. Staff are encouraged to attend the June 3 staff forum to learn more about these projects, and complete a survey about the day care centre that will soon be available. **P**



Women of Courage

Tomorrow's leaders visit one of today's Women of Courage

Three dozen Grade 8 students from Miss Edgar's and Miss Cramp's School in Westmount got an inside look at the Jewish General Hospital on Feb. 18, courtesy of Director of Nursing **Lynne McVey**, who was recently honoured by the school as one of Montreal's Women of Courage.

The visit and the award to Ms. McVey are part of centennial celebrations by the school (which is also known as ECS) designed to inspire and educate students to become leaders who enrich the lives of others. Their role models are 13 exemplary Montreal-area Women of Courage in fields such as health care, science, athletics, social justice and the media. ECS has hailed them as "pioneers in their fields, and each is leaving a powerful legacy on the community at large."

After welcoming the students in the Francine & Charles Larente Nurses' Lecture Hall, Ms. McVey told them the JGH strives for nursing excellence in all areas, but is particularly proud of its strides in nursing research. She also reminded the students that nurses are no longer the healthcare handmaidens of a century ago, but are active, participating and respected members of inter-disciplinary teams.

Following the presentation, the students split into groups that toured the Intensive Care Unit and Segal Cancer Centre, as well as hearing more about nursing research. **P**



Lynne McVey (back row, right) and senior members of the JGH nursing team (back row) welcome visiting students and staff from ECS.



Dr. Mary Grossman, a nurse and Director of the JGH Peter Brojde Centre for Lung Cancer, explains the inner workings of the hospital to ECS students.



Jewish General Hospital
Care for all.

Friday, June 4th, 2010
08h00 - 16h00

Jewish General Hospital, Montreal, Quebec

The Department of Nursing presents the
28th Faye Fox Education Day

THE PATH TO BETTER HEALTH:

*The Positive Impact of Transitional
Care for the Chronically Ill*



HÔPITAL D'ENSEIGNEMENT
DE L'UNIVERSITÉ MCGILL | A MCGILL UNIVERSITY
TEACHING HOSPITAL

Hats off to unit agents

Praised for making nursing stations hum

If you're looking for the closest healthcare equivalent to the air traffic controller, the JGH's unit agents are prime candidates. They're the key points of contact at nursing stations, sometimes working in a pressure-cooker environment as they confer with various nurses, speak with patients' relatives, get hold of doctors, provide updated information and answer a steady stream of questions.

Their work, though highly valued, has seldom been formally acknowledged—until now. Many of the JGH's nearly 300 unit agents spent a stress-free and tasty lunch hour on Feb. 17 at the first Nursing Appreciation Event to recognize their efforts. Plans call for this event to be held each year.

"We're the go-to people," says **Anna Pioselli**, who has been a unit agent on 7 West (Acute Medicine) for 16 years. "Our patients often voice their needs to us directly. So we work closely with everyone, coordinating among physicians, residents, nurses, orderlies, receptionists in other departments and family members to make sure that the patients' needs are met. That's why it's so nice to be recognized for our efforts."

In the midst of all the hubbub, as



From left: **Rosie Johnson**; **Patricia Beck**, Administrative Assistant, Nursing Resource Centre; **Michele LeBlanc**; Nursing Director **Valerie Frunchak**; **Gabi Rosberger**.

demands shower in from all directions, what are the ideal qualities of a unit agent? Ms. Pioselli doesn't hesitate: "Our colleague and mentor **Ana Maria Rodrigues**, who passed away in February, epitomized the perfect unit agent: calm, considerate, understanding, with the ability to multi-

task." (For a tribute to Ms. Rodrigues, please turn to Names in the News—Condolences on page 4.)

Lynne McVey, Director of Nursing, praised the unit agents for the key role they play as members of the hospital's interdisciplinary teams. "Your presence is strongly felt," Ms. McVey

said, "which is why we honour and respect your contribution. So enjoy this moment; you deserve it."

"You guys are amazing," **Rosalie Johnson**, Nursing Coordinator in the JGH Nursing Resource Centre, told her colleagues. "When you're there, we feel comforted. And when you're not there, trust me—we know it!"

The event included a talk by **Michele LeBlanc**, a consultant on stress reduction, who cautioned her audience about the importance of avoiding stress, which she called "a slow cancer that you may not even know you have." In addition to providing tips on staying calm, Ms. LeBlanc said stress can be pre-empted by engaging in positive activities—for instance, telling others they've done good work, providing support and treating other people fairly.

JGH Occupational Therapist **Gabi Rosberger**, invited to share her expertise on ergonomics, also urged the unit agents to take a good look at their work stations to determine whether furniture and desktop items may be poorly positioned. If so, she said, they may be causing physical discomfort and may be contributing significantly to their stress. **P**

Library doorposts get new mezuzot

New *mezuzot*, reminders of God's presence in the Jewish tradition, have been affixed to the doorposts of the JGH Health Sciences Library. The *mezuzah* (Hebrew for "doorpost") is a small case containing a handwritten piece of parchment inscribed in Hebrew with the biblical passage known as the *Shema*. Opening with the words, "Hear, O Israel," the *Shema* is God's command to Jews to keep His words constantly in their minds and hearts.

It is customary for many Jews, when passing through a doorway affixed with a *mezuzah*, to kiss their fingers and touch the *mezuzah*. In this way, they express love and respect for God and His commandments. May the library's new *mezuzot* bring long life and protection to all of the library's users and visitors, as well as to patients throughout the Jewish General Hospital!

— **Rabbi Raphael Afilalo**,
Director, JGH Pastoral Services



Wave goodbye to wedding rings

Protecting patients is behind ban on hand-jewelry

For some members of JGH staff, keeping hands clean is more than just an act of hygiene; it's a small, emotional sacrifice. Case in point: Wedding rings, engagement rings and other sentimental items can no longer be worn on the hands of nurses and healthcare professionals who come into direct contact with patients.

This ban, included in the dress code of the JGH Hand Hygiene Program, also covers wristwatches, nail polish and artificial fingernails—all in the interests of improving cleanliness and preventing infection from spreading. Studies have shown that rings and other objects—even untrimmed natural fingernails—can trap bacteria and dirt, making it difficult for hands to be washed really clean.

"It was hard at first, because I'm very attached to my wedding ring and it was always on my finger," says

Céline Bossé, a nurse in the Intensive Care Unit. "But it's a practice that all of us have gotten used to, because we understand the principle and we know it's important to keep patients safe. Some nurses put their rings on a necklace, but I just wear my wedding ring on weekends."

"We understand that a ring is part of a person's identity, so removing it is not easy," says Isabelle Caron, Nursing Director of Medicine, Psychiatry and Geriatrics. "But there's no doubt that proper hand hygiene is the fastest, easiest and most effective way of achieving true cleanliness."

Ms. Caron notes that gloves are not a suitable substitute for proper hand hygiene, since they are porous and may develop tears, punctures or leaks. Even if removed carefully, the act of taking them off can contaminate hands. For this reason, hand washing

is required after gloves are removed.

While these practices are an initiative of the Department of Nursing, they apply to other professionals who

work closely with patients, including dietitians, occupational therapists and support staff. **P**



Keren Asseraf (left) and Céline Bossé, nurses in the Intensive Care Unit, proudly display clean hands that are free of rings, nail polish and artificial nails.

Group home and auto insurance

Insurance as simple as 1 · 2 · 3

 for employees of the Jewish General Hospital

Insurance doesn't need to be complicated. As an employee of the **Jewish General Hospital**, you deserve – and receive – special care when you deal with TD Insurance Meloche Monnex.

First, you can enjoy savings through preferred group rates.

Second, you benefit from great coverage and you get the flexibility to choose the level of protection that suits your needs.¹

Third, you'll receive outstanding service.

At TD Insurance Meloche Monnex our goal is to make insurance easy for you to understand, so you can choose your coverage with confidence. After all, we've been doing it for 60 years!

Request a quote
and you could



1 866 296 0888

Monday to Friday, 8 a.m. to 8 p.m.
Saturday, 9 a.m. to 4 p.m.

www.jgh.tdinsurance.com



 **Insurance**
Meloche Monnex

TD Insurance Meloche Monnex is the trade-name of PRIMMUM INSURANCE COMPANY who also underwrites the home and auto insurance program.

Due to provincial legislation, our auto insurance program is not offered in British Columbia, Manitoba or Saskatchewan.

¹ Certain conditions and restrictions may apply.

* No purchase required. Contest ends on January 14, 2011. Total value of each prize is \$30,000 which includes the Honda Insight EX and a \$3,000 gas voucher. Odds of winning depend on the number of eligible entries received. Skill-testing question required. Contest organized jointly with Security National Insurance Company and open to members, employees and other eligible people of all employer and professional and alumni groups entitled to group rates from the organizers. Complete contest rules and eligibility information available at www.group.tdinsurance.com. Actual prize may differ from picture shown. Honda is a trade-mark of Honda Canada Inc., who is not a participant in or a sponsor of this promotion.

Meloche Monnex is a trade-mark of Meloche Monnex Inc., used under license.

TD Insurance is a trade-mark of The Toronto-Dominion Bank, used under license.

Milestone birthday for Dentistry's Emeritus Chief

Dr. Mervyn Gornitsky, Emeritus Chief of the Department of Dentistry, spent his 80th birthday in the company of friends and colleagues who praised him for his compassion and saluted his 53 years of service to the Jewish General Hospital.

"This is such a wonderful occasion," Dr. Gornitsky told his admirers and well-wishers at a celebration in the Samuel S. Cohen Auditorium on Feb. 26. "I'm aware that 80 years is a long time, but it doesn't feel like 80 years. I feel like I'm just starting out."

Dr. Gornitsky, who served as JGH Chief of Dentistry from 1971 to 1998, was named Professor Emeritus in McGill University's Faculty of Dentistry in 2002. Since 2006, he has worked on research into scleroderma, an autoimmune disease of the connective tissue that affects the skin, oral cavity, salivary glands and other parts of the body.

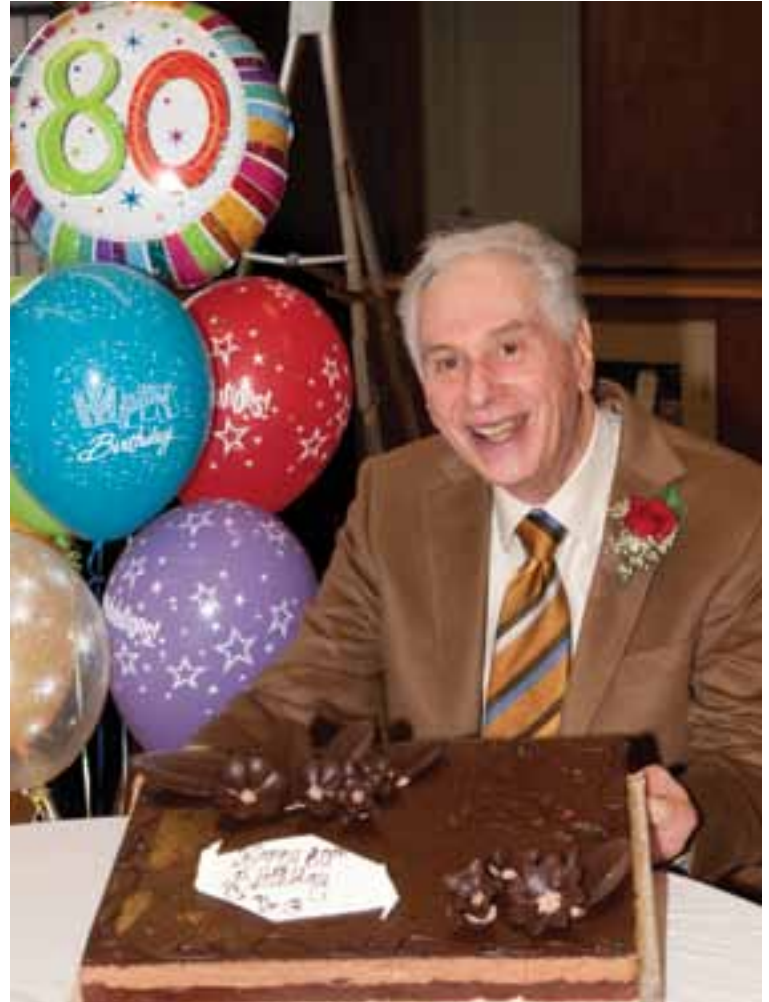
In doing so, Dr. Gornitsky is co-heading a team with **Dr. Murray Baron**, Chief of Rheumatology, with a grant from the Canadian Institutes of Health Research for a two-year, Canada-wide study. In addition, he is collaborating with **Dr. Hyman Schipper** of the Division of Neurology on an investigation into oxidative stress on lipids, proteins and DNA in the saliva

of patients with scleroderma, periodontal disease and other illnesses.

Dr. Mel Schwartz, Chief of Dentistry, said Dr. Gornitsky is "responsible for a great deal of the prestige that our department now has throughout Quebec and Canada, especially in the residency, training and research. He has guided and supported the academic careers of a great many residents and students. I've enjoyed his friendship and professional collegiality for many years and I hope to keep him close to our department for many years to come."

Dr. Schipper, who has known Dr. Gornitsky personally and professionally for more than 30 years, called him "a pre-eminent healthcare provider, scholar teacher and humanitarian—a compassionate individual who cares deeply about the well-being of others, regardless of stripe or denomination."

Dr. Schipper also quoted from a letter written in 2001 by Dr. James Lund, Dean of McGill's Faculty of Dentistry: "Dr. Gornitsky has contributed more than anyone in Canada to the development of departments of dentistry in Canadian hospitals. Before Dr. Gornitsky, oral health care was rarely offered in university teaching hospitals. Now it is the norm." **P**



Dr. Gornitsky celebrates his 80th.

Wanted: Incident / Accident Reports related to medical devices

JGH in national initiative to improve safety of medical devices

In keeping with its leadership role in upgrading the quality of health care, the Jewish General Hospital has joined nine other Canadian hospitals in a pilot project to compile and share information about incidents or other adverse events related to medical devices. The JGH is the only Quebec healthcare institution in this initiative.

This type of information is needed because medical technology and other healthcare devices are becoming increasingly complicated, which may lead, for example, to a greater risk of malfunction.

Any employee, resident or student who witnesses an adverse event or a near miss associated with medical devices is encouraged to complete the Incident/Accident Declaration Report AH-

223. This form is available in all departments, at the security desk in the main lobby and in the Risk Management Office (A-912). It can be ordered from Stores as well. Employees are also encouraged to collect all related accessories (single-use or reusable) for Biomedical investigation, for example cautery pens, catheters or probes.

To help the Risk Management Program and the Biomedical Department, please record the device's identification number, as well as details such as its name, manufacturer and serial number. Include as much information as possible about difficulties involving poor instructions, labeling and packaging, design defects, software errors, general malfunctions, or the inability to interact with other devices.

The resulting information from the AH-223 Incident/Accident Report is then submitted to Health Canada which, in turn, sends it to the manufacturer, distributor and/or importer. Feedback is then provided by Health Canada, along with directives on how to deal with the reported problems to the JGH. The eventual goal is to use information from all healthcare institutions as the basis for improvements to labeling, clinical practices, manufacturing and/or licensing requirements.

For more information, please contact **Lianne Dzygala**, Risk Management Advisor, at extension 4838, or Biomedical Engineer **Aurèle Larivière** at extension 2955. **P**

jgh.ca/quality



Rx: A healthy dose of physical activity

For people of any age, regardless of work or personal schedule

I was first put on the ice, albeit in cheese cutters (the tricycle of skates), at the tender age of 4. Not long after, I began figure skating, and have been involved in the sport recreationally ever since. As a JGH employee who works full time, I wondered how many others find the motivation to stay active despite their busy work schedules. I set out to find colleagues throughout the hospital who also enjoy—and recognize the value of—being active.

I turned to a JGH expert in sports medicine and to a fitness buff, respectively, who offered advice to staff who like, or would like, to be active. These tips can be applied to any type of activity, be it solitary or as part of a team. Everyone has to start somewhere. Whether you prefer to be outside, inside, on a court, in a rink, on the road or on a track, the options are endless. Find your comfort level and get involved.

—*Dr. Ian Shrier, a physician in the JGH Centre of Clinical Epidemiology, plays ball hockey once a week. He understands the value of maintaining an active lifestyle around a full-time work schedule. He also runs, cross-country skis, snowshoes, and walks his dogs.*

You can keep fit at any age, no matter how tight your home or work schedule may be. Engaging in physical activity can be as simple as walking the hallways at work. There are any number of possible walking routes in the JGH buildings. Taking the stairs, getting off the bus a few stops early, and going for brisk walks or jogs during lunch breaks are all easy options. People who are not active in any way are more likely to get hurt performing day-to-day activities, to suffer from workplace injuries, or to take more sick days.

While recreational athletes may risk injury, inactive bodies are at risk as well, and will experience a more difficult recovery. Those who get hurt playing hockey, or any other sport, can heal and continue physical activity during rehabilitation. The key is to do something.

—*Tammam El-Khodor, a JGH Oc-*



JGH staff members join teammates from elsewhere in Montreal for a Friday night game of hockey. Pictured here are staffers Anthony Di Perna, IT (top row, second from left); Guy Gendreau, IT (third); Frederick Miron, Biomedical (fifth); Dr. Stephen Rosenthal, Department of Emergency Medicine and Chief of IT (sixth); Felipe Argaez, Chief of Audio Visual Services (bottom row, far left); Francois Gagné, IT (third from left); Sudeep Chaklanabis, JGH Institute of Community and Family Psychiatry (seventh).

Members of the JGH family organize a hockey league

JGH staff members and doctors, led by Francois Gagné, a Project Coordinator in Information Technology, get together for a friendly game of ice hockey once a week. After getting involved in the JGH hockey team with their colleagues, they have all noticed that their hobby has changed their relationships at work. “When we sit on the bench between shifts,” Mr. Gagné says, “we talk to each other and get to know people we wouldn’t otherwise have the opportunity to socialize with.”

The passion for hockey that has developed among Mr. Gagné and his colleagues has become a positive force in the workplace, as well. “We all signed up because we thought it would be fun. We came to realize how much more energy we had at work,” he says. “A good game raises our spirits, builds camaraderie and gives us something to talk about during the day.”

“I feel like I might be the least advanced of the group, because I haven’t been playing hockey as long as some of the others on the team,” confesses Mr. Gagné. “But you just have to take that shot. Besides, we all motivate one another.”

cupational Therapist, plays soccer and skis year-round.

Maintaining a healthy lifestyle and staying active have long-term benefits. People who are involved in

physical activity regularly heal faster from injuries and surgery. Physical therapy and the rehabilitation process are easier for active patients, as they are used to working out, they have muscle bulk, good heart function

For those like Mr. Gagné who make that initial effort to get involved in sports, Dr. Shrier suggests three easy ways to stay safe while being active at any age or skill level:

1. Play a position that requires less stress, such as defense rather than forward.
2. Don’t compete at the level of others. Respect your limits and listen to what your body tells you.
3. Don’t feel obligated to play as often as others. Every player has the option to skip a shift and sit on the bench, or to play twice, rather than three times, per week.

The JGH hockey stars have not yet released their trading cards, but you may catch glimpses of these “athletes” gliding through the hospital. If you ask nicely, they may agree to sign autographs.

For more information or to join the JGH Hockey League, please contact François Gagné at jgh.hockey@gmail.com. You can also get the latest news and updates at jghhockey.com on Facebook, or at twitter.com/jgh-hockey on Twitter. **P**

and are accustomed to mental discipline—all contributing to the healing process.

—*Dana Frank, Public Affairs and Communications*

JGH helps likeliest smokers to butt out

Smoking cessation program emphasizes support for specific groups

Although smoking is generally on the decline, certain Quebec groups are placing their health at risk by smoking in disproportionately large numbers, says JGH smoking cessation expert **Joseph Erban**. Speaking during National Non-Smoking Week in January, Mr. Erban said this dilemma accounts for the emphasis that the JGH is placing on its outreach to groups whose smoking rates are high.

Mr. Erban, a Smoking Cessation Counselor at the JGH Cancer Prevention Centre and the Cardiovascular Prevention Centre, says the likeliest to pick up and maintain the nicotine habit are those with low levels of income or education, as well as First Nations peoples, lesbians, gays, bisexuals and transgendered individuals.

“Our approach is focused on the needs of the various groups,” he explains. “Not only do we encourage smokers to enroll in our program, we guide them in creating smoking cessation programs that meet their specific needs. They can also incorporate smoking cessation within broader programs that take into account some of the stressors faced by smokers in these groups. Our suggestions have been very well received.”

During National Non-Smoking Week, representatives from certain



From left: Joseph Erban, Dr. Michael Dworkind, Martine Shareck and Doug Lahache

high-risk groups participated in a panel discussion that was hosted by **Dr. Michael Dworkind**, Director of the Smoking Cessation Program at the Cancer Prevention Centre, and included medical professionals who treat and raise awareness among smokers. Among the guest speakers were Doug Lahache, a Communications Coordinator from Kanawaki

Health Community Services; and Martine Shareck, a PhD student at the University of Montreal, who presented an overview of her research into social inequalities among Montreal smokers.

Their goal was to highlight the need to incorporate principles of social justice into policies involving tobacco. “We should begin by studying the

needs of these groups so that we can develop evidence based, customized treatments that will help them kick the habit permanently,” Dr. Dworkind says. “We should also ensure that high-risk groups have access to targeted treatments—for instance, subsidized nicotine replacement therapy for low-income individuals.” **P**

Basics of the JGH smoking cessation program

- The JGH’s free Smoking Cessation Program is conducted by a qualified smoking cessation counselor who provides customized support over a four-week period.
- Two group sessions are held per week, followed by weekly maintenance support sessions to help graduates remain smoke-free. The program, supported by the Quebec Lung Association, is offered in English or French during the day or evening.
- Maintenance sessions are also available for those who have completed the program but want additional support, encouragement and counseling in remaining smoke-free.
- Registration is required. Members of JGH staff can enroll by contacting Joseph Erban at extension 3870 or via Lotus Notes. **P**



Info + informality = public awareness

Café is cozy setting for educational session on blood clots

Quenching the public's thirst for medical knowledge may sometimes mean taking an unconventional step—like trading the formality of a lecture hall for the comfy surroundings of a café. That's how the JGH Thrombosis Team drew visitors to a stimulating educational session on deep venous thrombosis, held at a café steps away from the hospital.

At the Café Scientifique which explored Lots About Clots—an event supported by the Canadian Institutes of Health Research—the audience learned about ways to reduce the risk of deep venous thrombosis (DVT, the formation of blood clots in the lower limbs) and pulmonary embolism (when the clot travels to the lungs). JGH experts included **Dr. Susan Kahn**, Director of the JGH Thrombosis Program; **Dr. Andrew Hirsch**, Pulmonologist; **Dr. Vicky Tagalakis**, Internist and Epidemiologist; and **Jessica Emed**, Clinical Nurse Specialist in Thrombosis.

“Holding our public information and awareness event at a neighbourhood cafe rather than a hospital auditorium helped to create a relaxed atmosphere. The people who attended felt comfortable asking questions and raising issues that were meaningful to them,” noted Dr. Kahn. “It was a privi-



At the JGH Clot Busters thrombosis awareness booth, from left: Marie-Claude Germain, Nurse Educator Consultant, Surgery; Dr. Susan Kahn; David Morrison and Adrielle Houweling, Research Coordinators and Nadia Hammouda, Research Assistant at the JGH Center for Clinical Epidemiology and Community Studies.

lege for us to directly engage with the public, and the attendees reported that they really enjoyed interacting with our thrombosis experts.”

The Café Scientifique was among the many activities of the JGH Thrombosis Team in March (DVT

Awareness Month), including a presentation at Medical, Nursing, Surgical, and Quality and Safety Grand

Rounds, an information kiosk, and interactive games for healthcare providers. **P**

Did you know...

- DVT is the third most common vascular disease in North America after heart attack and stroke.
- Most people are unaware of the signs and symptoms of DVT and what can be done to prevent it.
- DVT is a frequent—and preventable—complication in hospitalized patients.
- DVT and pulmonary embolism can affect adults of every age and ethnic group.
- DVT is a potentially serious condition that can lead to rapid death from pulmonary embolism if untreated.



JGH staffers eat up nutritional info

Dietetics Department marks Nutrition Month

Where better than a hospital to learn the benefit of “an apple a day”? Baskets full of free fresh fruit were ripe for the picking, along with bushels of nutrition information at a Department of Dietetics booth on March 18. The event, organized as part of Nutrition Month, was dedicated to promoting healthy eating habits and celebrating the value of Canadian foods.

McGill University students of dietetics were also on hand to distribute information on topics ranging from women’s health, child nutrition and cardiovascular health, to food allergies, food safety and tips on increasing physical activity. Weight assessments were conducted in a private area behind the booth, where the students calculated body-mass indices and waist circumferences. These measurements helped guide participants on ways to improve their health and decrease their risks for cardiovascular disease and related illnesses.

Questions from visitors ranged from the general (“What are the best sources of calcium?”) to the more personal (“How much iron do I need?”). When JGH Risk Management Advisor **Lianne Dzygala** dropped by the booth, it was bustling. “There’s such a large turnout this year that I think next year there will be a need for at least two booths during Nutrition Month,” she said. **P**

From left: McGill Dietetics students Racha Yehia and Sara Wing and JGH Chief of Dietetics Norma Ishayek, share information about nutrition.



Shifty eating habits—and how to cope with them

Eating on the go is easier said than done, especially when you depart from your routine to work an irregular shift. But don’t despair; even shift workers can enjoy healthy, nutritious meals and snacks! True, it takes preparation and possibly even a few extra minutes during a busy schedule. But the results are well worth it. Paying attention to what and how much you eat and drink can help you stay alert and perform at your best when your shifts vary.

- **Pick proper portions**, such as smaller snacks rather than a large meal during a night shift. This will help you avoid sleepiness. Some snack ideas: Fresh fruit or a small handful of dried fruit; raw veggies or whole-grain crackers with low-fat yogurt dip or hummus; a cup of white or chocolate milk—choose skim or 1 per cent; a small container of lower-fat (2 per cent or less fat) yogurt or cottage cheese; peanut butter on celery, apple slices or banana.
- **Drink plenty of fluids** to help prevent dehydration, which can leave you feeling even more tired. Sip water regularly.
- **Be careful with caffeine**, which can remain in your body and promote alertness for up to eight hours after you’ve consumed it. Have your caffeine at the start of the shift and then switch to decaffeinated beverages or water.
- If you’re an **afternoon worker**, have your **main meal in the middle of the day**, rather than in the middle of the shift.
- If you’re a **night worker**, eat your **main meal before the shift starts**, preferably at the regular dinnertime (around 5:00 p.m. and no later than 7:00 p.m.). Snack lightly during



Visitors at the nutrition information booth were encouraged to grab a fruit on the go, a donation from the JGH Dietetics Department.

your shift, and eat a small meal with adequate protein at your midnight break (e.g., chicken, lean beef, low-fat cheese, nuts, eggs, peanut butter, tuna). Avoid sugary and fatty foods, as these can make you feel more tired. **P**

—Tamara Cohen, JGH Clinical Coordinator in Stage Dietetic, with information courtesy of Dietitians of Canada

For long-serving employees, decades pass in the blink of an eye

Ask some long-time employees about having spent most of their lives at the JGH, and chances are they'll experience the same two emotions in quick succession: First, pride ("It's been great!"), followed by a touch of bewilderment ("Where the heck did the time go?").

Those were the feelings that predominated on Feb. 18, as several hundred JGH veterans got together at the Long Service Reception in the Samuel S. Cohen Auditorium to receive pins, certificates and other mementos commemorating their decades of effort on behalf of the hospital and its patients.

"It feels amazing, but I can't believe it's been 30 years," said **Veronica Jemcott**, an administrative assistant in Medical Records. "When I first started, I thought it would last a year—or two at most. But five years go by. Then 10. You make friends. You enjoy what you're doing. You get comfortable. And suddenly, 30 years have passed." "It's not something you plan on," agreed **Clifford Wosu**, a colleague in Medical Records, who marked 35 years at the JGH. "You end up meeting a lot of people you can't bear to leave. And the time passes."

Ana Mojado, a 35-year veteran and medical technologist in the Department of Pathology's histology lab, chalked up her longevity to "the caring people I work with and the challenging work that changes every year." Interesting work also appeals to **Céline Drouin**, a dietetic technician who has completed 35 years and said she "can't believe how fast the time goes by."

Among the longest-serving honourees, at 45 years each, were **Dr. Shulom Friedman** of the Department of Ophthalmology and **Dr. Hy Reisler** of the Division of Cardiology. "We were pioneers who were here even before medicare, and we stayed because we love what we do," said Dr. Reisler. "It's convenient, too," Dr. Friedman added with a hearty laugh. "I check his eyes and he checks my heart."

Dr. Hartley Stern, Executive Director, noted that 12 individuals were recognized for hitting their 40- and

45-year landmarks, while **Dr. Gregory Neiman** of the Division of Internal Medicine had reached his 55-year anniversary. "Many of you are doctors, nurses or healthcare professionals

who come into direct contact with patients," Dr. Stern said. "But no matter what job you do, our patients reap the rewards. Your long service helps the JGH provide continuity of care, sta-

bility and the benefit of your experience. Thank you not only for raising our standards of *quality*, but for giving special meaning to the of your service." **P**



Celebrating their Long Service with Dr. Hartley Stern are, from left: Nadia Marcon, Medical Technologist and Lab Information System Coordinator; Roberta Lynn Maizen, Administrative Assistant; and Giuseppina Trevisonno, Administrative Technician, all in the Department of Diagnostic Medicine.

Compliments from the PQ Health Critic



MNA Bernard Drainville speaks with Antoinette Ehrlar, Nursing Coordinator in the Segal Cancer Centre. The Parti-Québécois Member for Marie-Victorin toured the JGH in December in his capacity as the Official Opposition's critic for Health. Mr. Drainville's visit included a meeting with Dr. Marc Afilalo, Chief of the Emergency Department, to gain insights into the department's strong performance.

Training with a spring in their step

Walkers and riders gear up for fundraising events

JGH staff are springing to their feet to support the Weekend to End Women's Cancers and the Ride to Conquer Cancer, helped along by a flurry of springtime training clinics.

Whether registered participants are seasoned athletes or just starting out, they can all benefit from the free prep clinics. Experts are on hand to offer guidance about the proper gear and share tips on anything from good nutrition to maintenance. "We highly recommend our clinics, for riders and walkers to have the best possible experience on their event weekend," says **Siobhan O'Brien**, Weekend Coordinator. "We don't want them to spend the weekend in a medical tent or to be delayed by difficulties with their equipment. So they learn what foot cream to use and when to apply it, or how to change a tire. All of this useful information helps to keep them active and comfortable."

At a June 1 Foot Clinic, Dr. Bluma Girzon and Dr. Charles Faucher will provide foot assessments to help



Weekend participants select well-fitted footwear. Athletic shoe reps are also available to recommend shoes that match the podiatrists' evaluation. For those who have questions about fundraising or would like to learn more about the Weekend, Walker Coaches are close at hand.

"I went to the Foot Clinic for the first time last year, and am really glad that I did," said **Margherita Mercogliano**, an Accounting Clerk in the Patient Accounts Department. "I had already participated in the event for four years, but it was still helpful to go and get some new tips and have my shoes re-fitted. On the event weekend, it was great to just walk and not worry

about my feet. I knew that I was well prepared. I will definitely be going again this year."

Training advice keeps rolling in at the 2010 Cycling 101 clinics for riders in April and on June 9. Aspiring riders can learn more about the Ride, register for the event and join staff that are already registered to pick up their free Ride T-shirt. **Patricia Ur-rico**, a Nutritionist at the JGH Cardiovascular Prevention Centre, counsels participants on keeping their energy up, leading up to the event and during the ride. Fitness specialists offer plenty of advice on training, while bicycle



technicians from bike shop Martin Swiss—one of the 2010 Ride to Conquer Cancer Premium Outfitters—offer instruction on bike maintenance and technical support. "We encourage you to bring along a friend to Cycling 101, to introduce them to the event," says **Stephanie Roza**, Coordinator of the Ride. "Ride Guides will be on hand to answer any questions participants may have about fundraising or the event itself."

If participants are unable to attend the springtime clinics or are looking for additional information, Ms. Roza notes that "the websites are also loaded with helpful tips on preparing for the events, from training guides to lists of partners that help support participants. You can find outfitters that provide discounts on equipment and gyms that offer discounted training." Visit endcancer.ca or conquercancer.ca and click on "registered participants" tab. **P**



Susan Lightstone, a JGH Administrative Technician in the Emergency Department, is shown how to change a flat tire by a bicycle technician.

And the winner is ...

JGH wins three major communications awards

When you read *Pulse*, you're reading the very best! This magazine has taken first prize in the Hygeia Awards of the Health Care Public Relations Association (HCPRA), which represents communications professionals in hospitals and healthcare institutions across Canada.

Pulse, which placed first in the Internal Newsletters category, is geared primarily to staff and volunteers of the JGH and is available in magazine racks throughout the hospital and online. It's co-edited by **Laure-Elise Singer** (Information Officer) and **Henry Mietkiewicz** (Senior Communications Specialist).

This was one of three prizes for excellence in healthcare communications—including another first-place winner—that went to the JGH Department of Public Affairs and Communications. The awards were presented to **Glenn J. Nashen**, Director of Public Affairs, at the annual conference of the HCPRA in Toronto in April.

Also in the winner's circle is the JGH 75th Anniversary Tribute Video, which picked up first prize in the Multi Media Productions category. The video was supervised by **Marisa Rodi** (Event Planning Coordinator) and **Dana Frank** (Associate Event Planner), with a script by Henry Mietkiewicz. To re-experience the emotion and excitement of the video, visit jgh.ca/75th.

Third prize in the Web Sites category went to jgh.ca, which was extensively upgraded and relaunched in summer 2009, with a fresh design, improved navigation and many new interactive features.

"We take pride in the Jewish General Hospital and our feelings are reflected in our work," said Mr. Nashen. "These awards acknowledge the combined efforts of our entire team. They also represent our commitment to producing timely, compelling, useful and entertaining information of the highest quality for everyone who uses, works in or is simply curious about the JGH!" **P**



From left: Glenn J. Nashen and Henry Mietkiewicz collect the three awards for excellence in healthcare communications won by the JGH Department of Public Affairs and Communications.



Hôpital général juif
Jewish General Hospital



Nurses' Week 2010

Monday, May 10

Product Fair

9:00 a.m. – 2:00 p.m.

Samuel S. Cohen
Auditorium
(A-102)

Products and Prizes!!!

Tuesday, May 11

Nursing Booths

9:00 – 11:00 a.m.
Samuel S. Cohen
Auditorium (A-102)
Coffee & Danish



Council of Nurses
General Assembly
and AMGEN Nursing
Innovation Project Prize

12:00 – 2:00 p.m.
Samuel S. Cohen
Auditorium (A-102)

Wednesday, May 12

Unit Visits by Nurses' Week
Committee members,
Nursing Directors and Lynne
McVey (Director of Nursing)
9:30 a.m. – 3:30 p.m.

F.I.Q. United Health Care
Professionals Day
Samuel S. Cohen Auditorium
(A-102)

Breakfast for night shift
members of F.I.Q.
7:45 – 9:00 a.m.

Lunch for day shift
members of F.I.Q.
11:30 a.m. – 1:30 p.m.

Supper for evening shift
members of F.I.Q.
will be available for pick-up
2:30 – 4:00 p.m.

Thursday, May 13

BBQ*

11:00 a.m. – 2:00 p.m.

Côte-des-Neiges
entrance

Celebration of
Nurse - Physician
Partnership

6:00 – 8:00 p.m.

Atrium

Friday, May 14

Breakfast for night shift nurses

7:30 – 9:00 a.m.

Samuel S. Cohen
Auditorium (A-102)

Meet & Greet

Lynne McVey and Nursing
Directors
Department of Nursing
Posters and
Presentations
9:30 – 11:00 a.m.
Atrium

**Door Prizes at all events -
Hospital identification card mandatory**

* BBQ = FREE for Nurses; for other JGH staff = 1.00\$ hot dogs, 1.00\$ drinks, 1.00\$ chips • FIQ United Health Care Professionals Day meals provided by United Health Care Professionals • General Assembly luncheon provided by the Department of Nursing • All other events sponsored by various donations to JGH Nurses' Week 2010

In grateful appreciation!

Talking is as natural as smiling or blinking, but what if suddenly you lost your ability to speak? That's what happened to me. At first, I thought I was coming down with a cough or cold, but they never appeared. Instead, I just had a raspy, broken voice. An Ear-Nose-and-Throat specialist determined I had developed two small non-cancerous nodules on either side of my vocal cords and that they would heal in time.

However, I never realized how my life would change in a world of silence. I could no longer speak on the phone, chat with my friends or work as a receptionist. I suddenly felt alone and isolated in struggling to get the words out—a form stress that eventually led to depression. On the advice of Dr. Saul Frankiel [JGH Chief of Otolaryngology], I had the good fortune to meet Glenda Falovitch [JGH Speech-Language Pathologist], who encourages me and gives me hope that with time and patience, my voice will return. She does exercises with me and teaches me slowly how to speak properly.

Now, thanks to Glenda's expertise, empathy and positive outlook, as well as Dr. Frankiel's monitoring, I feel there is and will continue to be improvement. For the first time during this debilitating and frustrating situation, I feel optimistic because I know that with diligence and time, I will again be able to enjoy a conversation without having to struggle for words. To those who suffer in a similar situation, I wish that someone like Glenda will also be their hope.

Ghlori Goldstein Levy
Hampstead

I want to thank Dr. John Antoniou [surgeon in JGH Orthopedics] and the entire Orthopedics group, along with the JGH staff, for being so committed to looking after patients. You run a truly great show! We are lucky have such professionals in our city.

Hans (John) Sauter

Because of my wife's illness, I recently had to select a hospital, and I immediately thought of the Jewish. When we arrived, I drew my wife's attention to the staff, who interacted easily with one another regardless of their status or the colour of their skin. The doctor greeted the nurse who herself greeted the orderly, who did the same with the support staff.

I know that no one likes to visit a hospital: pain, exams, interminable waits... But to see these employees in such good humour—people who even engage in playful banter, make jokes, share mutual respect, smile—this is the sum total of the hospital.

I don't know exactly whom to congratulate, but I think credit goes to every hospital employee. If I happen to pass away in a hospital some day, I'd like it to be in a place with an atmosphere where everyone respects and greets one another—like your hospital. Bravo to all. I am very impressed.

Bruno Lacombe
Montreal

On behalf of myself and my wife, I would like to single out for special recognition a nurse in the maternity ward, Dona Saladin. She exemplifies exceptional nursing care, with her bedside manner, sensitivity, understanding and helpfulness. We greatly appreciated her help. We sincerely hope that by honoring such outstanding behavior, we will encourage many more to follow in her path. Our deepest thanks,

Rabbi Schneur and Faige Bronstein