

Chez nous

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MCH EMPLOYEE NEWSLETTER

March 14, 2012

News

Youth Advisory Forum brings patient perspective to hospital care

By Wendy Reis



Back row: (l. to r.)
David Hoida, Kristian
Johnston-Galvez,
Shaquille Sterling,
Jessica Aboukalam,
Laurence Pothier-
Campeau, Bertrand
Dupuis.

Front row:
Rebecca Fogel,
Anjali Patel, Lauren
Ravazzano, Megha Patel,
Isabella Trivisonno,
Wendy Reis
(Absent: Joseph-William
Johnson, Julie Sorel)

The Youth Advisory Forum (YAF) is an organization made up of young people who have used the Montreal Children's Hospital (MCH). They are supported by professionals from the MCH and the MCH Family Advisory Forum. The group meets once a month to find ways to make the Montreal Children's Hospital a better and more comfortable place for patients and parents.

A hospital visit or admission is not easy but as youth who have experienced or are experiencing the MCH, the YAF members offer a valuable perspective in terms of

suggesting ways and ideas to make appointments or hospital stays at the Children's easier for families and patients.

How can a few people make a change? The YAF is small in number but they believe that good ideas can be put into place when everyone gets on board. The YAF has a great appreciation for the staff and patients at the MCH and it's what motivates them to help make The Children's a hospital that continues to provide excellent care to its patients and families while providing a calm, safe and soothing environment.

Our mission statement:

As representatives at the heart of the hospital we strive to help professionals, volunteers, patients and their families by improving the quality of life of users.

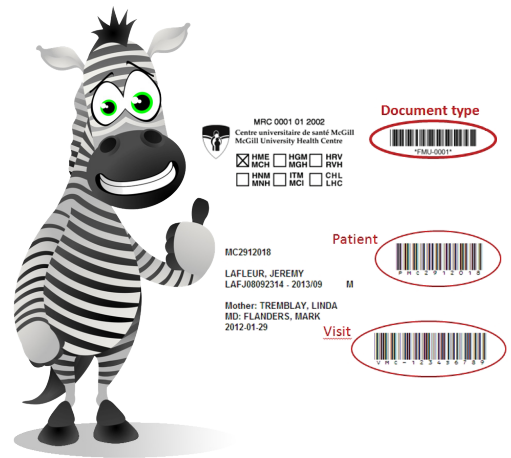
If you have suggestions or ideas, email us at: yaf@muhc.mcgill.ca.

Digitization of Medical Records: Final preparations are under way!

The scanning of medical records – which will allow clinicians to consult patient files directly on screen, anywhere and anytime – is about to start at the Montreal Children's Hospital. To avoid last-minute congestion at printing, please ensure that you have adequate supplies of barcoded forms in your clinical area. Stay tuned to the upcoming communication campaign to learn more about the roll-out.

IMPORTANT! If you are clinician at the MCH, please ensure:

- ▶ that all forms used in your sector have their own bar code designating the document type and that a code starting and ending with an asterisk is entered below (*FMU-xxxx*).
- ▶ that you have access to Oacis (essential to view scanned documents). If you don't, call 48484 to obtain or reactivate your login.



MCH Foundation news

Visit the new ChildrenFoundation.com!

The MCH Foundation has re-launched its website with a shiny new look and some great features. One of our favourite updates is the addition of online fundraising pages – pages that you can easily build yourself to collect (and track) money that you are raising for a tribute fund, a special event, or any other type of fundraiser.

Please take a few minutes to explore the site – you'll find new photos, videos, and even more information on the children we treat, and the critical importance of the funds you donate. And while you're there, try out our brand new donation form, too!

Kilimanjaro for The Children's

March 4 to 18, 2012

On March 4, a group of 12 exceptional people left Montreal for Tanzania, where they have begun the ascent of one of the world's most famous summits. Their backgrounds couldn't be more diverse - a university professor, a film director and even a high school student are among the group. But they are united by a common goal: to climb Mount Kilimanjaro while raising funds to help the young patients at the MCH reach their own goals. Follow their progress on the blog: kilipourlechildren.com.



Chez nous is published by the MCH Public Relations and Communications office.

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To submit story ideas or texts to *Chez nous*, contact the Public Relations and Communications office at ext. 24307 or send your email to info@thechildren.com.



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Q&A: Code Orange

What is a Code Orange?

Code Orange is declared when the demand exceeds the availability of medical resources to render effective care in a reasonable period of time.

When is a Code Orange declared?

Pre-Alert: major incident with possible casualties, but none have been confirmed

Level 1: 6 to 11 casualties confirmed

Level 2: 12 or more casualties confirmed

Do I have a role in a Code Orange?

Yes! Every employee of the MUHC may be called upon to respond.

How will I know what to do in a Code Orange?

Each department of the MCH has a Code Orange plan with clear instructions on the specific tasks for each employee.

If I'm called for a Code Orange, do I call back?

No! In order to keep telephone lines free for essential communication, each employee must report directly to the amphitheatre (D-182) without calling back.

Who can I contact if I have questions about Code Orange?

▶ Your department manager
▶ Johanne Guay-Benoit, ext: 23039 or johanne.guay-benoit@muhc.mcgill.ca

▶ Margaret Ruddy, ext: 22140 or margaret.ruddy@muhc.mcgill.ca

▶ Elene Khalil, MD, ext: 23039; or o.khalil@videotron.ca

▶ Consult the MUHC Code Orange plan under Emergency Measures on the MUHC Portal

To better prepare for an effective Code Orange response:

▶ Review your departmental Code Orange plan.

▶ Update your contact information.

▶ Carry your hospital ID. Without it, access to the hospital in a Code Orange will be denied.

"Killer Couches" one of children's worst enemies

Dr. Claire LeBlanc, board certified in sport medicine and rheumatology, is a recent recruit to the Montreal Children's Hospital Division of Rheumatology. She strongly supports the initiatives of the RHALY team (see "RHALY advocacy project aims to get kids moving", *Chez nous*, Feb. 14, 2012). In her recent grand rounds entitled "Killer Couches", Dr. LeBlanc reminded participants that the scientific literature links excessive sedentary behaviour and inadequate levels of physical activity to lower self-esteem and poor academic achievement as well as excess weight, obesity and lower cardiovascular fitness.

Obesity-prone behaviours often begin in infancy at home and in many childcare facilities that do not promote activity or favour less vigorous free play. Elementary and high schools later compound the problem with inadequate physical



education and energetic recreation and sport before, during and after school. Dr. LeBlanc touts the recognized benefits of moderate-vigorous physical activity in the promotion of healthy

body composition and improved mental health and pro-social behaviour for children of all ages and ability.

Dr. LeBlanc endorses the RHALY team's plans to go beyond the clinical encounter to encourage wellness-promoting behavioural change hospital-wide and in the community. She believes pediatric hospitals should lead by example through the creation of "wellness committees" tasked to develop Healthy Active Living policies benefiting children, families and staff. Policy ideas could be generated from information available in the "Healthy Active Living – Policy and Practice in Canadian Academic Paediatric Health Centres" booklet she recently co-published with the Canadian Association of Paediatric Health Centres.

Believe Patient and Family Participation is Essential

The single most important guideline for involving patients and families in advisory roles and as members of improvement and redesign teams is to believe that their participation is essential to the design and delivery of optimal care and services. Without sustained patient and family participation in all aspects of policy and program development and evaluation, the health care system will fail to respond to the real needs and concerns of those it is intended to serve. Effective patient /family and provider partnerships will help to redesign health care and safety and quality. It will lead to better outcomes and enhance efficiency and cost-effectiveness. Providers will also discover a more gratifying, creative and inspiring way to practice.

A message from Imma Gidaro, MCH Coordinator for Patient and Family Centred Care

Tel.: ext. 3992, Cell phone: 514-880-4038 (F-249)

E-mail: imma.gidaro@muhc.mcgill.ca; igidaro@sympatico.ca



~ The MCH is a patient and family centered care hospital. Why not feature some of your co-workers or departments by nominating them for the PFCC award which is handed out during the Townhall meetings. Please contact Imma by phone or e-mail to learn more.

Valentine's Day event a success

MCH Quality of Life at Work Committee

Many employees stopped by the Valentine's Day workshop and took part in the draw for two baskets provided by Johanne Cadieux (Catalogue Regal) and Christiane Tessier (Mary Kay Beauty Products).

Ginette Manseau of the Quality of Life at Work (QLW) committee drew the winning names: Louise Rajotte and Danny Lacombe. Ticket sales generated \$100 which will be put towards a QLW wellness activity for MCH employees.

Stay tuned for another event to celebrate Mother's Day. If you have any comments or suggestions, send them by email to christanne.tessier@muhc.mcgill.ca and johanne.cadieux@muhc.mcgill.ca. The hospital bulletin boards will have information on the upcoming activity.



Have you been thinking of ways to get more involved?

Become a member of the Quality of Life at Work Committee.

The Quality of Life at Work (QLW) Committee is currently recruiting employee volunteers to help in the organization and hosting of festive events for staff throughout the year. We are seeking volunteers who can devote time and energy to planning and coordinating an activity of their choice, participate regularly in QLW social activities and create new activities of interest to employees.

For more information, please contact Ginette Manseau, ext. 24459 or ginette.manseau@muhc.mcgill.ca, or Jo-Anne Trempe, ext. 22368, jo-anne.trempe@muhc.mcgill.ca.



Nursing Dinosaur Contest 2012

Are there practices in your area that you think are “dinosaurs” – things that have been done a certain way since Florence Nightingale was alive, but nobody knows why or whether we should do it at all? The Nursing Research Committee of the MUHC is on a ‘nursing dinosaur’ hunt. We want to hear about nursing dinosaur practices, either clinical or administrative, from any of the six MUHC sites. You and your work area (unit, clinic) could win a prize!

Deadline for submissions: **March 30, 2012**

Questions? Email to dinosaur.contest@muhc.mcgill.ca, or fax your question to: 514-934-8366.

Couldn't make it to the MCH Town Hall meeting?

You can still get up-to-date news from the Town Hall by visiting the MCH intranet page. Videos from the most recent meetings are on-line and launch from the home page link.

Making Headlines

The **MCH Neonatology department** made front - page news of **The Gazette** on Saturday, March 3, in a feature on total body cooling. Read the complete article at www.montrealgazette.com/health/Putting+baby+life+saving+therapy/6245110/story.html

Awards and Nominations

Dr. Saleem Razack, Associate Chair for Education, Department of Pediatrics and Assistant Dean for Admissions, Faculty of Medicine of McGill University, has been awarded this year's May Cohen Award from the Association of Faculties of Medicine of Canada. The award is given to an individual for efforts and contributions within medical education to issues related to equity, diversity, and gender. Dr. Razack will receive his award in April at the 2012 Canadian Conference on Medical Education.

Dr. Nada Jabado is the recipient of the Canadian Cancer Society William E. Rawls Award for excellence in cancer research. This honour is awarded each year by the National Council of the Canadian Cancer Society to an outstanding young investigator in cancer control research.

Dr. Jabado was also named 'Researcher of the Month' by Canadians for Health Research (www.chrcrm.org).

Events

Spring session for pilates at the MCH

Mondays and/or Wednesdays, starting **March 19** or **21**.

5:00-5:55 pm

10 weeks: \$100 for one class per week,

\$180 for 2 classes per week.

Room D.292, Men and women are welcome!

REGISTRATION:

Contact Karen before March 19 at karenkunigis@hotmail.com or (514) 489-7717.

There are also pilates classes at the MGH and the RVH.

For more information, please contact Karen.

Upcoming Auxiliary Events

Wednesday, March 21	Knits
Wednesday, March 28	Miscellaneous
Wednesday, April 4	Books
Wednesday, April 11	Videos, books and toys

MCH Staff @ work

Garderie Papillon: part of the MCH family

Many MCH employees looking for daycare services have found the perfect solution just steps from the hospital. Garderie Papillon is located across from the MCH at the Quebec Society for Disabled Children headquarters. Educators welcome 60 children every day, 45 of whom are children of MCH employees. The agreement between the MCH and Papillon was formed approximately six years ago, and has been going strong ever since.



Chantale Théroux, who has a degree in early childhood education, is the Director of the daycare. She explains that Papillon is an integrated daycare: nine places go to children with special needs. It's also a bilingual daycare with one French and one English educator per class. One of the major advantages of Papillon's location for MCH staff is its accessibility. "It's easy for parents to come over during the day," says Ms. Théroux. "Parents can volunteer, come to special events, or just drop by for lunch."



Chantale Théroux



Mylène Dandavino with Loïc and Eliott



Ann Hébert and Marinèle



Preetha Krishnamoorthy and Mia

MCH Staff @ work

Garderie Papillon: part of the MCH family

Ms. Théroux is also the director of the Jardin des Papillons, a stimulation centre for children with special needs. The centre is equipped with a Snoezelen neuro-sensorial room, several classrooms, one of which is dedicated to the development of fine motor skills and language, and a gymnasium. Older children also benefit from the services offered at Papillon. For example, teenagers with special needs can stay overnight in the respite centre, which has a variety of bedrooms that are designed to feel like home.



A request for 15 new spaces at the daycare was recently submitted to the government. Children must be 18 months old to start at Papillon and while there is currently a waiting list Ms. Théroux encourages MCH staff to register their children early so they have a better chance of securing a place when the time comes to start daycare. Papillon is also part of the \$7/day daycare system supported by the provincial government.



Mia, Catherine Henin and Madeleine



Carlo Galli and Liam



Myène Dandavino and Elliott



Preetha Krishnamoorthy and Mia

MCH lactation consultant offers knowledge and support to breastfeeding mothers

By Pamela Toman

For Mireille Béchard, going to nursing school was really a no-brainer. As someone who always enjoyed working with newborns, nursing was a pretty clear career choice. As her CEGEP graduation date approached, Ms. Béchard recalls learning from a friend that there were job opportunities at The Montreal Children's Hospital (MCH). Her friend suggested she apply.

It was a good move: the young nursing grad started work as a bedside nurse in the MCH NICU on June 5, 1989. Four years later, in 1993, she obtained her Bachelor of Nursing degree from Université de Montréal. Throughout her career at The Children's, Ms. Béchard has garnered a wealth of experience in pediatric nursing in roles such as specializing in bereavement and Clinical Nursing Instructor on 9C.

Her journey, she admits, has sometimes been challenging. She first came to the hospital with a very limited understanding of and exposure to the English language. But in her two-decade-long career, not only has her English greatly improved, she has also been able to take on a variety of challenges.

Her most recent venture as the hospital's lactation consultant began in 2003, when she started noticing that a greater number of mothers both in the NICU and throughout the hospital were breastfeeding. This, coupled with her desire to provide support and resources to breastfeeding mothers and their babies, led Ms. Béchard to obtain official certification from



Photo: Daniel Héon

the International Board of Lactation Consultant Examiners (IBLCE). She completed the certification, which is only offered in the United States, by studying on her own for a grueling final exam and by completing over 2,500 hours of practical experience with patients and families on 9C.

Since 2006, when she took on the new position officially, Ms. Béchard's role has involved a number of responsibilities ranging from clinical consultations with families and their newborns, to teaching residents and other nurses about standard breastfeeding guidelines as well as potential complications in newborns.

"When consulting with mothers, I try to listen to them as intently as I can. Sometimes, they just need to talk about their delivery to someone so that they can move past the experience and bond with their child," she explains.

Another important role Ms. Béchard plays within the hospital involves trying to improve breast milk quality for babies who are hospitalized at the MCH. This involves careful oversight of expressed breast milk, collected via breast milk pumps, and making sure it is properly stored for the right patient on 9C and throughout the MCH.

Managing the needs of newborns and their mothers from both the NICU, where she devotes roughly two thirds of her time, and other wards within the MCH, where she can be found the remaining one third of the time, does not come without its hurdles. But while she sometimes has trouble juggling her many hats working only five 12-hour shifts every two weeks, Ms. Béchard says she is motivated and encouraged by the positive outcomes she has observed over the past six years.

"We have a breastfeeding rate of roughly 95 per cent upon admission to the NICU," she says, "and according to a survey done in spring 2010, 47 per cent of hospitalized patients at The Children's one year old or younger are being breastfed. This is quite remarkable when we consider that this includes babies coming into the hospital with a wide range of medical problems."

"In many ways, I play a very special role for mothers and babies who come to the hospital," says Ms. Béchard. "I am very fortunate to be able to help them and support them through a sometimes difficult period."