

Chez nous

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Celebrating National
Nursing Week

MCH EMPLOYEE NEWSLETTER

May 13, 2010

News

Thank you to our nurses

A Léger Marketing survey released in late March indicates that 95 per cent of Canadians trust nurses. Nursing is the second-most trusted profession right behind fire-fighting. It is no wonder: nurses are the backbone of the health care system. During Nursing Week, which is celebrated every year throughout Canada during the week of Florence Nightingale's May 12th birthday, I would like to recognize the year-round devotion and achievements of the Children's 600 nurses who contribute enormously to the well-being of our patients and their families.

For over 150 years, nursing has been a profession with the highest standards and a strong sense of public service. There are very few Quebecers who can say their lives haven't been touched in one way or another by one of this province's 70,587 caring and compassionate nurses.

The nursing profession is reaching new levels of competency as the

demand for more complex nursing care increases. There are now 19 highly skilled nurse practitioners working at the MUHC with six of them based at the MCH.

The MCH continues to feel the impact of the world-wide nursing shortage. However, thanks to the MCH interdisciplinary team approach to care, and the fact that, within the hospital, our nurses' counsel is sought and valued, we are becoming known as the place to work and new nurses are joining our ranks.

We also acknowledge the outstanding nursing leadership provided by our Associate Director of Nursing, Barbara Izzard, who has worked to establish programs that will help us recruit and retain nurses. One example of an innovative recruiting program is the hiring of second-year nursing students for summer stages. Upon graduation, many of these nurses accept fulltime positions with us. To help with retention, we allow nurses interested in clinical care and in teaching to

divide their time between the two. We actively recruit nurses from abroad and our nurse managers regularly use the On-the-Spot Recognition Program developed by Human Resources. The hospital has established a *Comité jeunesse*, a nursing mentorship program. This is just a sampling of the many efforts being made to expand our nursing ranks.

During nursing week, I want to thank each of you for your devotion to the MCH and to recognize your critical role as members of our interdisciplinary health care teams. You provide services for our patients and their families 24 hours a day, seven days a week, 365 days every year. For this, we are sincerely grateful.

Dr. Harvey Guyda

Associate Executive Director
The Montreal Children's Hospital

Nursing Awards of Excellence

The Nursing Awards of Excellence were presented on May 9 at a ceremony in the MCH Amphitheatre. Congratulations to our nursing colleagues for their important achievements.

Nursing Practice:

Nursing Professional Development:

Partners in Practice PCA:

Partners in Practice Admin. Tech.:

MCH Neonatal Transport Team

Eren Alexander

Francine Masse (Emergency)

Lucy Conte

Nursing Assistant: **Cathy Mays**

Nursing Leadership: **Mario Bonenfant**

Minister of Health visits MCH



Photo: Daniel Héon

The Minister of Health, Dr. Yves Bolduc, and the Minister of Justice, Madam Kathleen Weil, paid an official visit to The Montreal Children's Hospital of the MUHC on April 16. Dr. Bolduc spent almost two hours meeting senior staff and touring various parts of the hospital including the ER, OR, PICU, and NICU. It was an informal and animated visit that gave us the opportunity to showcase for the Minister some of our major tertiary/quaternary programs, as well important aspects of our Outreach Program, which were superbly presented by Dr. Aurore Coté.

It also gave the hospital a chance to highlight some of our innovative programs such as the Fast Track Clinic in the ER and the Flu Fast Track Clinic during the H1N1 epidemic, our strategic efforts to curb surgical wait times, our success in staffing the PICU that does not have forced overtime or use agency nurses, and the Total Body Cooling Program in the NICU. The Minister also toured the new Intraoperative MRI and was extremely impressed.

"We believe this is the first time in recent memory that a Minister of

Health has visited The Montreal Children's Hospital," says Dr. Harvey Guyda, Associate Executive Director of the MCH. "We will be thanking Minister Bolduc and Minister Weil for giving us their valuable time. I was very proud of the performance of all of our teams. Those who met the minister spoke with pride, passion and great conviction. We can all take pride in this very successful visit."

Welcome aboard!

A warm welcome to the nurses who have recently joined the Montreal Children's Hospital of the McGill University Health Centre. The following staff started at the MCH between January and March 2010:

Pierre-Luc Tremblay
Stéphane Bédard
Aashika Lobo
Frédéric Lacroix

Veronique Gravel
Alexandra Sampeur
Julia Garland
Adrienne Doedel

Julie Cardinale
Amanda Camacho
Annie Champagne
Christina Gervais

Julia Moore
Amélie Gauthier
Erica Pierre-Louis

In honour of National Nursing Week, May 10 to 16, we are publishing two feature articles that focus on MCH nurses Geraldine Schaack and Josée Pacifico. Freelance writer Debra Bernacki spent a day trailing after these two nurses as they went about their work.

A day in the life of Josée Pacifico Hematology/Oncology Day Treatment Centre

By Debra Bernacki

A firm handshake and warm smile reflect the dedication Josée Pacifico feels towards her work. The nurse clinician in The Montreal Children's Hospital Hematology/Oncology Day Treatment Centre is well aware of the harsh reality young patients and their parents encounter every day. Josée's case load includes children with brain tumours who require chemotherapy and "late effects" patients who have finished treatment and are in need of follow-up. Working with children who have cancer has certainly changed Josée's perspective on life. "Complaining about silly things is totally irrelevant," she explains.

Pacifico's philosophical wisdom and profound experiences undoubtedly carry her through the day. "I've seen so many families deal with death in so many different ways," she says. "Death is a part of life and nothing is permanent. Children don't belong to parents, for me, that's very clear." Still, she concedes, it's never easy.

Pacifico carries a beeper and provides medical on call coverage during her shifts. She is also in a temporary administrative role as charge nurse for the day treatment centre. Her managerial duties consist of everything from balancing the nurses' and patients' schedules to hospital admissions, daily trouble shooting and ensuring everything from supplies to patient care run smoothly and efficiently.

April 16, 2010

It's Friday and Josée Pacifico is on the 8 a.m. to 4 p.m. shift. Her first order of business when she arrives is to solve a PA (overhead paging) system problem. The secretary at the front desk doesn't have one today. Next on the list is checking her voice mail to be sure none of her staff has called in sick. Josée is also scheduled in the clinic between 8:00 and 11:30 a.m. She hopes to see a few patients for treatment, but that will not be without any administrative interruptions.

8:25-8:45

Josée revises her staff's patient and lunch schedule because one of her nurses has just called in sick. She



Photo: Daniel Héon

also arranges blood tests STAT for one of their physicians and adjusts the absent employee's time sheet. "I'm responsible for all of us getting paid," Josée says.

8:45 to 9:25

It continues to be a fast-paced juggling act. One minute she is in her nurse clinician role, the next her managerial position. She barely sits for five minutes at a time. She's reading and replying to email and making sure the front desk is properly manned. Pacifico is in and out of her office numerous times, walking to and from the nurse's documentation room where she reviews patient histories, rushing to and from the treatment room to see if patients are ready and checking to see if medication has arrived. She's organizing her desk, calling up admissions, talking to staff, filing away documents, printing out schedules, filling the printer with ink, verifying patients' treatment protocols, and shredding confidential documents.

9:25

Josée is in the documentation room. She is verifying the file of a patient who is about to undergo chemotherapy. She double checks (sometimes triple checks) the dosage prescribed with an actual mathematical equation using age, height and weight. "When we administer chemotherapy, we make sure the patient is due for it, the dosage is correct and the patient's CBC (complete blood count) is good enough to have it done," she explains.

(Continued on page 4)

9:27

Dr. David Mitchell enters telling her the oncologist wants a creatine clearance before the start of chemotherapy for one of Josée's patients. A 24-hour urine collection is needed.

9:29- 9:45

Josée arranges the 24-hour urine collection, discussing the procedure with the triage nursing assistant, and phones the patient's mother.

10:02

Josée has already called admissions at least three times to see if a bed is available for one her patients who needs to be admitted for chemotherapy treatment. It's a nine year-old girl with leukemia.

10:16

Josée finally gets the call she's been waiting for: a bed is available. She is elated and rushes down to the waiting room to inform the parents and her patient. "No one likes to tell a parent that because of logistics their child cannot be admitted," she says.

10:17

Josée is inserting a portacath in the nine-year-old girl's upper chest to facilitate the administration of her chemotherapy once she is admitted later today. Mom and

Dad are standing close by. The girl is well aware of what to expect and discusses each step with Josée, sometimes in a playful manner. "She has mastered every stage of her illness and treatment," Josée explains. The area is swabbed and Josée is ready to proceed, together, they both count "one, two, three". "It's finished," announces Josée. The two share some soothing whispers as Josée applies a dressing. She administers heparin through the cath and then draws some blood through it for testing.

Josée is gentle but skilled in carrying out the procedure and in the art of interacting with the brave young girl. She knows what to say and when to say it. Her compassion is exceptional.

11:30 – 12:30

Lunch break.

12:30 – 4:00

Josée makes sure the admissions scheduled for next week are on track. She meets with her nurse manager to discuss various issues and sees a couple of afternoon clinic patients to manage and rinse their portacaths. She also re-organizes and updates her own patient list and "attacks the issue with supplies" – seeing what they need and don't need. "At the end of the day, I feel good," says Josée.

Caring for Kids Radiothon raises **\$1.6 million !**

On Thursday, April 29 the talented and dedicated broadcasters from Astral Media Radio's CHOM 97.7, CJAD 800 and Virgin Radio 96 hosted our annual *Caring for Kids* Radiothon to raise funds for our Hospital. Dozens of young patients and their families shared remarkable stories of how their lives have been touched by The Children's.

Aired live from the Hospital's cafeteria, between 5:30 a.m. and 7:00 p.m., the Radiothon is a uniquely special event, its success depends on the support of numerous sponsors and the thousands of listeners who respond to our appeal and join the Circle of Hugs.

The Radiothon was part of Astral Media Radio's national day of giving across Canada which raises millions of dollars for pediatric hospitals during a single broadcast day.

Awards of Excellence winners honoured at May 6 breakfast

Many staff, volunteers and friends of the MCH were on hand to congratulate the 2010 recipients of the MCH Awards of Excellence. Congratulations to all of you for your constant commitment to making our hospital a great place for children.

Nursing: **Sophie Baillargeon**

Administrative and Clinical Support Staff: **Guylaine Gamache**

Professional Staff: **Evelyne Pytka**

Research: **Dr. Janusz Rak**

Medical: **Dr. Jean-Martin Laberge**

Technical Support Staff: **Leonard Johnston**

Community Leadership: **Marianna Simeone**

Volunteer: **Esther "Zipper" Scriver**

Nicolas W. Matossian Junior Community Award: **Jake Shtern**

Leadership: **Dr. Jean-Pierre Farmer**

Deadline May 14

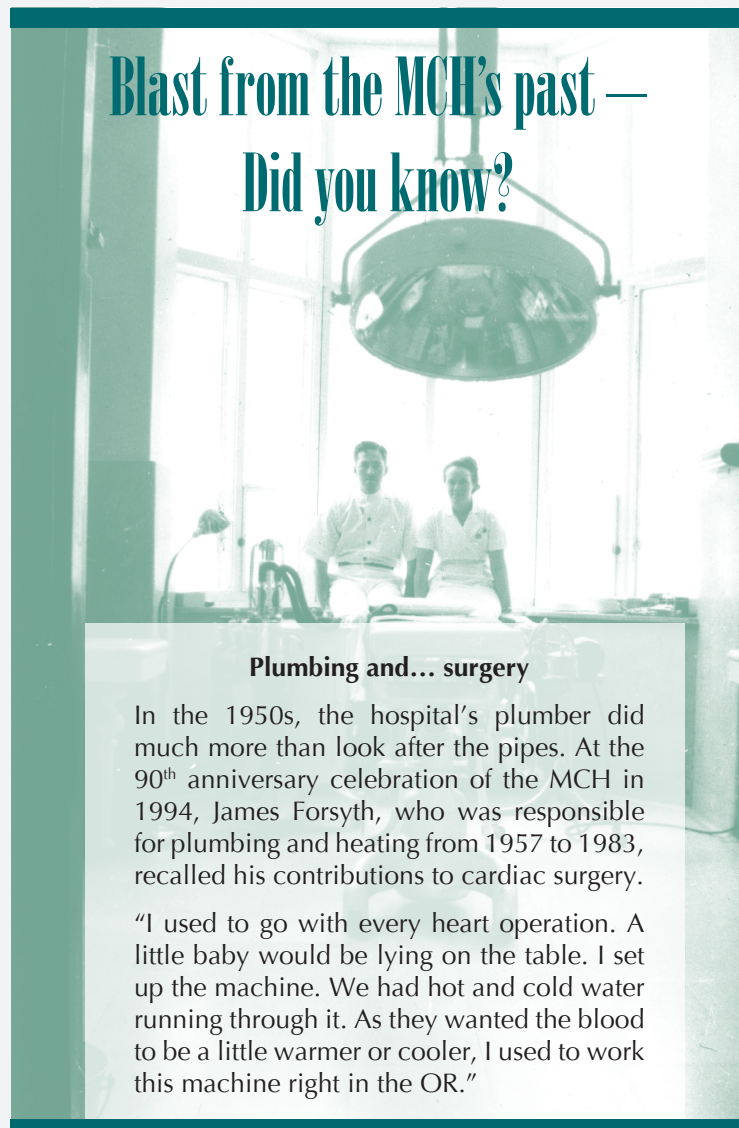
Patient and Family Centred Care drawing contest WIN \$200!

Just a reminder that there are only a few days left to submit your design for the FCC logo...

- ▶ Your symbol must be submitted to Public Relations and Communications by 4:30 p.m. on May 14. To make sure we receive the best drawing possible, we suggest you drop off your drawing or send it via internal mail to F-372. You can also mail it to The Montreal Children's Hospital, 2300 Tupper Street, room F-372, Montreal H3H 1P3.
- ▶ This contest is open to all staff, physicians, patients and families of The Montreal Children's Hospital only.

The complete contest rules and regulations are available in the April 22 edition of *Chez nous*. You can access this online at thechildren.com under 'News and Events'.

Good luck!



Blast from the MCH's past — Did you know?

Plumbing and... surgery

In the 1950s, the hospital's plumber did much more than look after the pipes. At the 90th anniversary celebration of the MCH in 1994, James Forsyth, who was responsible for plumbing and heating from 1957 to 1983, recalled his contributions to cardiac surgery.

"I used to go with every heart operation. A little baby would be lying on the table. I set up the machine. We had hot and cold water running through it. As they wanted the blood to be a little warmer or cooler, I used to work this machine right in the OR."

Events

Memorial service at the MCH

A memorial service is being organized to remember the children who have died recently at the MCH. We shall also be commemorating children who have died of SIDS. All staff members are warmly invited to attend this service.

Tuesday June 8

2 p.m.

Amphitheatre (D-182)

Auxiliary Sales

- ▶ Wednesday, May 19: Knits
- ▶ Wednesday, May 26: Miscellaneous

All sales take place on 2B

MCH welcomes world leader in pediatric surgery

The Department of Pediatric Surgery invited Michael Harrison, M.D. to speak at the 4th Annual David R. Murphy Visiting Professorship Day held on April 12 at the MCH. Dr. Harrison presented "Surgical Innovation: The Fetus and Magnets" at Surgical Grand Rounds. Dr. Harrison is internationally renowned as a leader in pediatric and fetal surgery. He is Professor of Surgery, Pediatrics, Obstetrics, Gynecology and Reproductive Sciences, Emeritus at University of California, San Francisco, and served as President of the American Pediatric Surgical Association in 2009.

MCH Group Lunch Walks invite you to step out!

The Quality of Life at Work committee has started a new season of the Lunch Walks. The regular schedule is Monday and Wednesday at 1:00 p.m. The group meets at the corner of René-Lévesque and Atwater.

Regular attendance is recommended – for the good of your health! – but not required. If you'd like to join the group on any particular day, just email Martine Nagy (martine.nagy@muhc.mcgill.ca) to let her know you'll be taking part that day.



Golf tournament to benefit the MCH Auditory Sciences Laboratory

Saturday, June 5

Club de Golf Hemmingford Golf Club
313 route 219, Hemmingford, Quebec

Shotgun start: 12:30 p.m.

\$125 per player

Hole sponsorship, donations of funds and door prizes are also welcome!

For information and to register,

contact the Organizing Committee:

Chantal Lefrançois, 514-412-4498,

chantal.lefrancois@muhc.mcgill.ca

Maureen Weippert, 514-406-1892 pager,

514-934-8087, maureen.weippert@muhc.mcgill.ca

Continuing Education

Pediatric Grand Rounds

Wed., May 19

8:00-9:00 a.m.

Amphitheatre, D-182

BERNADETTE NOGRADY LECTURE

Unique fractures of childhood

Dr. Tal Laor

Prof. of Radiology and Pediatrics

Cincinnati Children's Hosp. Medical Center

Univ. of Cincinnati College of Medicine

Cincinnati, OH

Wed., May 26

ANNUAL RESEARCH DAY AT THE MCH

8:00 a.m. - 12:00 p.m.

Amphitheatre, D-182

The MCH community is welcome to attend presentations by graduate students, fellows and residents from The Montreal Children's Hospital on the progress of their research. A panel of judges will select the best clinical and basic research presentations.

Information: locals 23023 or 24300

Research Institute Seminars

Mondays

12:00 p.m.

C-417

May 17

Dr. Michael Kramer

Departments of Pediatrics/Epidemiology, Biostatistics and Occupational Health

McGill University

Long-term effects of breastfeeding on child health and development

May 31

Dr. Bernard Robaire

Departments of Pharmacology and Therapeutics

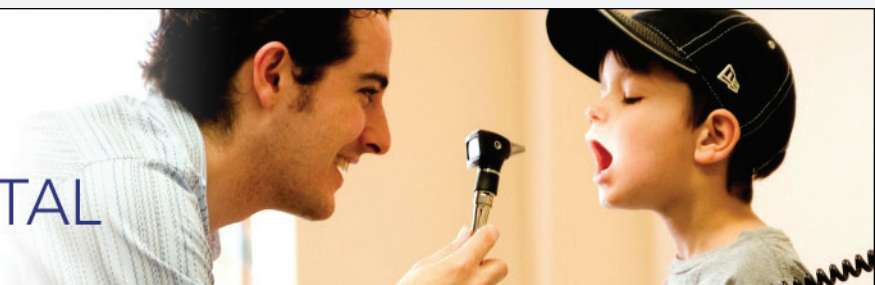
McGill University

Environmental factors effects on male reproduction



L'Hôpital de Montréal pour enfants
The Montreal Children's Hospital
Centre universitaire de santé McGill
McGill University Health Centre

MEDIA PORTAL





Our Heroes

The eighth dimensions

Photo: Doris Cloutier

It was on March 17, 2007, in the time that it takes to say one short sentence, that life as we know it changed forever: a doctor at the Montreal Children's Hospital told us that our 11-year-old daughter Martine had leukemia.

From the moment we heard the news, we were plunged into another dimension. In this new dimension, we understood that life was slowly leaving her, that the past was a black hole and that the future could be summed up in one word: hope.

In this "eighth" dimension, we were welcomed with warmth and compassion. We heard "Before long, you'll feel part of the family on 8D." During the 18 months that followed, during this impossible battle against a terrible enemy, a team of extraordinary people took our family under their wing. Oncologists, hematologists, and other specialists fought against this enemy by drawing on all their scientific expertise. Surrounding our daughter were nurses and attentive support staff who made countless gestures to comfort her and make her life in isolation more bearable. With their smiles, their patience, their words of support, they gave well beyond what is expected of them in their everyday work. Attentive and generous, these nurses were

there, day after day, a balm for our daughter's fragile heart. In this eighth dimension, many other specialized caregivers, psychologists, art therapists, teachers, dieticians, and social workers were fighting on our side, and they used every resource at their disposal to support our family.

These remarkable gestures happened throughout our daughter's isolation: a surgical resident gave us gowns that her sister had worn during her battle with cancer, and she prayed with our daughter every time she visited, throughout her treatment. Martine's oncologist found every way possible to show our daughter compassion and sympathy, communicating with her through drawings and caricatures, and bringing movies in as a way of making it up to her for being in isolation all weekend. An oncologist who was very involved in Martine's treatment stopped by to give us a few kinds words of encouragement on a Saturday night, after having been out for the evening. An attendant bought a sweater and pants for our daughter to encourage her to wear something other than her usual hospital gown; another hematologist gave her a teddy bear. Through her wisdom and intuition, a psychologist quickly became a confidant of our daughter, and a friend on whom she could always rely. Through their perseverance and their gentle

approach, the art therapists won our daughter's friendship and made it possible for her talent to blossom. And with childlike hearts, the specialists supported her through many difficult hours building a very special relationship. We could list so many more of these special moments and images that are etched in our memory, but...

Despite two remissions and a cord blood transfusion, Martine's battle came to an end on January 17, 2009. She died in our arms, at home, in the room she grew up in. She showed limitless courage throughout her fight and by the end, an unbelievable serenity for someone who was only 13 years of age.

To all of you, our friends on 8D, we want you to know that you will always have a very important place in our hearts, right there by our daughter...

Our sincere thanks, now and always,

Doris Cloutier and Pierre Coutu

Our People

All women become like their mothers. That is their tragedy. No man does. That's his.
~Oscar Wilde, *The Importance of Being Earnest*, 1895

In celebration of mothers and daughters

A mother and daughter duo at the MCH

By Lisa Dutton

Dr. Samara Zavalkoff followed in her mother's footsteps. Those footsteps happened to lead right to the doors of the Montreal Children's Hospital.

When you look up the name Zavalkoff in the MUHC phone directory, you'll find two names: Barbara and Samara. Mum and her daughter both work for the McGill University Health Centre, and both work at The Montreal Children's Hospital. Barbara is an audiologist and her daughter, Samara, is a doctor in the Pediatric Critical Care Unit (PICU).

Samara has just started her career and Barbara is just about to retire after 36 years at the hospital.

It seems pretty funny that in this big world both of them would actually work at the same hospital. Well, yes and no. There was never any question that Samara was going to be a doctor. "She (my mother) told me I had to be a doctor, and pediatrics was strongly suggested. The only thing I was allowed to decide on my own was my subspecialty," she says without rancor.

"When my daughter was in high school, I bought two of those stuffed animals doctors clip to their stethoscopes and

as I handed them to Samara, I said: 'here you can decide which one you'll use,'" recalls Barbara with a laugh.

Every mother dreams of her child one day becoming a doctor. In Samara's case, she is fulfilling her mother's dream in more ways than one. Growing up, Barbara had always wanted to be a doctor, but as a teenager she needed a lot of sleep so she concluded she wouldn't have the stamina for the job. It's a decision she woefully regrets.

Barbara is obviously tremendously proud of her daughter. She recounts that when Samara was chief resident at the MCH, she would invite her mum to talk to the residents and medical students. Samara would reel off her mum's resumé, and then add 'ladies and gentlemen, please welcome my mummy.'

While both mum and daughter say working together has no downsides, Samara does admit, with a good-natured chuckle, it can be a tad embarrassing from time to time. She recounts having to drag her mum away when she started to blab about Samara's pregnancy in, er, intimate detail to Samara's boss.

When Samara told her colleagues she was expecting, the first thing out of everyone's mouth was: "Oh, your mum will be so happy." Barbara is clearly thrilled at the prospect of becoming a Bubbie.

The pair is good natured about sharing the same work place. "I've become known as Samara Zavalkoff's mum," says Barbara, "but I correct people and say no, I was here first so it should be Samara is my daughter." In turn, Samara points out that she has a bigger office with more modern furniture. It's all good fun between mother and daughter.

One would think that working in the same small hospital would mean mum and daughter often get a chance to eat lunch together. Well not really; both are too busy to share a meal. However, Barbara has been known to sneak up to the PICU from time to time to drop off a cookie or a piece of cake for her daughter.

As Samara launches her career she looks forward to many decades at the MCH. Meanwhile, Barbara quips, "Since, I'm leaving; I'll give you the keys."

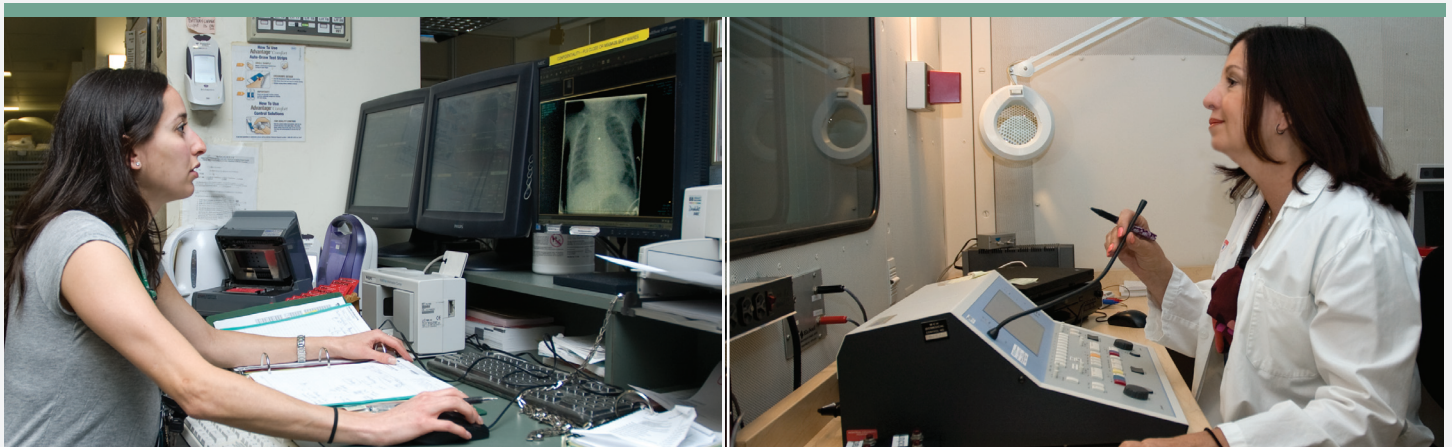


Photo: Daniel Héon

Wearing a MUHC identification is mandatory!



Where's yours?



The ID badge:

- is a sign of respect
- ensures the safety of our patients and families
- serves as a disaster pass in case of public emergency

An MUHC identification badge must be worn at all times above the waist with **your name** clearly displayed so it can be read.

For information on how to replace an outdated, damaged, lost or stolen card contact security at 28282.

Please post this in your area of the hospital as a reminder to employees.