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HAND HYGIENE AUDIT RESULTS APRIL 2017

The hand hygiene compliance results for this month show an increase across CIUSSS West-Central Montreal.

Although we're not at our goal of 80% compliance, this upward motion shows great effort from all staff.

Long Term Care		
Audit Months	February 2017	March 2017
Results	41%	61% ↑

Rehabilitation		
Audit Months	February 2017	March 2017
Results	49%	51% ↑

Jewish General Hospital		
Audit Months	February 2017	March 2017
Results	58%	66% ↑

In long term care, Maimonides set the bar high by meeting and exceeding our goal by reaching an overall 93% compliance rate! Jewish Elder Care follows at 63%, Saint Andrew at 60% and Saint Margaret at 31%. With a light bump up in rehabilitation, Catherine Booth Rehabilitation Centre remained at 46% compliance while the Richardson Hospital finished the month at 52% compliance.

An improvement can be seen in all four hand hygiene moments with two moments, before aseptic procedure and after body fluid exposure risk, obtaining over 80% compliance. The fourth moment, after patient or patient environment contact, is nearly at our compliance goal reaching 75%. Although there was a slight improvement for the first moment (before initial patient or patient environment contact), it still requires a continued focus in order to meet our objective.

Hand Hygiene Moment	Period 12	Period 13
1) Before initial patient or patient environment contact	47%	53%
2) Before aseptic procedure	71%	82%
3) After body fluid exposure risk	61%	84%
4) After patient or patient environment contact	64%	75%

The four moments are a key in preventing health care associated infections. Therefore these moments are the focus in hand hygiene audits and should be followed in every user interaction.

ARE YOU LOOKING FOR OPPORTUNITIES TO DEVELOP PROFESSIONALLY?

DO YOU ENJOY NAVIGATING THE HEALTHCARE NETWORK TO CONNECT WITH OTHERS?

IS PROVIDING QUALITY HEALTHCARE SERVICES IMPORTANT TO YOU?

If you answered "Yes" to any of these questions, we're looking for you!

CIUSSS West-Central Montreal is now in the process of recruiting members of staff to play an integral role in the Respect Campaign by working with colleagues in a training session that focuses on respect in health care.

If you'd like to join this initiative and make a difference in the healthcare sector, we'd love to meet you!

Please speak with your supervisor before submitting your resume.

Together, we can bring the user experience to new heights.



Healthcare's got a new beat

Your Health

Hosted by Peter Anthony Holder

A Podcast of the Integrated Health & Social Services University Network for West-Central Montreal

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



A SPRINKLE OF JOIE DE VIVRE CAN GO A LONG WAY

MARTINE LEROUX, OCCUPATIONAL THERAPIST AND CLINICAL COORDINATOR, CONSTANCE-LETHBRIDGE REHABILITATION CENTRE

In order to be successful, rehabilitation requires a positive attitude, dedication and patience. All three of these attributes can be found in Martine Leroux, an Occupational Therapist and Clinical Coordinator at the Constance-Lethbridge Rehabilitation Centre.

Martine is committed to making every rehabilitation session an exceptional care experience. She does everything in her power to accommodate her clients and colleagues while she is at work. Her compassion for people can be felt in everything she does. To ensure her clients succeed, she takes the time to listen to their fears and concerns.

When it comes to her colleagues, Martine is a strong advocate of working together as a team. She believes that having a positive working atmosphere contributes to providing the best quality of care for clients. "Martine is an agent of positive change," said Natasha Viens, Program Administrator at Constance-Lethbridge Rehabilitation Centre, "she knows how to promote excellence and is always developing innovative projects with her colleagues."

Martine's joie de vivre and her contagious smile are noticeable as soon as she enters a room. The love she has for her job pushes her to participate in research projects which allow her to share her bank of knowledge with others. With her years of experience, she likes to share her knowledge with trainees who are just starting their careers.

Knowing the benefits of rehabilitation, Martine is always eager to help a client through the, at times, difficult process.

Thank you Martine for making a difference!

DIRECTOR OF LADY DAVIS INSTITUTE APPOINTED ACTING PRESIDENT OF CIHR

Dr. Roderick McInnes, Director of the Lady Davis Institute (LDI) at the Jewish General Hospital, has been appointed Acting President of the Canadian Institutes of Health Research (CIHR). He will serve in this

capacity while the selection process for the next President of the CIHR continues over the coming months.

Dr. Gerald Batist, Director of the Segal Cancer Centre, will be Acting Director of the LDI during Dr. McInnes' absence.

On behalf of the Integrated Health and Social Services University Network for West-Central Montreal, Dr. Lawrence Rosenberg wishes Dr. McInnes success with the CIHR, and welcomes Dr. Batist in his acting capacity.

GETTING ENOUGH SLEEP

Whether you're an early bird or late owl, the number one thing we all need is a good night's rest. Sleep can be a vital indicator of our overall well-being and can have a major impact on our health. We spend over a third of our lives asleep yet most of us aren't getting the right amount. According to the National Sleep Foundation, adults should be getting seven to nine hours of sleep a night.

Lacking some shut-eye can make us irritable, forgetful, less productive and increase chronic health conditions such as diabetes, hypertension and depression. Your sleep habits can have a direct effect on your weight. Not getting the right amount of sleep can increase your risk of obesity and decrease your ability to lose weight.

Here are some tips to help improve your sleeping patterns:

- Step up a schedule. Being consistent about what time you go to sleep and wake up will help your body sink into a routine.
- Avoid computers, tablets, phones and other electronic devices before bed. Not only do these devices continue to stimulate the brain, but the blue light that they emit suppresses our melatonin levels- the chemical that helps us sleep.
- Invest in a good mattress and pillows.
- Cut down your caffeine intake or avoid it all together. Stick to herbal teas in the afternoons.
- Use eye shades to keep out extra light that might wake you up.
- Avoid alcohol close to bedtime.

Our busy lives can often stop us from getting those much needed hours of sleep. But in order to maintain a healthy lifestyle, we should try to make sleeping a priority in our lives.



SATISFIED PATIENTS GIVE HIGH MARKS TO JGH CATARACT CENTRE

In a survey of care in the Jewish General Hospital's (JGH) Academic Cataract Centre, 100 per cent of patients said they were treated with courtesy and respect by the doctors and nurses, while nearly all agreed they received the necessary information about their procedure in easy-to-understand language.

Paula Caestagne, the Patient Experience, Quality and Safety Advisor who handled the survey, says the results are believed to be the best for any JGH clinic, service or area that has ever been surveyed. The Centre, used exclusively for straightforward cataract procedures, was launched in January 2016 on the third floor of Pavilion G.

Patients received questionnaires this past December and January after their procedures, and responses were submitted by just over 55 per cent of them. According to the Patient Experience Survey:

- More than 98 per cent of patients were emphatic about the helpfulness of the clerks and receptionists.
- Just over 91 per cent felt strongly that a doctor or another member of the Centre's staff properly prepared them for what to expect during post-surgical recovery.
- Nearly 90 per cent said they would certainly recommend the Centre to relatives or friends—a finding that Ms. Caestagne calls "very significant".

Anna Pevreal, the Associate Director of Nursing for Surgery, who helped to create the Centre, calls the results "really wonderful. Everyone works so well together in a team that's warm and friendly, like family. Every step in the patient flow and in the workflow has been fine-tuned, so patients feel secure and comforted."



In the recovery room of the Academic Cataract Centre, Claire Lenet receives instructions from Nursing Assistant Francine Mwimbi about the post-surgical care of her right eye.

"It's spectacular," agrees Dr. Leonard Levin, Professor and Chair of Ophthalmology at McGill University, who was instrumental in planning and developing the Centre because of the JGH's designation as a McGill teaching hospital. "In these kinds of surveys, it's rare to see numbers uniformly over 90 per cent—and 100 per cent just doesn't happen!"

Discussions to plan the Centre began in winter 2014 with a three-fold objective: to create an area dedicated to cataract surgery; to satisfy the government's request that straightforward surgical procedures be performed somewhere other than in a full-scale operating room; and to develop a new service whose top priority was maximizing the patient experience and outcomes.

The new space in Pavilion G was renovated, thanks to a generous donation through the JGH Foundation. Among the improvements was extra seating for family members in the waiting room and recovery area.

Staff have also benefited from new locker rooms, as well as a lounge and a research room with big, bright windows. "We proceeded on the premise that if we look after our physicians and staff, our patients will also be well looked after," says Ms. Pevreal.

CANCER QUALITY & INNOVATION RESEARCH GRANTS: APPLY NOW!

The Rossy Cancer Network (RCN) wants to support your research initiatives in improving cancer care quality with grants of up to \$100,000.

The annual RCN Cancer Quality & Innovation Research Grants are open to all health professionals who provide care to cancer

patients in the RCN's partner hospitals: the Jewish General Hospital, the McGill University Health Centre and St. Mary's Hospital Center.

Eligible applicants includes physicians, nurses, rehabilitation experts, nutritionists, psychosocial health experts and allied health professionals.

Projects must be original and include a collaborative component with equal representation from at least two hospitals in the RCN network.

The deadline for applications is June 2, 2017.

For more details and to apply, visit mcgill.ca/rcr-rcn/rcn-grants/cqi-research-fund.

WORLD HAND HYGIENE DAY IS ON MAY 5

In honour of World Hand Hygiene Day on May 5, the Infection Prevention and Control Team (IPAC) is organizing a video contest and the winning team will receive a prize! The video must:

- feature a song
- promote proper hand washing
- not exceed three minutes in length

Deadline for submissions is Wednesday, May 5.

For more information, be sure to check out the [IPAC intranet page](#).

Keep your eye out for more fun activities for World Hand Hygiene Day at your site on May 5!

12TH ANNUAL PSYCHIATRY RESEARCH DAY

The theme for this year's 12th Annual Psychiatry Research Day was, "There should be an App for That: The Promise of Technology for Mental Health." Researchers at the Jewish General Hospital (JGH) are carefully evaluating how new technology can benefit patients.

"Millions of Canadians are affected by various mental health problems, but roughly 50% fail to utilize mental health services. New technology brings the promise of making services more accessible to patients, empowering patients to play a more active role in their own care in partnership with health care professionals, and enhancing personalized care through assessments of a patient's daily life experiences," said Dr. David Dunkley, of the Institute of Community and Family Psychiatry at the JGH, who coordinates the event.

Dr. Marc Miresco (pictured at left), a psychiatrist at the JGH, showcased a new app that helps patients participate more actively in their treatment, along with Ashley Tritt (second from right), a medical student at McGill University. Dr. Phyllis Zekowitz (third from left), Director of Research in the Department of Psychiatry at the JGH, discussed the types of information that patients search for online. Dr. Dunkley (far right) presented on how apps can play a role in personalizing



care through assessments of a patient's daily stressors. Dr. Nancy Low (second from left) served as discussant. Anita David (fourth from left) is the President of the Gustav Levinschi Foundation, which generously funds Psychiatry Research Day.

APRIL WAS ORAL HEALTH MONTH

During national oral health month, the dental hygienists for the Integrated Health and Social Services Network for West-Central Montreal are pleased to give you some tips to improve the health of your teeth!

Did you know that **water in the Montreal aqueduct system doesn't contain any fluoride?** The best way to protect your teeth from decay is to **brush twice a day for at least 2 minutes**, using fluoride toothpaste.



Don't rinse your teeth after brushing them. Otherwise, the active ingredients in the toothpaste **will be "washed"** from your mouth.

Not everyone needs to see their dentist at the same rate as others. **Ask your dentist how often you should see them!**



CONGRATULATIONS TO THE JEWISH GENERAL HOSPITAL ON BEING ONE OF MONTREAL'S TOP EMPLOYER FOR FIVE CONSECUTIVE YEARS



For the fifth year in a row the JGH has secured a spot on Montreal's top Employer list!

The hospital continues to be committed to its staff well-being, to developing and maintaining a healthy working atmosphere based on respect, safety and teamwork where all members of staff can reach their professional goals and be valued as individuals. As a leader in health care, the JGH maintains high recruitment standards and is always looking for promising, new talent in leading academic institutions, summer employment programs and internships.

By aligning itself with staff needs, the JGH continues to be an example of how working together can create an environment dedicated to providing the highest quality of care to patients.

PROJECT GROUP CORNER

Vascular Cardiac Hybrid Operating Room at the JGH



The concept for a hybrid operating room began at the JGH in early 2015, with construction of Pavilion K – featuring the latest in medical technology. The planning process involved input from a multidisciplinary team including architects, engineers, doctors, nurses, anesthesiologists, and biomedical engineers.

A range of suppliers were used to equip the high-tech room including Philips for the C-arm, Maquet for the articulated ceiling suspended arms, and Storz for all the signal integration. Project Manager Joel Bohadana from the Technical Services department helped orchestrate the logistics involving construction, communication, and equipment deliveries.

The nature of the project was precarious in that work was being done in a functional, sterile, operating room environment. Special considerations were given to noise, vibrations, service shut downs and especially the containment of dust propagation. An added complication was the fact that the hybrid operating room is located directly above the resuscitation area of the ER and the ICU.

The vascular cardiac hybrid operating room became fully functional after a 6-month construction period. A fixed motorized bed sits in the centre of the room. A control room housing computer and viewing stations for surgeons, anesthesia and nursing is located at one end of the room. The control room allows a full view into the room through two 8-foot long leaded windows. The patient's vital information is transmitted directly to the control room through specialized software, four cameras, and radiology (C-arm) which come together through a complex network of cables which are hidden within the framework of the room.

As Mr. Bouhadana says “This 4 million dollar project produced a marvel, one of the largest and reputed hybrid rooms in Quebec and possibly Canada.” Mr. Bohadana wishes to extend thanks to all involved in making this project come to life.



SPRING IS IN THE AIR – AND SO ARE HARMFUL BACTERIA!

Having a clean environment can help in keeping you healthy

Spring has sprung and for many of us, this means it is time for some spring cleaning. But airing out our personal space shouldn't be just for our homes. Often times, we will think of our workspace as our personal zone, but it's not as safe as you think it is. Our workspace and employee lounges can be a breeding ground for harmful bacteria.

Did you know that the average workspace has 400 times more bacteria than a toilet? This is especially true for 'high-touch' areas which include our keyboards, our mouse, our phones

and our pens. This means that even when you've just finished washing your hands, as soon as you start using one of your work tools, your hands have become contaminated once again.

Deep clean your workspace/employee lounge one a month

Starting a habit of deep cleaning your workspace and employee lounge with anti-bacterial sprays or wipes can ensure we are limiting the amount of bacterial growth happening. Don't forget to clean your phone, pens and notebooks!

Wash your hands when leaving your workstation

Stop the spread of bacteria by washing your

hands when you leave your workstation. This way you won't be giving bacteria a free ride to a new home.

Wash your hands before entering your work station/employee lounge

Following the same principle as the previous point, washing your hands before entering or returning to your area can help you avoid contamination.

Keep food away

Crumbs in keyboards and drawers can become giant breeding grounds for bacteria. Being mindful of having a clean workspace, employee lounge and practicing proper hand hygiene, can help stop the spread of harmful bacteria for our users and ourselves.

THE SUCCESS OF THE EDUCATION CARAVAN!

As recently advertised, the Medical and University Education Directorate (MUE) conducted its tour on March 24, 29 and 31 throughout the CIUSSS West-Central Montreal to present its mandate, introduce its team and share with members its current and upcoming projects. This tour, titled the “Education Caravan”, was held in a warm and friendly atmosphere. It enabled the MUE team to reach more than 130 individuals across three different sites. The sites were carefully chosen to geographically cover the network.

Associated with this tour, the Research Directorate also revealed its contribution to the consolidation of the University Mission of the CIUSSS, by presenting the criteria that permitted some of our services to become designated University Centres or Institutes, which is an asset to be safeguarded and perpetuated when developing different clinical projects within our CIUSSS.

This activity, following the integration of the CIUSSS and the implementation of Bill 10 two years ago, allowed the MUE Directorate to answer various questions from participants, whether managers or professionals, regarding the management of stages, the coordination with educational institutions, the recognition of clinical teaching supervisors and the redistribution of stages’ income.

In addition, the Education Caravan allowed for the promotion of the CIUSSS’ library and audiovisual resources and services which are under the leadership of the Directorate. It further offered the possibility to acknowledge the continuing support and collaboration provided by several services and clinical departments in the coordination of the stages.

SOME STATISTICS 2016-2017 – CIUSSS WEST-CENTRAL MONTREAL

665 INTERNS INDIVIDUALLY SUPERVISED OR CO-SUPERVISED:

345 GROUP STAGES FOR ALMOST 2 000 INTERNS

ALMOST 530 CLINICAL TEACHING SUPERVISORS

35 TRAININGS AND WORKSHOPS OFFERED TO 300 STUDENTS AND STAFF IN CLSCS AND RESIDENTIAL CENTRES

MORE THAN 850 INTERNS IN MEDICINE AT THE JEWISH GENERAL HOSPITAL

MORE THAN 360 MEDICINE RESIDENTS AT THE JEWISH GENERAL HOSPITAL

THEY SPOKE OF...

Dr Michelle Elizov, Director of the Medical and University Education Directorate

The strong links with university and non-university educational institutions.

The Directorate’s role in attracting interns, providing training and support for future employees, as well as in disseminating best practices in clinical teaching and supervision of interns.

The strategic vision of the Directorate and its action plan for the consolidation of the academic and university mission of the institution.

Kevin Hayes, Associate Director of the Medical and University Education Directorate - Operations

The integrated CIUSSS databases for the management of stages and harmonization process. All information needed to facilitate these processes will be available on the CIUSSS Intranet and website for staff involved in clinical teaching supervision and future interns.

The procedure for the management of interns income by the Directorate, which was developed in consultation with each mission of the institution.

Fatima A. Lahrizi, Associate Director of the Medical and University Education Directorate - Development

Establishment of a Committee for clinical teaching supervisors to reflect on actions to be implemented in terms of training for, support to and recognition of clinical teaching supervisors.

In May a survey will be sent out across the CIUSSS to explore clinical teaching supervisors’ needs for training, support and recognition.

CLINICAL TEACHING SUPERVISORS, HOW CAN WE SUPPORT YOU?

The Medical and University Directorate invites all clinicians supervising students in our CIUSSS to fill out the survey aiming to identify their needs for support, recognition and training.

It takes approximately 15 minutes to complete the survey!
Your answers are anonymous and confidential.

Let us HELP YOU!

The survey is available online until May 26, 2017.
Please click on this link to give us your opinion.

Your collaboration is important to us. The results of this consultation will assist the Committee for training and supporting clinical teaching supervisors, created in the fall of 2016, in the development and implementation of activities that YOU consider a priority in YOUR clinical teaching mandate.

For further information, please contact Valérie Coulobme, Planning, Programming and Research Officer by e-mail valerie.coulobme.ccomtl@ssss.gouv.qc.ca or by phone at 514-340-8222 ext. 28341



Centre: Dr. Michelle Elizov, Director, Medical and University Education
On the left: Kevin Hayes, Associate Director, Operations and
Fatima Azzahra Lahrizi, Associate Director, Development

(RAPS) TOOK PART IN A STUDY DAY

The group Research and Action on Social Polarizations (RAPS) took part in a study day organized by Public Safety Canada, in Ottawa, on March 10, 2017

The Integrated Health and Social Services University Network for West-Central Montreal (CIUSSS) is designated as a University Institute regarding ethnocultural communities. In this context, the SHERPA research centre and a team of the RAPS Society and cultural research Fund (FRQSC), were invited by Strong Cities Network and by the Canadian Network for Research on Terrorism, Security and Society to participate in an event organized in Ottawa by Public Safety Canada on March 10. Dr. Ghayda Hassan animated a workshop during which participants from Canadian academic and community groups and from other Commonwealth countries had the chance to talk to her and with other delegates from the Institute, such as Spyridoula Xenocostas, Luc Treny, Info-Social coordinator and Mathieu Brami, on the scientific and clinical work of the RAPS, namely the Info-Social program.

The Health and Social Services Ministry (MSSS) gave the CIUSSS West-Central Montreal Montréal national mandates regarding the prevention of radicalization. These mandates are part of the designation of the CIUSSS as University Institute for cultural communities and consistent with the measures of the 2015-2018 Government Action Plan – Radicalization in Québec: act, prevent, detect and live together.

THE USERS' COMMITTEE IS HERE TO HELP

THE RIGHT TO INFORMATION

By the Users' Committee of the sites of the former CSSS de la Montagne

The right to information, which is included in the law on health and social services, entitles users, residents and patients to be informed about **services** and **resources** in their area. They must also be told how to gain access to those services and resources. (Article 4)

In addition, users, residents and patients have the right to be informed about their **physical** and **mental state**, as well as about diagnosis, prognosis and treatment options, along with the risks and consequences that are associated with them. (Article 8)

Finally, users, residents and patients have the right to be informed about any **accidents** that occurred while they were receiving services, as well as the consequences of those accidents. (Article 8)

Users, residents and patients must receive **clear information** that they can understand, depending on their physical and mental state, education and language.

To exercise their rights, users, residents and patients can **ask questions** of the professionals who are providing services, **obtain information** from support groups or from any other organization in the community, and ask to **see their file**.

We can be reached at 514-273-9591, extension 5093, or at comiteusagers.dlm@ssss.gouv.qc.ca.

VOLUNTEER NAVIGATOR PROJECT: A UNIQUE OPPORTUNITY FOR THOSE AGED 50 OR OLDER TO MENTOR ISOLATED FAMILY CAREGIVERS IN THE COMMUNITY. INFORMATION SESSION ON MAY 10, 2017, 6:30 P.M. AT CLSC RENÉ-CASSIN. TO REGISTER, CONTACT APOSTOLIA PETROPOULOS AT 514-488-3673 EXT 1602.

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

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