

# 360°

## AS THE DAYS GET COLDER, THE FLU BUGS GET BOLDER



No matter how proud we may sometimes feel about the quality of treatment and care in CIUSSS West-Central Montreal, it's important for us to keep our achievements in proper perspective by recalling one of the fundamental principles of our healthcare network: Prevention is better than treatment.

It's a theme I touched upon not long ago in emphasizing the need for proper hand hygiene as a simple but effective means of preventing the spread of infection. And now, as the days get colder and our vulnerability to the

flu increases, the subject is worth revisiting, along with my strong recommendation that ever one on staff—regardless of their roles—be vaccinated against the flu.

For most members of the public, getting vaccinated is a personal decision that takes into account such factors as age, medical history and any health problems that an individual may be coping with. However, since we frequently come into contact with clients, residents, patients and their relatives—whether at the bedside, in physiotherapy, in a counselling session, in the corridors or even in an administrative capacity—getting vaccinated assumes much greater importance because of our responsibility for the well-being of others.

If being vaccinated can help to limit the spread of the flu virus and, ultimately, spare many healthcare recipients from being burdened by illness, why not get the shot? It takes just a few minutes, there's

no fee, and we're left with peace of mind in knowing that we've done everything we can to safeguard those in our care.

Admittedly, there has been some disagreement recently about the value of vaccinating healthcare workers. But until additional research has been conducted and the results are all in, our best policy is to err on the side of caution, especially where the welfare of others is concerned.

I urge you to check our network's intranet later this month, as well as the next issue of 360, for a schedule of dates when flu vaccination will be offered to staff in facilities throughout our CIUSSS. While getting vaccinated may be optional, it's a measure that should be taken by every conscientious employee who cares enough to make prevention a top priority.

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

## CONGRATULATIONS!!



Members of staff in CIUSSS West-Central Montreal who are responsible for public safety have been publicly recognized for helping to prevent significant problems when 2,000 Syrian refugees arrived in Montreal last winter. The acknowledgement, which took place at the Civil Security Forum in Quebec City

earlier this month, is a reflection of the expertise of CIUSSS staff. It also serves as significant recognition of all the stakeholders and senior executives who spent several months participating in this noteworthy event.

The CIUSSS's Department of Frontline Services, under the leadership of Mme Marie Ouellon, which is responsible for the Regional Program for the Settlement and Integration of Asylum Seekers, was at the centre of the clinical plan to cope with the arrival of the refugees.

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

### STAFF OF THE FINANCE DEPARTMENT RELOCATED FROM THE JEWISH GENERAL HOSPITAL TO CLSC DE BENNY FARM

On October 13 and 14, staff of the Finance Department who were based at the Jewish General Hospital relocated to the third floor of CLSC de Benny Farm.

With the exception of the Payroll Department which is still located at the JGH, members of the Finance Team are now together under one roof.

Despite this change, mail for the JGH finance department will be sorted at the JGH. Therefore, please continue sending mail to the address that you have been using.

When sending documents to the JGH, address the envelope to:

JGH Department of Finance c/o: Benny Farm  
Contact name and/or specific department  
(i.e. Accounts Payable, Receivable)

When sending mail to the Payroll Department, send it to the Jewish General Hospital indicating the name of the department on the envelope (Attn: Payroll).

Click [here](#) for a complete list of contact names and telephone extensions for the Department of Finance

Thank you for your cooperation and understanding.

### FOR JGH STAFF:

The JGH mailroom will continue to receive and distribute internal and external mail that is properly addressed to the Finance Department. The mail will be delivered to the department once a day in the morning.

When sending internal mail, address the envelope to:

JGH Department of Finance Department,  
c/o: Benny Farm  
Contact name and/or specific department  
(i.e. Accounts Payable, Receivable)

Internal mail envelopes will be picked up from your department every day and delivered to Finance on the following work day.

Please note that a three-day notice is necessary when placing an order for taxi tickets as they will be delivered by regular courier service. Orders must continue to be placed with Beverly Gouveia at 514-484-7878, extension 3490.

## YOU MAKE THE DIFFERENCE

Profiles of CIUSSS West-Central Montreal 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 Angelica Montagano at [angelica.montagano.ccomtl@ssss.gouv.qc.ca](mailto:angelica.montagano.ccomtl@ssss.gouv.qc.ca)

## MAKING SMILES HAPPEN EVERYDAY

### Tania Hayduk, Recreational Therapist Saint Margaret and Father Dowd Residential Centres

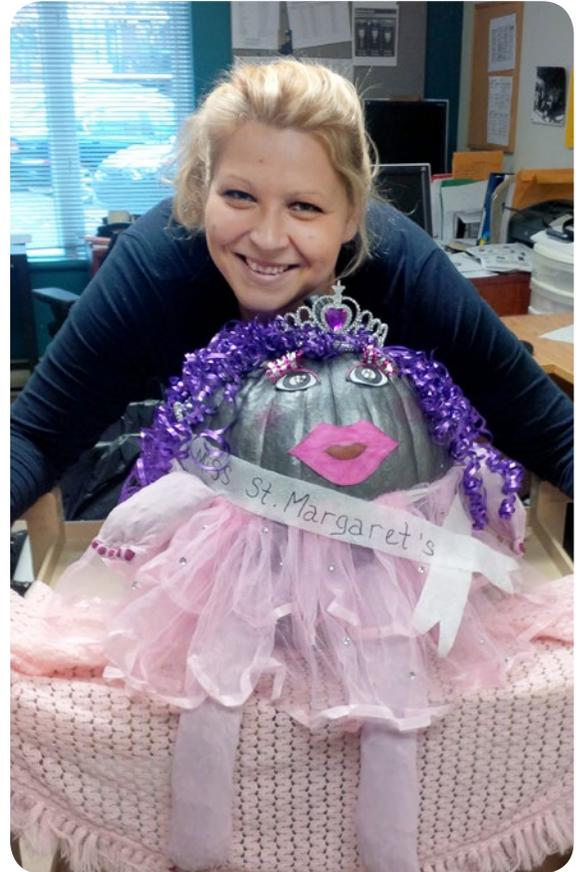
Weekly movie and manicure nights have become the norm at Saint Margaret and Father Dowd Residential Centres. These events have become popular attractions to the residents at both sites and it's all thanks to the amazing work of Tania Hayduk, Recreational Therapist.

For Tania, making a difference in a resident's life comes down to the small day-to-day details. As chair of the *Milieu de Vie* Committee, she ensures that birthday party materials are always in stock, weekly Bingo is always organized, and that every resident has a smile on their face. Tania even found a permanent home in Saint Margaret's reception area for Jack and Jill, two budgies that are known to be the residents' favourite guests.

"Tania is truly in her element when she's helping others," says Joanie Robidoux, Chief of the Patient Experience Office, "she always has a smile on her face and does her best to ensure the residents have a variety of personalized leisure activities."

In conjunction with the centres' volunteer coordinator, Tania interviews prospective volunteers and prepares them for various roles. Under her guidance, volunteers are trained to help in any way they can from assisting residents during meal time to playing a favourite tune on the piano. In fact, the phrase "going above and beyond" has become Tania's unofficial motto. She is known for being determined to make everyone around her happy. Every year, Tania helps coordinate fundraising activities to purchase gifts for the residents during the holiday season and makes it her mission to ensure that no one is forgotten.

Thank you, Tania, for making a difference!



## CELEBRATION OF LIFE AT MOUNT SINAI

Families of residents and patients who passed away at Mount Sinai Hospital Centre over the past year were invited to spend a peaceful evening in the Mount Sinai garden to take part in the annual "Celebration of Life" ceremony in honour of their departed loved one.

As the sounds of a harpist filled the air, family members were invited to walk across the bridge that sits in the centre of the garden. As the name of their loved one was read, they picked up a white carnation and walked across the bridge where they put their flower into a vase. As they left

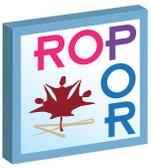
the bridge, they were given a white rose. Poems were read by staff from the palliative care unit, and family members took the opportunity to thank the staff of Mount Sinai for the gentle and caring way they looked after their relatives during their final days.

## TERMINOLOGY CHANGE: CIUSSS WEST-CENTRAL MONTREAL

The previous short name of West-Central Montreal Health has been replaced by **CIUSSS West-Central Montreal**. Logo changes will appear on our Intranet.

The French abbreviated name remains **CIUSSS du Centre-Ouest-de-l'Île-de-Montréal** and/or **Le CIUSSS**, replacing Santé Centre-Ouest Montréal.

Any printed material should be depleted.



## Patient-User Safety Weeks

Keep an eye out for the Patient-User Safety kiosks during Patient-User Safety Weeks that will kick off from October 24th throughout the CIUSSS West-Central Montreal! Our poster will be circulated soon!

This is a great time to review our Required Organizational Practices (ROPs) and what is done by all our teams to ensure safe care. The weekly ROP bulletins are being shared with you on the intranet or by your manager and can help you to celebrate all initiatives with your team in addition to prepare you for our accreditation visit from on December 4 to 9.

Read the new post every week online and participate in the draw by following the link in each ROP bulletin!

We would like to thank all teams, staff and partners who make a difference every day by creating an exceptional patient-user experience!

Don't forget to check out the **new** Mission and Values and Code of Ethics for CIUSSS West-Central Montreal.

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## Patient Safety

On a daily basis, staff members from across our CIUSSS are responsible for detecting safety issues. We would like to highlight many dedicated and hardworking teams every month. In this edition, we will focus on the exceptional work of Anya Morel, Lab Technician, who works in the Department of Diagnostic Medicine. Anya was processing a specimen and noted that the first name in the labs software for a patient did not match the identification information on the specimen and the requisition. This called into question whether all previous laboratory results for this patient were associated with the correct patient. Thanks to her vigilance, the entire interdisciplinary team worked on improving this process in order to prevent any chance of a recurrence. They also reviewed the root causes resulting in specific recommendations in order to improve patient identification across the patient trajectory. Our goal is to improve the quality of care and increase patient safety throughout our CIUSSS for all of our users. We thank you Anya for your commitment to patient safety!!

Please do not hesitate to send us the names of patient safety champions in your services / departments to either:

**Chantal Bellerose**, Coordinator of quality, risk management, accreditation and patient experience

**Lianne Dzygala**, Chief of quality and risk management – acute care

**Nathalie Trastour**, Chief of quality and risk management – Long-term Care, Home Care, Rehabilitation

### IN PREPARATION FOR OUR ACCREDITATION VISIT

A reminder to all staff to please read all of your Required Organizational Practice (ROP) Bulletins which are being released each week and are posted on our CIUSSS Intranet site in preparation for our Accreditation Canada visit of December 4-9th, 2016. You are participating in all draws in great numbers and we will share the winners' names soon! Also a big thank you to all of the authors!

## ACCREDITATION DID YOU KNOW?

During Accreditation week from December 4 to 9, the surveyors will ask questions related to Infection Prevention and Control's (IPAC) policies, procedures and practices to anyone at the CIUSSS West Central Montreal. IPAC will be evaluated across all missions and a patients' trajectories.

Did you know these important facts about the network?

1. We have a multifaceted approach to promoting IPAC and engaging staff, service providers and volunteers.
2. There are four Required Organizational Practices (ROP) related to IPAC.
  - a) We provide hand-hygiene education via various forums such as a hand hygiene e-learning module, in-services and during IPAC workshops/presentations to staff, service-providers, and volunteers.
  - b) We measure hand hygiene compliance through mandatory audits and disseminate the results to all units, department heads and directors on a monthly basis.
  - c) When reprocessing equipment, the Central Sterilization Department monitors our processes and makes appropriate improvements, in collaboration with IPAC.
  - d) We track healthcare associated infections such as MRSA, VRE, CRO, C.difficile, influenza and gastroenteritis, analyze the information to identify outbreaks and trends, and share this information throughout our organization (e.g. IPAC committee, Quality and Risk Management committee, Vigilance committee, Medical Executive Committee, Board of Directors and Public Health).
3. Our network-wide IPAC interdisciplinary committee meets at least six times a year to review the network's priorities and ensure improvements. An IPAC officer, a coordinator, and IPAC nurses, according to the provincial norms, support the IPAC program.
4. IPAC regularly collaborates with many departments such as Nursing, Microbiology Laboratory, Technical and Environmental Services, Central Sterilization and Occupational Health and Safety to promote the IPAC program and make improvements as necessary.
5. We provide staff, patients and families with information about hand hygiene, routine practices, additional precautions and information on specific diseases in a format that is easy to understand.

To support the network as we prepare for accreditation, Silvana Perna and IPAC team members are organizing site visits. If you would like to schedule an appointment, we encourage any interested parties to reach out to the team at 514-340-8222 extension 5778.

Starting October 17, Infection Prevention and Control Week and Users Safety Week promises to be an enriching experience for everyone!

Thank you for ensuring best IPAC practices across our network.

# Three associate directors of CIUSSS West-Central Montreal have received scholarships from the EXTRA FORCES Program of the Canadian Foundation for Healthcare Improvement



Right to left: Sebastien Blin, Christine Touchette, Marie-Hélène Carbonneau et Marcel Villeneuve.

During the 14-month program, the team must create a long-term healthcare improvement project, with a focus on better practices in an organization that performs well. Throughout the program, the scholarship recipients are followed by world-class faculty members, as well as a dedicated team coach, Marcel Villeneuve, a renowned healthcare administrator.

With backgrounds in three fields (Nursing Administration, Autonomy of Seniors, and Front-Line Services), Marie-Hélène Carbonneau, Christine Touchette and Sébastien Blin have joined forces to develop an innovative and inclusive project: patient partnership at the heart of the evaluation, and the use of clinical technologies in health care.

The success of this project also depends on the involvement and expertise of several partners within the organization. In the coming months, 360 will follow the evolution of the various elements of this project.

## NETWORK-WIDE JOB OPPORTUNITIES ON THE INTRANET!

Visit the Career Corner to discover job opportunities within CIUSSS West-Central Montreal



## INTRODUCING CIUSSS APPOINTMENT

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

*Khanh Du Dinh Associate to the Director of Human Resources, Communications and Legal Affairs: Global Security*



## VITAMIN D: THE SUNSHINE VITAMIN

October brings beautiful fall colours, November colder weather and December the first snowfall. Fall and winter also come with something that many of us don't look forward to: shorter days. Our daylight hours can decrease by 60% by the time winter is in full swing. This lack of daylight hours reduces our exposure to the sun and with it, reduces our intake of Vitamin D.

### WHY IS VITAMIN D IMPORTANT?

Vitamin D deficiency symptoms aren't always easy to notice but can impact you in big ways. When your Vitamin D levels are low, you can experience difficulty thinking clearly, unexplained fatigue, muscle weakness and frequent bone fractures. Individuals who suffer from milk allergies, adhere to a strict vegan diet, or avoid the sun are at a higher risk for Vitamin D deficiency.

### HOW CAN YOU KEEP YOUR VITAMIN D LEVELS UP?

Luckily, there are various ways to increase our sunshine vitamin during the darker months. Foods such as milk, fortified breakfast cereals, fortified yogurt, egg yolks, fortified orange juice and fatty fish like salmon and sardines are full of Vitamin D. Taking a multivitamin that contains vitamin D or going outside on sunny days for 15 minutes can also help.

As the sun begins to set earlier every day, keep in mind the importance of Vitamin D and its effects on your health!



**NOVEMBER 7 - 9:30 A.M. TO 4:00 P.M.**  
**BLOOD DONOR CLINIC**  
**JEWISH GENERAL HOSPITAL**  
**SAMUEL S. COHEN AUDITORIUM, PAVILION A**

Thank you to everyone who participated in the blood drive at MAB-Mackay Rehabilitation Centre on Tuesday, September 13. The Héma-Québec blood drive was in support of Melanie Bergthorson, an OT colleague and friend, who was recently diagnosed with myasthenia gravis, a condition which has led to her requiring regular plasma transfusions. Héma-Québec collects plasma through each blood donation received. The day was a great success thanks to Héma-Québec and volunteers and donors. The objective of 35 donors was surpassed. Pleased with the success, Héma-Québec and the organizing committee are hopeful to make this an annual event.



Pictured are from left to right: Enza Stabile, Emma Steven, Melanie Bergthorson, Zoé Lavallée, Kelly White

## CONFIDENTIALITY AND SECURITY ARE EVERYONE'S RESPONSIBILITY

With Confidentiality Week around the corner, from November 20 to 26, this is an opportune moment to reflect on the importance of the confidentiality of medical records because keeping personal information about our users private is a core business practice in the healthcare sector.

When treated at any of our network's establishments, users rely on receiving quality care and services that must be provided in a safe and secure environment. Above and beyond trust in our delivery of care, however, is the expectation from our users that the information disclosed to us, as well as medical results, is kept confidential, unless written consent is granted.

Advancements in technology have changed the way medical files are stored and shared. Nonetheless, whether files are electronic or not, it is the legal obligation of the healthcare provider, which includes staff members, to keep users' medical records in a safely locked cabinet and/or within the institution's electronic database.

To ensure that we all follow the hard-and-fast rules that govern the security of medical records, please take note of the situations that can significantly increase the risk of breaches in confidentiality:

- **keeping your computer on and unattended in examination rooms or where users can see and read the information on the screen**
- **engaging in hallway conversations about clients, patients, residents and users**

- **leaving personal and confidential documents on top of a garbage bin, or using the general recycling bin instead of the one for confidential material**
- **posting lists on walls or doors that include the names of users**
- **leaving medical charts unattended on carts in hallways, or failing to lock the doors of offices where user files are stored, easily available or visible**
- **using personal devices to store pictures, health data and personal information**
- **Sharing passwords**

To reduce this risk, it is imperative that you treat user information as you would want that of your loved ones to be handled. For inquiries regarding matters of confidentiality in our network, contact the Medical Records Team which is legally responsible for health data and personal information that is collected about our users, and for ensuring that measures are in place to safeguard them.

A medical archivist is available to answer your questions. Depending on the nature of your work, call: Annie Desjardins (hospitals, internal rehabilitation, residential centres and Long-Term Care) 514-340-8222, ext. 4092

Chantal Desmarais (medical records, protection of details about users' personal lives and files) 514-731-1386, ext. 8649

Julie Sauvé (CLSCs and external rehabilitation centres) 514-731-1386, ext. 8646

## CONFERENCE ON OPENING THE DOORS TO REFUGEES

We are pleased to invite you to the conference, "Opening the doors to refugees: Practices and policies", which will take place November 22 and 23, 2016 at the Montreal Fine Arts Museum. The program is now available and you can register online at: <http://www.sherpa-recherche.com/en/partage-des-savoirs/colloques/>

Clinicians and researchers in the fields of health, social services and education, along with community workers and refugees, will discuss practices and policies aimed at more effectively addressing the challenges of refugee settlement. Simultaneous translation will be provided for all plenary presentations. Workshops may be in either French or English, and whisper translation will be available. For more information you can contact

Annie Pontbriand, Coordinator  
 SHERPA Research Centre University Institute with regard to Cultural Communities in CIUSSS West-Central Montreal

## THE AGING POPULATION AND ITS IMPACT ON HEALTH CARE

The Multidisciplinary Council (MDC) will be hosting a speaking event on November 24, beginning at 3:00 p.m., located at the Constance Lethbridge Rehabilitation Centre. The MDC is pleased to have Dr. Richard Massé, Director of Public Health for Montreal, present his views on how the elderly population is shaping the future of health care and will provide strategies on meeting their needs. This event is open to all MDC members and an invitation has been extended to nurses.

For more information about the event, contact the MDC at [cm.CCOMTL@ssss.gouv.qc.ca](mailto:cm.CCOMTL@ssss.gouv.qc.ca) or on Lotus Notes at 06 CCOMTL Conseil multidisciplinaire.

The MDC is a consultative council accountable to both the Board of Directors and the President and CEO. 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.

# BIOMED

Following the creation of CIUSSS West-Central Montreal, various newly merged internal services had to adopt a different multi-site vision. The Biomedical Engineering Department of the Jewish General Hospital, the only “Biomed” Biomedical Department of this new entity, received the mandate of providing services to all the sites within the network.

Immediately after the announcement of this reorganization, the structure of Biomed was modified to support all the facilities. To this end, a centralised and cross-functional multisite approach, centered on the patient was established with the various resources in the community.

## THE CAVENDISH EXPERIENCE

Taking into consideration the available Biomed resources and the extensive geographic area, we could not deploy our services to the various sites. Instead, we reached a shared service agreement for first line services with the Material Resource Department of the former Cavendish CSSS. Key employees working at each site were identified and received training enabling them to diagnose and fix minor problems for most of their equipment. For more complicated issues, the equipment is sent by internal mail and Biomed does the repair.

## OTHER SITES

For sites without any key employees, phone support is available 24/7 and, if needed, the equipment can be sent for repair by internal mail.



We also created an e-mail address for Biomed (biomed.service.ccomtl@ssss.gouv.qc.ca) to facilitate communication outside the JGH and centralise all service requests.

For emergencies, a Technician in Biomedical Engineering will go to the facility. As well, for stationary, large or heavy equipment that cannot be sent by internal mail, Biomed made an agreement with the union to allow the technician to work outside of normal business hours.

## FUTURE

We are progressively implementing this new vision, and are confident to be able to extend and

adapt the Cavendish model to every other site. The next step will be to take over the preventive maintenance of all the CIUSSS equipment and to consolidate the management of the medical equipment, for which there are various CIUSSS West-Central Montreal programs.

We are also working on launching a web portal to help users follow-up on repair requests. This new computer-based tool (Tricolor) are already used in some Hospital departments.

And, let's not forget about the Medical equipment replacement plan, which is well under way.

## OPTILAB

Last month, the Ministry of Health and Social Services (MSSS) began the process toward the realization of the OPTILAB project. This project involves a standardization of practices for all medical biology laboratories and will regroup laboratories in Quebec into eleven clusters. The laboratories of CIUSSS West-Central Montreal will be regrouped with five other establishments in one service cluster lead by the MUHC .

On September 28 and 29, information sessions took place for staff who are directly affected by this reorganization.

Please click [here](#) to read more about this endeavour in the MSSS's OPTILAB Express bulletin. And, to consult the website of the MSSS, please click [here](#).

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



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