

360°

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

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HOSPITAL

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MAB-MACKAY

MIRIAM HOME AND
SERVICES

MOUNT SINAI HOSPITAL
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SERVICE

RICHARDSON
HOSPITAL

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RESIDENTIAL CENTRE

ST-MARGARET
RESIDENTIAL CENTRE

MAKING OUR NEW WEST-CENTRAL NETWORK MORE RESPONSIVE

In the 2½ months since our new West-Central CIUSSS came into existence, many of us have been reorienting ourselves to a greatly reconfigured healthcare landscape. As this transformation proceeds, it is important to remember that reforming Quebec's healthcare system was not meant as an end in itself. The ultimate aim is, and always has been, to better serve patients, clients and residents—a goal that must take priority as we adjust to our new work environment.

tending to the full range of users' needs at every point of contact with their healthcare institutions.

For instance, this might involve not just providing directions to a clinic, but guiding visitors to their destination. It might be a special effort to make a waiting room calmer and more inviting. And it encompasses everyone from healthcare personnel to staff in housekeeping, security and kitchen services.

The CIUSSS also provides us with an invaluable opportunity to more easily respond to users' unique healthcare needs by seamlessly transferring them between facilities in our network. Similarly, our task is to find ways of using our new system to broaden users' access to care, reduce the fragmentation and duplication of care, and improve financial accountability to allow users to get the greatest benefit from the funds in our budget.

This is what "patient-centric" is all about: changing our organizational structure and our overall approach, so that users come out ahead. By growing closer as colleagues of the same CIUSSS, we can learn from one another how to transform ourselves and the way we work. In the process, the system itself will evolve to benefit all of our patients, clients and residents.

Through cooperation and collaboration, we can enable our CIUSSS to achieve its full potential on behalf of those whose well-being depends on us.

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



jgh.ca/simplexity

Simplexity, a blog by Dr. Lawrence Rosenberg

When I became Executive Director of the Jewish General Hospital, I impressed upon staff the need to focus on upgrading the patient experience. This is now an objective that applies CIUSSS-wide. By "patient experience", I am referring to

Welcome to the first edition of 360°

A NEWSLETTER FOR THE STAFF OF THE NEWLY-FORMED INTEGRATED HEALTH AND SOCIAL SERVICES UNIVERSITY NETWORK FOR WEST-CENTRAL MONTREAL. THIS NEWSLETTER WILL BE GENERATED EVERY TWO WEEKS TO KEEP YOU INFORMED OF THE LATEST NEWS AND ANNOUNCEMENTS.

Centre intégré
universitaire de santé
et de services sociaux
du Centre-Ouest-
de l'Île-de-Montréal

Québec

RECENT APPOINTMENTS

The following senior managers have been officially appointed. In total there will be 37 senior managers in our CIUSSS organizational chart and many middle managers to come.

See the full list of appointments and the organizational chart: jgh.ca/en/CIUSSS-Administration



Francine Dupuis
Associate Executive Director



Carrie Bogante
Director of Finance



Beverly Kravitz
Director of Human Resources,
Communications and Legal Affairs



Johanne Boileau
Director of Nursing



Georges Bendavid
Director of Technical Services



Barbra Gold
Director of the Support program
for the autonomy of seniors (SAPA)

SUSPENSION OF PROGRAM CHANGES IN THE WEST-CENTRAL CIUSSS

Before Bill 10 came into effect, each of the partner establishments in what would be the West-Central CIUSSS conducted its affairs as usual, including planning changes to programs, services, etc. However, given the enactment of Bill 10 and the rapidly changing landscape that resulted from this reform, Dr. Lawrence Rosenberg, President and CEO of the West-Central CIUSSS, has requested all of the partner establishments suspend the implementation of any planned changes.

This request was issued to enable the PCEO and the newly installed senior management team to conduct a thorough review of changes that were planned before Bill 10 was passed and after it took effect.

These measures are being put in place in conformity with Dr. Rosenberg's guiding principle of patient-centric care.

CIUSSS STYLE GUIDE IN THE WORKS

The Communications Department is currently working on a style guide which includes guidelines for the use of logos, templates and branding.

All orders for new letterhead, business cards and envelopes are currently on hold until the style guide is complete. Please do not create your own letterhead templates in the interim.

THE NAME OF THE GAME

While a few points still have to be confirmed in the Terminology Guide for our healthcare region, a key item has been officially approved: Our area is now officially known in English as the Integrated Health and Social Services University Network for West-Central Montreal.

The French name is unchanged: Centre intégré universitaire de santé et de services sociaux du Centre-Ouest-de-l'Île-de-Montréal.