

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

## BUILDING ON THE MOMENTUM OF 2016 FOR AN EXCITING 2017



As I look back at 2016 and ahead to an exciting and productive 2017, I'm struck by the distinct change in tone and approach that have become apparent in CIUSSS West-Central Montreal during the past 12 months.

Last year at this time, as our healthcare network was finding its footing, members of staff were still settling into their new roles and beginning to really understand the implications of care and cooperation on a broad, multi-facility scale. Today, by contrast, we can truly sense

how much momentum we've gained after working together and falling into sync with one another over an extended period of time.

Nowhere is this more apparent than in the way staff rallied together last month for the week-long accreditation process. Not only did they explain to the visiting evaluators the depth of our commitment to our clients, patients and residents, but they exuded confidence and pride in describing the accomplishments of our CIUSSS.

This clarity and self-assurance will be in demand again next year, when the evaluators return for a close look at rehabilitation services, acute

care, ambulatory care, palliative care, integrated frontline services, public health, and obstetrics and gynecology. The 2018 results, combined with those of 2016, will paint a full and detailed portrait of all aspects of our performance.

The momentum that we now feel will also be behind our push in 2017 toward some of our most important network-wide goals:

- developing additional integrated practice units that marshal the resources of multiple facilities to provide a seamless continuum of care in specific areas—for example, strokes or hip fractures
- registering more people to receive care from general practitioners
- placing further emphasis on the needs of the elderly, whose presence in society—as well as their need for intensive treatment—continues to increase
- maintaining and strengthening our ties with other healthcare networks, national and global institutions and organizations, and political leaders at all levels
- binding the facilities of our CIUSSS more closely together, while preserving and celebrating their unique identities, legacies and traditions

With the wind now at our backs, I look forward to working closely with you in 2017 to make our CIUSSS even more responsive to the evolving needs of users of health care and social services. Our unity is the key to serving them to the best of our ability.

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

## FLU SHOTS STILL AVAILABLE FOR STAFF

Missed a chance to get the flu shot? Not to worry because the flu vaccine is still available for staff. Getting vaccinated against the flu is the best defense against the virus. Flu shots are available at the Health Services office located at the Jewish General Hospital room B.025 between 7:30 a.m. to 12:00 p.m. and 1:00 p.m. to 3:30 p.m.

For more information, contact Diane Mercier on Lotus or at 514-340-8222, extension 5421.

## 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)

# A LITTLE SUNSHINE TO BRIGHTEN THE DAY

CECILIA MELANSON MARTINEZ, RESPIRATORY THERAPIST



Even on the gloomy days, there is a ray of sunshine in the Respiratory Physiology department at the Jewish General Hospital. Cecilia Melanson-Martinez, Respiratory Therapist (RT), warms any room she enters.

Hidden at the end of the second floor in Pavilion G, the Respiratory Physiology department performs complex breathing tests and assists Respirologists during intricate procedures for establishing diagnoses. During their appointments, patients can experience anxiety which makes testing difficult. This isn't the case when Cecilia is around. Her generous smile, appeasing attitude and empathetic nature can reassure even the most anxious patients.

"She is a ray of sunshine in our department." said Jacinthe Lavergne, Chief of Respiratory Physiology & Neurophysiology "She is always smiling and sets the mood for the day. She can make any colleague smile - even the ones who aren't morning people! Cecilia is always there for her team and is ready to jump in and help at a moment's notice."

Her infectious positive attitude helps her team come together to achieve great things for our users. Cecilia is always ready to jump up and rise to the challenge presented in front of her. She believes that being there for her team is a priority and has become an example for others to follow. As the youngest RT in the department, Cecilia has already made a big impact with staff and patients.

When asked about her secret to success, Cecilia said "I can't take all the credit. I work with an amazing team of Respiratory Therapists! Whether helping a 98-year-old woman, a patient who is hearing impaired or a patient with a complex lung disease, each Respiratory Therapist in Respiratory Physiology will show extraordinary patience, professionalism and devotion to their profession!"

Thank you Cecilia! Your dedication to your patients and team help make a difference!



## EMPLOYEE ASSISTANCE PROGRAM IS HERE TO HELP YOU

HEALTH • SAFETY • WELL-BEING

Some days are easy and others can be tough but that's no reason to go through it alone. Asking for help is one of the strongest - and sometimes scariest - things someone can do. Many people just don't know where to ask for help- do you?

Since April 1, 2016, Consultants Longpré & Associés Inc. have been managing the Employee Assistance Program (EAP) network-wide. Employee health and well-being is a priority of the CIUSSS West-Central Montreal and through the EAP, you can get the help you need to work through the difficult times you may be facing.

All consultations are confidential, voluntary, available off-site and free. The services are available to all employees and their families. The goal is to offer access to professional assistance to employees dealing with issues that could compromise health, psychological well-being or job performance.

The EAP can help you through:

- Personal or psychological (grief, anxiety, stress, depression)
- Family or couple (separation, divorce, domestic violence)
- Work-related (burnout, interpersonal relations)
- Addiction (alcohol, drugs, gambling)
- Legal and Accountants (separation, alimony, debt)
- Traumatic event or crisis (theft, aggression, threats)

For more information, visit the Employee Assistance Program page on the intranet or call toll-free anywhere in North America 1-800-567-2433.

<sup>1</sup> Up to four hours depending on the service offered

# IT'S A MATTER OF IDENTIFICATION!

Wearing an identification (ID) badge at work should be an important part of our daily routine and although it is policy, for one reason or another, we don't always remember to do so. In a healthcare setting, where the user experience is at the heart of what we do, it is crucial for staff members to be identifiable to those we care for and to our colleagues. Your ID badge quickly tells people who you are and what role you play in the facility where you work. It helps users feel safe and secure when they are looking for someone to speak to or when they have questions. Moreover, with many staff members traveling from site-to-site, working with others and handling confidential information, it is imperative that your ID card always be visible for access and security purposes.

**If you no longer have a valid ID card, please have one made in the next few days and wear it so that your name and photo are easily seen at all times.**

ID badges are printed at all sites in the network. To replace your missing badge, please speak to your manager or contact the person at your work site who is responsible for printing ID badges.

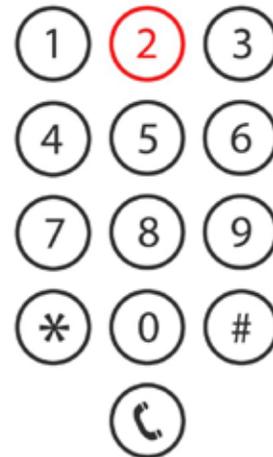


## INTERGENERATIONAL CONNECTION

Users of the MAB-Mackay Day Centre welcomed a group of pre-school aged children from a nearby daycare as part of the Day Centre's intergenerational programming in early December. The children and older adults partook in card-making, singing and informal interaction with one another while sharing a snack and refreshments. Connecting younger and older generations proved to be an opportunity to foster fun and meaningful experiences for everyone involved. Participants enjoyed the activity and are hoping it is repeated in the future.

The Day Centre welcomes partially sighted or blind English speaking adults (60 years of age and over), residing on the island of Montreal. The centre offers an array of therapeutic activities that provide social, cognitive and physical well-being through stimulation geared towards older adults living at home or in a non-institutional setting in order to maintain optimal social participation and quality of life.

**2 talk, dial 2 first!**



**Starting January 20:**

**Dial 2 before all JGH phone extensions except:**

☎ 5555 : Emergency

☎ 5000 : Security



# MAJOR STRIDES FOR DIGITAL DATABASE OF INSTRUCTIONS FOR BETTER PATIENT CARE



Dr. Elizabeth MacNamara (centre), JGH Chief of Diagnostic Medicine, presents a bottle of wine to Dr. Michael Bell to thank him for substantially adding to the database of Patient Order Sets, whose Clinical Lead is Nurse Clinician Christiane Honeine (right).

Ever since digitized Patient Order Sets were introduced to provide clearer, faster and safer instructions for patient care at the Jewish General Hospital, the project's database has been enjoying steady growth, with a notable effort by Dr. Michael Bell.

As 2016 drew to a close, Dr. Bell, a fourth-year urology resident, had the distinction of having contributed more than 1 of every 7 Patient Order Sets to the 1,541-item database over the previous year. That earned him a congratulatory bottle of sparkling wine from Dr. Elizabeth MacNamara, JGH Chief of Diagnostic Medicine, who is the project's Medical Lead.

"The most important thing about Patient Order Sets is that they standardize care," says Dr. Bell, who beefed up the database more than any other clinician at the JGH. "You still have to make up your own mind about the kind of care a patient needs, but Patient Order Sets help to guide your judgment and be sure that the care is consistent with best practices and the hospital's preferred procedures."

In an earlier era, a doctor routinely prepared hand-written instructions about the care of individual patients, and these notes were given to nurses, pharmacists and other members of healthcare staff for implementation. Although this system usually worked reasonably well, it sometimes meant that different doctors might vary the instructions for the care of patients who had the same medical condition. This raised the potential for confusion and miscommunication among staff.

Preparing the instructions by hand was also a tedious and time-consuming process, and after the task was completed, healthcare staff sometimes were unable to read the doctor's writing. As a result, time was lost in contacting the doctor and asking him or her to clarify the instructions.

Patient Order Sets, which were launched for JGH Surgical Services on November 2015, eliminate these problems by enabling the doctor to use the database to quickly generate a clear, legible printout of pre-written instructions that are appropriate for a patient's specific medical condition. (If necessary, the doctor can customize the instructions to suit a patient's particular needs.)

The result is not only an improvement in the quality of care but, in many instances, a decrease in the length of the patient's stay in the hospital. For this to happen, a team effort is required, with support from staff doctors, residents and the full range of other healthcare personnel.

This means that the database constantly needs to be expanded and updated to cover a broad array of medical conditions, says Nurse Clinician Christiane Honeine, who is the project's Clinical Lead. For this reason, she adds, doctors across the JGH are being encouraged to follow Dr. Bell's example by adding new Patient Order Sets to the database, and by taking the initiative to further develop the Patient Order Sets that have been placed in the database.

"To be successful, we need our medical partners to lead the way," says Ms. Honeine, who oversees the project with Serge Cloutier (Nursing Lead) and France Guimont (IT Lead). "Our goal for 2017 is to have even more contributions by our medical champions, with expansion to Emergency Medicine, the Department of Medicine and, eventually, hospital-wide. It's our pathway to excellence in the quality of patient care."

## OPTILAB UPDATE: DIRECTORS NAMED

As announced earlier this year, as part of the OPTILAB project across Quebec, laboratories in the biology and medical sectors will be grouped into clusters. The laboratories of the Jewish General Hospital will be part of the Montreal-MUHC cluster.

On December 22, the new directors of the cluster were named, one of the two being our very own, Dr. André Dascal, Chief of Infectious Diseases and Microbiology.

For more detailed information, please see the appointment announcement.

## THE ROSSY CANCER NETWORK'S QI2 QUALITY IMPROVEMENT FUND: LAUNCHING SOON!

The Rossy Cancer Network (RCN) is offering funding and project support to help you put your quality improvement ideas into action. If you work with cancer patients at the Jewish General Hospital and have a proposal to improve the delivery of care, then QI2 is for you!

The brand new Quality Improvement Initiatives Fund (QI2) focuses on making an immediate impact on the delivery of care for patients in the network. QI2 offers funding plus the help of an RCN project manager, a clinical analyst or an epidemiologist to make your project happen.

Applications will be accepted between January 23 and March 10, 2017.

For all the details on funding and resources, consult the QI2 reference document at [mcgill.ca/rcr-rcn](http://mcgill.ca/rcr-rcn).

## OPTIMIZATION OF CENTRE FOR INFORMATION TECHNOLOGY AND TELEPHONY SERVICES

To optimize Information Technology (IT) services, a new centralized call centre will be set up at the Benny Farm CLSC, starting January 16, 2017, for the following Integrated Health and Social Services Network for West-Central Montreal sites:

- CLSC René-Cassin
- CLSC de Benny Farm
- Richardson Hospital
- Catherine Booth Hospital
- Saint Andrew Residential Centre
- Father Dowd Residential Centre
- Saint Margaret Residential Centre
- Henri-Bradet Residential Centre
- Miriam Home
- Mount Sinai Hospital
- MAB Mackay
- Constance Lethbridge Rehabilitation Centre
- Jewish Eldercare Centre
- Donald Berman Maimonides Geriatric Centre

(Please note that the former CSSS de la Montagne sites and the Jewish General Hospital are excluded from this list)

For all requests, please use one of these options:

- Dial 514-484-7878 ext. 8254
- Use the direct line at 514-483-0087
- Dial extension 8254 when dialling directly from your institution. (Please note that Miriam Home employees must use extension 825.)

Please note that employees from Constance-Lethbridge and the former CSSS Cavendish can use the Octopus portal to log their calls with the CSIT.

For more information on the call centre, please consult the Intranet:

<http://co.intra.mtl.rtss.qc.ca/index.php?id=29065&L=1>

## MIGRATION TO TELUS: FINAL NOTICE

The Integrated Health and Social Services University Network for West-Central Montreal has accepted to participate in a project from the *Groupe d'approvisionnement en commun de l'Est du Québec* (GACEQ) that will make TELUS Mobility (TELUS) our sole telecommunication service provider.

Therefore, the Department of Information Resources (IT) is taking immediate steps to ensure that all staff with a paid work cellular phone and/or internet plan are aware and switch over to TELUS.

As of January 27, if you have not yet migrated to TELUS, the IT Department can no longer confirm whether or not your existing corporate plan will remain the same.

Staff with a paid work cell phone should expect a phone call, text or email from the IT Department and are urged to please meet with an IT specialist before this date.

For more information, please consult the FAQ sheet or send an email to [migration.cellulaire.CCOMTL@sss.gouv.qc.ca](mailto:migration.cellulaire.CCOMTL@sss.gouv.qc.ca).

<http://co.intra.mtl.rtss.qc.ca/index.php?id=29812&L=1>

## IMPORTANT MESSAGE FROM IT: VIRUS ALERT

We've always been taught not to open the door to strangers, and the same principle should be used when you consider whether to open an email that looks suspicious.

Emails with strange-looking titles, such as EPS00006 or EPSxxxxx, or are from unknown sources must be deleted and not opened. Opening such emails could disable applications, corrupt shared folders and result in the loss of important files.

Moreover, when receiving photos, please do not open files containing the file name .svg. This is a virus.

If you are unsure about the source or content of the incoming email, or have questions, be sure to contact the Department of Information Resources at <mailto:csit@jgh.mcgill.cacsit@jgh.mcgill.ca>.

Thank you for your diligence in this matter.

<http://co.intra.mtl.rtss.qc.ca/index.php?id=29812&L=1>

## YOU ARE UNIQUE, AND SO SHOULD BE YOUR PASSWORD

A password unlocks the key to your identity. Therefore, whether it's your laptop, Ipad, smartphone, or any other device that you use to access online accounts or those on which you store personal information, make sure to password protect them all!

When choosing a password for your devices, remember that cyber criminals thrive on easy ones, such as your name and date of birth. Although it may be convenient to keep them simple, it is wise to create passwords that are at least eight characters in length with a mix of upper and lower case letters and at least one digit. By doing so, your password becomes very unique and hard to unscramble.

It doesn't stop there! To read other important tips on how to easily safeguard yourself with a proper password, consult the Get Cyber Safe website. <https://www.getcybersafe.qc.ca/cnt/prtct-yrslf/prtctn-dntty/usng-psswrds-en.aspx>

# VISIT ONE OF THE SMOKING CESSATION CENTRES DURING NATIONAL NON-SMOKING WEEK



National Non-Smoking Week runs from January 15 to 21 this year. This year's campaign will focus on smoking related illnesses and premature deaths caused by tobacco use. The campaign also aims to raise awareness of the consequences of tobacco use and reduce tobacco consumption in Quebec and across the country.

Tobacco use is linked to 10,400 deaths each year in Quebec, making it the number one cause of preventable deaths. Hundreds of thousands of men, women and children are overwhelmed by the illness or loss of a loved one every year.

Take advantage of this week to reflect on your lifestyle. The Integrated Health and Social Services University Network for West-Central Montreal offers free, recognized, effective and

tailored programs for groups or individually. They are adapted to your needs, whether you are a smoker or ex-smoker.

Come and meet with specialists in our Tobacco Cessation Centres:

- CLSC Benny Farm: 514-484-7878 ext. 1420
- CLSC René-Cassin: 514-484-7878 ext. 1420
- CLSC Côte-des-Neiges: 514-735-8531 ext. 2850
- CLSC Metro : 514-934-0354 ext. 7399
- CLSC Park-Extension : 514-273-9591 ext. 6301
- Jewish General Hospital : 514-340-8222 ext. 3870

## IMPLEMENTATION OF THE ID-ASD-PD ACCESS DESK FOR THE INTEGRATED HEALTH AND SOCIAL SERVICES NETWORK FOR WEST-CENTRAL MONTREAL

As part of Bill 10, one of the transformation projects was to establish access to services for physical disability (PD), intellectual deficiency and Autism spectrum disorder (ID-ASD), in each *Centre intégré de santé et services sociaux* (CISSS) and Integrated Health and Social Services University Networks (CIUSSS) of the province.

The first implementation phase of this project was the creation of the ID-ASD-PD Access Desk which took place on December 15, 2016. This linked the staff of the reception, evaluation and orientation team (*accueil, évaluation et orientation – AEO*) and centralize activities from our three rehabilitation sites, Constance-Lethbridge (PD), MAB-Mackay (PD) and Miriam Home (ID-ASD); to one location.

All applications will now be forwarded to the ID-ASD-PD Access Desk.

Together, the Constance-Lethbridge and MAB-Mackay Rehabilitation Centres, along with Miriam Home, receive and orient over 5,000 new applications per year for their programs and services. The Integrated Health and Social Services Network for West-Central Montreal is the only CIUSSS on the Island of Montreal to offer services for clients of all ages for these six deficiencies: motor, language, auditory, visual, intellectual and autism spectrum disorder.

From January to March 2017, work will continue to harmonize the AEO team processes and operating procedures. The team also participates in consultations with its partners to facilitate access to rehabilitation services in the Montreal region.

ID-ASD-PD Access Desk  
 Integrated Health and Social Services Network  
 for West-Central Montreal  
 7000 Sherbrooke Street West, Montreal, Quebec H4B 1R3  
 Email: guichet.ditsadp.ccomtl@ssss.gouv.qc.ca  
 Telephone: 514-488-5552 ext. 1250  
 Fax: 514-488-8132

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



CIUSSS-CentreOuestMTL.gouv.qc.ca

TO CONTACT US  
 EDITOR-IN-CHIEF  
 Lisa Blobstein  
 Lisa.blobstein@ssss.gouv.qc.ca  
 ASSOCIATE DIRECTOR,  
 COMMUNICATIONS &  
 MEDIA RELATIONS  
 Glenn J. Nashen  
 CHIEF OF COMMUNICATIONS  
 Stephanie Malley

CONTRIBUTORS  
 Julie Beauvilliers  
 Leyla Di Cori  
 Tod Hoffman  
 Gabrielle Legendre  
 Henry Mietkiewicz  
 Angelica Montagano  
 Marisa Rodi  
 Lauren Schwartz  
 Carl Theriault

GRAPHIC DESIGN  
 Marie-Claude Meilleur  
 TRANSLATION  
 Marie-Josée Lavoie  
 PHOTOGRAPHY  
 JGH Audio Visual Services  
 Deadline for submissions  
 for the next edition is  
 February 7, 2017