

“History is being built here,” says Board member Samuel Minzberg

Having served as President of the Jewish General Hospital and as Chairman of the hospital’s Foundation, Samuel Minzberg brings a wealth of experience in governance, management and decision-making to the board of West-Central Montreal Health. He guided the JGH during a time of enormous change and was instrumental in planning to build Pavilion K, the hospital’s critical-care wing, which opened in January.

“This is a great chance for the community to be engaged in a user-centric organization,” says Mr. Minzberg, who adds that he sees the creation of the network’s board as an opportunity to provide integrated, seamless healthcare service. “History is being built here.”



Mr. Minzberg, a partner in the Montreal law firm Davies Ward Phillips & Vineberg, has been active at JGH since 1999, including a term as Vice-President of the hospital’s board and then as President from 2007 to 2009. His contribution was so valued that Mr. Minzberg was subsequently honoured with the Distinguished Service Award, the highest accolade bestowed by the JGH. He even has a family link to the heritage of the JGH, as his wife’s grandfather was Past President Sam Steinberg.

As chair of the board’s Governance and Ethics Committee, Mr. Minzberg believes the board must keep pace with the ever-evolving needs of users in the area. Another major challenge, he says, is to keep motivating people to continue their involvement as volunteers.

In addition to his work for the JGH, Mr. Minzberg sits on the boards of McGill University, HSBC Bank Canada, HSBC North America Holdings Inc., Reitmans (Canada) Limited, Quebecor Media Inc. and Richmond Mines Inc.



Weekly accreditation bulletins can be found on the intranet. Please download and post them for your team. Together, we are working towards improved quality and the accreditation visit in December 2016!

To access past editions of 360°, [click here.](#)

Call for project funding – Improving access to English language services for the anglophone population

The Community Health and Social Services Network (CHSSN) is an organization that supports English-speaking communities in Quebec by financing projects that ensure the accessibility of health and social services offered in English. The Montreal region is currently funding from this program, and will continue to do so until 2018 for various projects that improve the delivery of services in English.

The CHSSN project funding for Montreal is managed by the *CIUSSS du Centre-Sud-de-l’Île-de-Montréal*. *The CIUSSS du Centre-Sud* is inviting all Montreal health establishments to submit projects to receive funding for the 2016-2017 fiscal year.

Below is the link to the request form and the priority criteria for the evaluation of requests. Based upon the criteria, a significant amount of projects could qualify for funding. As the funding applies to the 2016-2017 year, any amount awarded must be used before March 31, 2017 and a report on spending must be submitted by the end of the fiscal year.

Please send your completed request form no later than July 29, 2016 to Isabelle Hemlin:
isabelle.hemlin.ccsmtl@sss.gouv.qc.ca

[Link to form](#)

Making a pledge to do our best



Making a verbal promise is something that most of us do practically every day. It's quick, it's usually fairly informal, and it gets the job done. But on certain occasions, nothing can take the place of words on paper (even if the "paper" is digital). When a promise takes on a deeper significance, it becomes a pledge, and it should be represented by nothing less than a formal document.

It was this desire to serve the residents of West-Central Montreal Health—and Montrealers in general—that recently prompted our Board of Directors to formally adopt a statement of the network's [Mission and Values](#) and to recognize a [Code of Ethics](#) that spells out our relationship with our patients, clients and residents.

In a practical sense, nothing has changed. In the 15 months since West-Central Montreal Health came into existence, we have all become more aware of the need to streamline the continuum of care, upgrade the quality of care, broaden access to care, minimize the duplication of programs and services, and increase accountability for spending decisions. During the past year, there has also been a growing emphasis on delivering positive and supportive experiences for all healthcare recipients, as they interact with our member institutions in countless different ways at various points in their care.

What is different is that our intentions have been formalized and we now have a set of firm commitments, recorded in black and white, that we must live up to. In our statement of Mission and Values, we dedicate ourselves to safety, respect, compassion and inclusiveness in health care, social services, education and research. In the Code of Ethics, we reaffirm users' rights to confidentiality, their involvement in consent and decision-making, acceptable end-of-life care, and much more.

For many of us, these matters are already second nature and intrinsic to our culture—and for this, I applaud you. However, it is also worth noting that as part of our network's accreditation process this December, every member of staff must be thoroughly familiar with the content of both documents. That's the best way for you to prove that you really understand what our network stands for, even as you strive to provide care with the utmost courtesy, compassion and professionalism.

LAWRENCE ROSENBERG, M.D., PH.D.
PRESIDENT AND CEO

Subscribe to **Simplexity**,
a blog by Dr. Lawrence Rosenberg

CrossROGA triathlon



Constance-Lethbridge Rehabilitation Centre staff Isabelle Giard and Sylvie Malenfant participated in the CrossROGA triathlon at CrossFit de la Cité in Vaudreuil on May 7. As part of the circuit, they took part in two WODs (Workout of the Day) of 15 minutes each: 2.5 km of walking and 2.5 km of running, and 60 minutes of power yoga. It was no easy task for the participants, but it was an even bigger challenge for Isabelle, who uses a wheelchair. Their hard work and determination paid off as they were awarded the gold medal in the two-person "matelots" category!

Isabelle's workouts and power yoga in the Cross-ROGA triathlon were adapted to her needs, and she rolled 2.5 km with Sylvie running by her side. For Isabelle, the gold medal not only represents first place, "It is a symbol of my determination, courage and perseverance." Sylvie says that "the Crossfit de la Cité slogan, Me against Me, signifies that there are no excuses for not working out, regardless of whether if you have a disability or not. Nothing will stop Isabelle in going for the gold again!"

Multidisciplinary Council



Patricia Urrico, President of the Multidisciplinary Council, addressing members during their annual general meeting on June 16. At the meeting Dan Gabay, Director of Multidisciplinary Services, spoke to the members on the three areas that Multidisciplinary Services will focus on in the upcoming year: psychosocial, rehabilitation and professional skills, and the vision of the President and CEO for West-Central Montreal Health to be a centre of innovation and model for other CISSS/CIUSSS in Quebec. A presentation was also given by Dr. Eugene Bereza on the ethical challenges in end of life care.

Here are the members of the recently elected Executive Committee of the Multidisciplinary Council (MDC) for this year. The Executive Committee of the MDC manage the activities of the Council.

Patricia Urrico, President

Dietitian-Nutritionist	Multidisciplinary Services	Jewish General Hospital
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Ibrahima Diallo, Vice President

Physiotherapist	Rehabilitation	Catherine Booth Hospital
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Béthanie Roy, Secretary

Specialist in Clinical Activities	Rehabilitation	Miriam Home and Services
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Cindy Potechin, Treasurer

Psychologist	Mental Health and Addiction	Mab-Mackay & Jewish Eldercare Centre
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Caryn Roll

Dietitian-Nutritionist	Front-line Services	CLSC de Benny Farm
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Lynne Dawson

Physiotherapist	Rehabilitation	Constance Lethbridge Rehabilitation Centre
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Lisa-Mélanie Levy

Technician in Specialized Education	Rehabilitation	Miriam Home and Services
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Line Ouellet

Assistant Chief Technologist Radiology Services	Multidisciplinary Services	Mount Sinal Hospital
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Jeremy Wexler

Social Worker	Multidisciplinary Services	Jewish General Hospital
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Dan Gabay

Director of Multidisciplinary Services	West-Central Montreal Health
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The Executive wants to hear from YOU!

Contact them at: cm.CCOMTL@ssss.gouv.qc.ca
or on Lotus Notes at 06 CCOMTL Conseil multidisciplinaire

The MDC Executive wishes you a safe and restful summer holiday season.

What is the MDC?

The MDC is a consultative council accountable to both the Board of Directors and the President and CEO. All public institutions are required by law to have a Multidisciplinary Council. The Council includes all allied health professionals. You are a member of the MDC if you have a college or university degree, your work is related to the professional field according to your diploma and it is directly related to health and social services, research and teaching.

What is the mandate of the MDC?

- * To make recommendations on the distribution of care and services provided by its members
- * To promote professional competence
- * To assure representation on key committees
- * To support peer committees
- * To advise on other matters that the President and CEO and/or the Board of Directors may request.

In order for members to participate in improving quality of services we are currently working on a Peer Committee Manual to guide you in this process.

The following are some ways you as a member can participate in the professional life of the Multidisciplinary Council:

- Share your expertise or project at an assembly or educational session
- Submit an article to appear in the MDC Capsule column of the next 360° Newsletter.
- Attend assemblies to express your opinion and use your right to vote
- Participate as a member of the Executive committee
- Send your suggestions to the Executive committee. What would you like to see the MDC doing ?
- Stay tuned. Read our emails on Lotus notes, in the 360° Newsletter and on the intranet
- Participate in improving the Visibility of our Council. If you have an expertise in this domain please Let us know.

You make the difference

Profiles of West-Central Montreal Health staff that go above and beyond the call of duty will be published in each edition of 360°. If you would like to nominate someone, please contact Jennifer Timmons at:

jennifer.timmons.ccomtl@ssss.gouv.qc.ca

Kiwan Bae

Technologist, Radiation Oncology Hospital
Jewish General Hospital



Cancer treatment can take its toll on a person's physical and mental well-being. In the Jewish General Hospital's Radiation Oncology waiting area, a palette of soft grays, a fireplace and artistic photos provide patients with a calm and tranquil atmosphere while they wait for treatment or to rest. In a corner of the area stands a baby grand piano, donated to the department a few years ago.

From Monday to Friday, you will find Kiwan Bae sitting at the piano playing a range of melodies from modern to classical, Disney music to traditional favourites. He plays during his breaks and on his lunch hour without fail. Kiwan says his motivation to play steams from sheer enjoyment and "because it helps patients going through difficult times to take their mind off of their treatment. Last year one of the patients came up to me and said that it was her favorite part of the day. I took that as a huge compliment."

Rita Kassatli, Technical Coordinator in the Radiation Oncology department, describes Kiwan as a special employee and that his approach towards the patient makes all the difference. "He tries as much as possible to make the patient comfortable not only through physical gestures but through emotional ones as well. He uses music therapy to help patients overcome their concerns about their illness. They are fascinated by his ease at playing the piano, and that he chooses to use his breaks to play for them."

Kiwan's actions have not gone unnoticed. He was nominated by his fellow staff members for the Jewish General Hospital's Caring Beyond award, which is given to staff who have demonstrated extraordinary acts of kindness and compassion towards patients and their families, and was selected by the Humanization of Care committee as the June recipient.



DEALING WITH SUMMER HEAT

The onset of summer is a welcomed change for many, but the summer heat can cause serious health issues if not managed properly. There are two levels of heat that should be monitored:

• Oppressive heat

- When the temperature is 30° C or higher with a humidex (the combination of heat and humidity) that reaches or exceeds 40° C.

• Extreme Heat

- When the temperature, on average, is between 31° C and 33° C in the daytime and between 16 °C and 20 °C at night, for 3 consecutive days.

During waves of oppressive or extreme heat, it is harder for your body to cool and maintain its temperature within normal limits. During these waves, prolonged exposure to heat, excessive physical effort or very heavy sweating can have certain effects on health.

Here are some precautions to be taken to reduce health risks:

- Stay hydrated (drink 6 to 8 glasses of water a day)
- Bathe, shower or take a cool bath daily
- Use a wet towel to refresh the skin
 - Spend at least two hours a day in a cool and/or air conditioned place (i.e. libraries, shopping centres)

Protect yourself from the heat, limit physical activity and wear light clothing.

- Limit physical effort where possible
- Wear light clothing

For more information on Preventing the Effects of Oppressive and Extreme Heat [click here](#).

Changes in the department of Health, Safety and Well-Being in the Workplace

We wish to inform you of changes related to the Health, Safety and Well-Being in the Workplace team for West-Central Montreal Health.

Location of the Workplace Attendance Management and Prevention team

CLSC de Côte-des-Neiges

5700 Côte-des-Neiges Road, 5th floor, Room 538

Phone number: 514-731-1386 + ext.

Fax number: 514 731-4290

The members of the Workplace Attendance Management and Prevention team and contact information can be found on the Intranet.

The Health, Safety and Well-Being in the Workplace nurses are at the Jewish General Hospital in Room B.025.

Phone number: 514 340-8222 ext. 5115

Fax: 514-340-7512

Procedure to follow for all disability requests of more than five days concerning salary insurance, a work accident (CNESST), a car accident (SAAQ) or victim of a criminal act (IVAC)

1. For all absences, you must inform your immediate supervisor of the duration of your absence. Do not mention the diagnosis.
2. Contact the Health, Safety and Well-being in the Workplace team either by phone, by email or in person to notify them of the nature and the duration of your absence.
3. You will need to provide the documents justifying or prolonging your absence by fax, email or in person as soon as possible.
 - No document must be given to your immediate supervisor or any other person that is not part of the Health, Safety and Well-being in the Workplace team.

Procedure to follow for reassignment requests for pregnant or breastfeeding employees

Pregnant or breastfeeding employees must meet with a nurse in the Health, Safety and Well-Being in the Workplace team or contact them by phone at 514-340-8222 ext. 5115 as soon as possible.

**For any questions, please call 514-731-1386 ext. 2348
Monday to Friday between 8:00 a.m. and 4:30 p.m.**

Roll-out of nurse prescribing has begun at West-Central Montreal Health!

The Regulation respecting certain professional activities that may be engaged in by a nurse now gives nurses new prescribing authorizations in the areas of wound care, public health and some common health issues.

Quebec is the first province to obtain prescriptive authority for nurses. At the Integrated Health and Social Services University Network for West-Central Montreal (West-Central Montreal Health), this authority will be used in the frontline, home care, residence and hospital service areas.

The aim of prescribing activities is to improve access to care and provide enhanced continuity of care and services. These activities will help optimize nursing interventions with individuals, prevent service offering fragmentation and decrease delays in the provision of care, thus reducing the risk of adverse consequences for people's health.

On June 17, 2016, the *Enfance-famille* team at CLSC Métro was the first to be given prescriptive authority. The other *Enfance-famille* teams will follow suit by the end of June, with school teams not too far behind. Much work is underway to finalize the tools necessary for prescription-writing in wound care. That is why the other components will only be rolled out starting in the fall.

On May 31, 2016, many certificates were issued for West-Central Montreal Health. Our sincere thanks go out to our nurses, who were proactive and open to this new activity reserved for the nursing practice, a change that marks a historic turning point in how nursing is practised in Quebec. This accomplishment is the result of collaborative work with the other clinical departments.

The Nursing Department strongly encourages nurses who have yet to start the process of obtaining their prescriber number to do so!

THANK YOU TO OUR VOLUNTEERS



Over 250 volunteers from across West-Central Montreal Health were honoured at an afternoon reception on June 16 in the Atrium of the Jewish General Hospital.

The volunteers, many of whom met each other for the first time, shared their experiences and roles within their respective institution. Chief of Volunteers, Joanne Laing welcomed the volunteers and thanked them for their commitment and dedication. President of the Board of Directors, Alan Maislin reminded the volunteers that, “we cannot function without everyone being committed”.

The reception also celebrated the patient experience in which volunteers play an important role. Mr. Maislin reinforced that role by reminding all volunteers that they “embody the patient experience.”

Volunteers left with a smile, proud of their work and appreciative of the words of President and CEO, Dr. Lawrence Rosenberg, who shared with them that, “volunteers are the heart and soul of our network.”

TENA Identifi and Jewish Eldercare Centre: Leadership in Long-Term Care

In March 2016, Jewish Eldercare Centre (JEC) agreed to participate in a TENA Identifi trial, a new incontinence technology offered by Svenska Cellulosa Aktiebolaget (SCA). The first of its kind in Montreal, TENA Identifi electronically tracks voiding patterns as they occur over 72 hrs. and graphically converts the data into actionable, evidence-based reports to help effectively optimize individualized continence care in terms of:

- Improved quality of life for the resident
- Optimized toilet routines
- Minimized time spent on manual assessments
- Optimized product selection

TENA Identifi has the ability to create individualized care plans, improvement of quality of life and optimized resident experience, which are values aligned with West-Central Montreal Health’s strategic vision and JEC’s Planetree (resident-centred care) approach.

TENA Identifi safety benefits include potential reduction in falls and wound development. Furthermore, TENA Identifi demonstrates long-term cost-savings (i.e. product usage, manpower hours, and reduction of CSST).

Jewish Eldercare Centre is working closely with SCA to further develop the technology to promote more accessibility to a larger client-base.



Senior management appointment



Rosalie Dion

Directrice adjointe du programme de soutien à l'autonomie des personnes âgées – volet hébergement



West-Central Montreal Health is now on LinkedIn! Follow us for news, announcements, links to media coverage, workplace health and safety tips and more.

INTRODUCING WEST-CENTRAL MONTREAL HEALTH'S MIDDLE MANAGERS

Appointments will be published as they become available. Appointments can also be found on the West-Central Montreal Health intranet.*

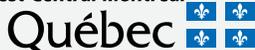
Department	Name	Title
Technical Services	Julie Vaillant	Coordonnatrice de la planification-projets-stratégie
Technical Services	James Shapiro	Chef de service - Groupe de projets
Technical Services	Walid Al Challe	Chef de service - des installations matérielles
Technical Services	Brandon Sant	Chef de service - des installations matérielles
Technical Services	Jacob Maman	Chef de service - Buanderie et lingerie
Technical Services	Angelo Genovesi	Chef de secteur - des installations matérielles
Information Resources	Jean-François Brunet	Coordonnateur des applications cliniques et administratives
Information Resources	Moran Solomon	Chef de service - Réseau et téléphonie
Information Resources	Michel Bégin	Chef de service - Pilotage clinique

* English titles not available at time of publication

WEST-CENTRAL MONTREAL HEALTH

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Integrated Health
and Social Services
University Network
for West-Central Montreal



360° is a newsletter for the staff of the Integrated Health and Social Services University Network for West-Central Montreal.

Please note that during the summer months, 360 will be published once a month rather than every two weeks. If you wish to submit something for any of the summer editions, please note the following deadlines: Thursday, August 4.

Please submit your articles to lisa.blobstein@ssss.gouv.qc.ca. Have a good summer!

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