

# Chez nous

MCH EMPLOYEE NEWSLETTER

May 8, 2013

## National Nursing Week

Dianne Sessenwein, N

*Also in this  
publication:*

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Children's — Page 6**

**SPECIAL SEGMENT:  
MCH 2013 Awards of Excellence  
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Photo: Owen Egan

Hôpital de Montréal  
pour enfants  
Centre universitaire  
de santé McGill



Montreal Children's  
Hospital  
McGill University  
Health Centre





# To all our nurses: thank you for everything you do!

National Nursing Week, May 6 to 12 – *By Stephanie Tsirgiotis*

Keeping an open mind and learning from each other, no matter what age you are, is essential in this profession. Rules are always changing, medical procedures are constantly evolving, and technology never stops advancing – but the ones who succeed are those who learn to adapt.

“It doesn’t matter how long you’ve been working here, because you will never know absolutely everything,” admits Dianne Sessenwein, a nurse on 6C who has been working at the Montreal Children’s Hospital for over 35 years. “The key is to know who to go to for help.” Luckily, Dianne made that very clear to Annie Bakopoulos when she first started working on 6C as a nurse two years ago. “Dianne trained me for six weeks,” says Annie, (also known lovingly as ‘Annie Bananie’ by Dianne and patients). “And from the very beginning I felt like I could



go to her for everything.” As a mother of five, Dianne loves to nurture and help the people around her – a big reason why the younger nurses tend to gravitate towards her. And, an even bigger reason why she still loves working at the bedside.

Yet even with their difference in age and experience, it’s evident that both Annie and Dianne truly respect one another. Both women share a passion for their profession and have a gift for connecting well with families. “The beautiful thing about pediatrics is that we’re not only caring for a patient, we’re caring for an entire family unit,” says Annie. “There’s really no other profession like it!”



# Congratulations

## to this year's Nursing Department Awards of Excellence winners!!

### The Evelyn Malowany Award for Clinical Practice

**HÉLÈNE BOUDREAU**

Also nominated: 9D charge nurses

### The Peggy Sangster Award for Excellence in Preceptorship

**SARAH SHEA**

### The Isobel MacLeod Award for Nursing Assistants

**ANA LEREU**

### The Laraine Imperial Award for Partners in Practice (for PCA or administration)

**FRANCE FORTIN**

### The Anne-Marie Lejeune Award for those who support and collaborate with nurses to give quality care

**TAMARA SLOVICK**

### The Lorine Besel Award for Leadership in Nursing

**LUCY CARON**

### The Patricia O'Connor Award for Evidence-Informed Project or Program

**THE TRANSFORMING CARE AT THE BEDSIDE TEAM – WARD 6C**

Members: Josefina Revuelta, Vincent Ballenas, Julie Grenier, Caroline Côté, Donna Sullivan, Marie Tremblay, Charlotte Poirier, Kristen Lee, and Sasha Dubrovsky

Patient Representatives: Robert Bloom, Jennifer Monahan, and Claudette Woodgate

Facilitator: Sharon Taylor-Ducharme

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# EVENTS



## A HEARTFELT THANK YOU TO EVERYONE IN THE MCH NURSING DEPARTMENT

— By **Barbara Izzard**,  
Associate Director of Nursing, MCH

Nursing Week 2013 is upon us. It serves as a reminder of the vital contributions each of you make in the care experience for all our patients and their families. The Nursing Department of the Montreal Children's Hospital continues to thrive in a challenging and sometimes disheartening era of hospital based health care. Never has innovation and interdisciplinary collaboration been so valuable, both in our current context and as we prepare to move to our new hospital in two years. As always, our nursing staff have accepted the challenges and have provided countless examples of extraordinary initiative.

We continue to provide evidence based clinical care. We are fulfilling our academic responsibilities as demonstrated by the feedback from our students and the projects the university students have accepted. As well we continue to pursue our research mandate with a significant number of our staff involved in nursing research. This is a strong testament to the hard work and commitment of each individual, department and team.

I hope you will all join me in celebrating nursing and our nurses during the week of **May 6-12, 2013**. This year our theme is: *L'expertise infirmière : une solution pour des soins plus accessibles*.

## Annual Research Day at the MCH

Wednesday, May 29, 8:00 a.m. to noon, Amphitheatre, D-182

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

Information: locals 23023 or 24300

## The MCH Auxiliary Annual General Meeting (AGM)

will be held in the Amphitheatre on **Monday, May 27 at 10:30 a.m.** The guest speaker will be Doreen Edward, President and Founder of VOBOC, Venturing Out Beyond Our Cancer.

## Upcoming sales on 2B

Wednesday, May 22 — miscellaneous

Wednesday, May 29 — books

Wednesday, June 5 — videos, books and miscellaneous

Wednesday, June 12 — miscellaneous



## Calling all budding artists!

The MCH Auxiliary is holding its annual Christmas card contest, and once again we would like to extend participation to children of hospital employees. We are looking for original drawings, bright, colourful winter or holiday scenes. Winning entries are printed on our cards and winners receive a plaque as well as cash prize. This would appeal to children in grades 4-11. Contest rules and entry forms are available from the Auxiliary Administrator, Lucette Bennett, [Lucette.Bennett@muhc.mcgill.ca](mailto:Lucette.Bennett@muhc.mcgill.ca) or (514) 412-4400 ext. 22384. Deadline is May 31, 2013.

## Benefit concert

On **Friday, May 10 at 7:00 p.m.**, students and professors of the McGill Faculty of Medicine, including our very own Dr. Olivia Tse, will be performing classical music in a benefit concert for the Montreal Children's Hospital Foundation at the Basilique Saint-Patrick, 454, boul. René-Lévesque West. For more information, please go to [25000sourires.com](http://25000sourires.com)





# Dr. Christos Karatzios

of the Children's wins *Dancing with the Docs*



*Dr. Christos Karatzios and Patty Contenta*

The Montreal Children's Hospital once again took first place at the second edition of the MUHC's *Dancing with the Docs* fundraiser.

Dr. Christos Karatzios from the Division of Infectious Diseases was crowned the winner for his sexy Samba Salsa routine with his Arthur Murray Dance Schools partner Patty Contenta.

"I am so thankful for the opportunity to have been part of *Dancing with the Docs* — it was an incredible evening and so exciting to perform in front of friends and colleagues," said Dr. Karatzios. "The

MUHC family came out to support me and my nine colleagues and allowed us to raise needed funds for *The Best Care for Life* Campaign, all while dancing and having a great time. It was icing on the cake to keep the first place trophy at the Montreal Children's Hospital for the second year, but in my mind all of the doctors who participated are winners and should be very proud."

Among his 'competitors' was Dr. Claudette Bardin, program head of the Medical Day Hospital and the Pediatric Consultation Service at the MCH. She and dance partner Christopher Panasuk dazzled



*Dr. Claudette Bardin and Christopher Panasuk*

with a stunning performance set to the Libertango, a dramatic and passionate Argentine Tango.

The Mardi Gras-themed evening took place on Saturday April 13 at La TOHU and raised \$190,000 for *The Best Care for Life* and *Best Care for Children* campaign.

Videos from the evening are available online at [Dancingwiththedocs.ca](http://Dancingwiththedocs.ca)





# TCAB takes hold at the Children's Medical Inpatient Units first MCH team to implement program

— By Maureen McCarthy

Many of us are now familiar with the term TCAB. It stands for Transforming Care at the Bedside, a concept developed in the U.S. in 2003 by the Institute for Healthcare Improvement (IHI) to improve health care delivery. Several units and services at the MUHC took part in Wave 1 when TCAB was first introduced at the MUHC in 2010 under the direction of Patty O'Connor, MUHC Director of Nursing, and with funding from the Ministère de la santé et services sociaux du Québec. As Wave 2 got under way in 2012, 6C became the first MCH unit to implement TCAB. The TCAB program at the MUHC has three important objectives:

- 1) To improve care processes and understand the inpatient experience through the eyes of patients and families.
- 2) To deeply engage patient representatives and staff in reshaping care processes that respond to patient needs, thus improving safety, access and work environment.
- 3) To increase nurse time in direct care by eliminating waste and duplication.

TCAB complements the idea of focusing on patients and families by empowering front-line staff to make positive changes in the way care is provided. The IHI defines an exceptional patient and family inpatient hospital experience as care that is patient-centered, safe, effective, timely, efficient and equitable.

Josie Revuelta, Nurse Manager, 6C, says the process is helping them look at their practice to see what works and what doesn't. It also reminds them to see things from the family's perspective. "We have patient representatives on our TCAB committee who are an integral part of our team," she says. "We greatly value their input and unique perspective."



*Charlotte Poirier, Julie Grenier, and Caroline Côté meet in the TCAB room on 6C.*

For each unit at the MUHC that takes part in TCAB, it is the staff on that unit who decide which projects they will take on to improve patient care. Several staff members are identified for TCAB duties, and the representation is designed to bring different professional points of view to the process.

*...Continued >>*



*Claudette Woodgate, patient representative on the TCAB committee and her son Jacob talk to Robert Bloom, also a patient representative, in front of the Parent Information Board on 6C1.*



### Step-by-step process

Implementation of TCAB is a 15-month process involving four modules. The first module is “learning to use rapid cycle improvement process”, which is known as Plan, Do, Study, Act, or PDSA. On 6C, a communication tool called SBAR (Situation, Background, Assessment, Recommendation), was introduced for the nursing report. The second module used a process called 5S (Sort, Set, Shine, Standardize, Sustain) to improve the working environment by standardizing equipment location and organizing supplies. Pre and post measures are taken to ensure changes are in fact improvements.

For 6C, the PDSA process confirmed their predictions: it reduced time spent looking for equipment, and increased satisfaction for staff and families. “Everything has a place now, which has helped free up space and improve the sense of organization on our units,” says Caroline Côté, RN. A walk through the units shows the many areas in which this has been achieved. In one hallway, photos of equipment are taped to the wall above a designated area outlined by tape on the floor. There is now less time wasted searching for breast pumps or blood pressure machines.

The TCAB team also tackled treatment rooms, supply rooms, and bathrooms. The results speak for themselves: better organization, more logical work flows, and smarter use of space. For example, prior to TCAB, the peritoneal dialysis supplies were stored in two different supply rooms. By consolidating the supplies to one room on 6C1, it cut costs by half and freed up space for other supplies. In addition, treatment rooms on the units now have legends using A, B, C, D, etc., so that any staff member can easily figure out where things are placed.

### Improving the patient experience

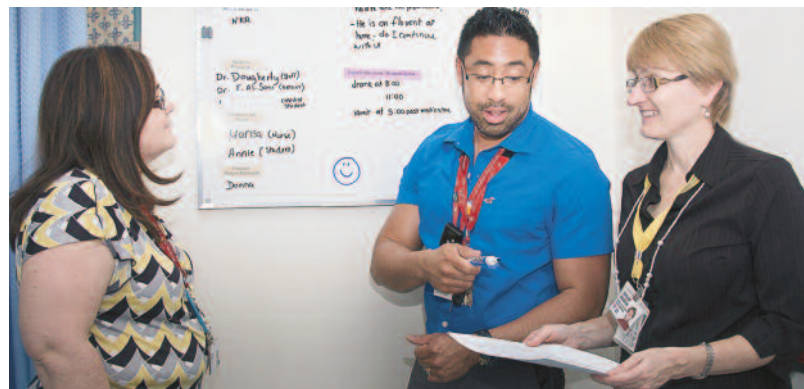
In January the third module was introduced, focusing on improving the patient and family experience. White boards were installed at the patients’ bedsides as a communication tool for parents, patients and staff. Satisfaction measurements have already determined that 80 per cent of both staff and



*Donna Sullivan, Charlotte Poirier, and Marie Tremblay walk through the hallway to ensure that equipment and supplies are in the right place.*

patients/families feel the white boards are facilitating communication. One parent noted, “I like being able to write my questions on the board so I don’t forget. I can then get the doctors to answer them when they come around.”

The TCAB implementation on 6C is now past the half-way mark, and the improvements are being recognized by many people. Even those not involved in TCAB are showing an interest, with many of them making suggestions. “So far, it’s been a great experience for the 6C team,” says Ms. Revuelta. “It’s a lot of work for everyone involved but we’re seeing such positive changes from what’s been done so far. We’re really pleased that we’ve been given this opportunity to help transform our patient care.”



*Josie Revuelta, Vincent Ballenas and Sharon Taylor-Ducharme discuss implementation of white boards at the bedside to improve communication between families and staff.*



# Sometimes just one word can make a difference

## MCH housekeeper comforts parents with a smile and a kind word

Two years ago Mary Rea was walking down the hall of the Montreal Children’s Hospital (MCH) toward the ICU. Her 10-year-old daughter had hit a tree downhill skiing and she was severely injured. As Rea walked with head down, eyes filled with tears, the music of the Italian language filled her ears. Two housekeepers were chatting in Italian as they cleaned. The one man’s voice reminded her of her father’s, who had passed away years before. She stopped, turned around and decided to join the conversation. It was the beginning of a much-appreciated relationship she forged with **Giuseppe Martello** while her daughter Laura remained in the hospital.

“He just always seemed to be there with encouraging words filled with hope,” says Rea, whose daughter is 13 today and doing well. “It brought me much comfort. When Laura came out of the OR after brain surgery he was present to make sure she was ok—and me too. It meant so much.”

Martello, who has been working at the MCH for six years, was filling in for vacation time in the ICU when he met Rea. Today, he works on the main floor of the Children’s.

“I have three daughters of my own and I have been very lucky they were never sick,” says Martello, whose oldest daughter Marianna, who is 24, works as a nurse at the MCH. “When you see parents who are in the hospital with their body but their mind is not there at all, what else am I to do but try to help them in the best way I can, which is to comfort them. Sometimes just one word can make a difference.”

Martello stresses that his primary function is to keep the MCH clean and disinfected. “When I met Mary I saw she was really down so I tried to help her in the best way I could,” he says. “It is not my job but if I am there and I can help, why not?”



### POWER OF SOCIAL MEDIA

This story received over 250 likes in one week after posting it on our MCH Facebook page ([facebook.com/lechildren](https://facebook.com/lechildren))!







# Did you know?

## MCH security guard Kim-Heang Ath teaches origami to patients every Thursday!

For the last two years, Kim has been volunteering after his shift on Thursdays by spending time with patients and families waiting in the ER. He used to colour and draw with the kids, until he decided to try something different — origami. His girlfriend, an artist and former MCH volunteer, began teaching him how to make origami and he's been hooked ever since. "Origami reminds people of their childhood," he smiles. "I'm not only entertaining the kids, but the parents too!"

For more information on Kim and his origami workshops check out our Facebook page at [facebook.com/lechildren](https://facebook.com/lechildren)



# New members of the Central Users Committee

Congratulations are in order for the newly elected representatives on the MUHC Central Users Committee (CUC). Seeta Ramdass, who is a member of the MCH Family Advisory Forum (FAF), and Alfie Randisi, who is treasurer of the FAF, have been elected to the CUC to represent the Montreal Children's Hospital. In addition, two other members of the FAF are also part of the Central Users Committee: Linda Jurick represents the Geriatrics and Elder Friendly Hospital Mission on the CUC, and Lisa Rosati-White represents the Royal Victoria Hospital. Ms. Jurick has also been elected to co-chair the CUC while Ms. Rosati-White has been elected as Secretary of the CUC.

“A strong pediatric understanding on the Central Users' Committee is essential because of the role the Montreal Children's Hospital plays within the MUHC family,” says Wendy Longlade, vice chair of the FAF. “Our culture and policies towards our patients and staff have been shaped over many years and we continue to hold true to our personal and unique structure within the MUHC community.”

## Greg Beerwort



### The Bell Technical Support Staff Award of Excellence

*Awarded to a technician whose commitment to our patients is reflected by a superior quality of work and who is recognized for an exceptional contribution to the quality of life at The Children's.*

Greg Beerwort still recalls one of the funniest things he was asked to do as a carpenter for the Montreal Children's Hospital. "We built a giant wooden cake to go on the hospital float for The Children's 100<sup>th</sup> anniversary," he says, laughing. "It was a lot of fun making something like that."

Beerwort has been working at the hospital for a quarter century, and he says "it does make me proud

to be working at a hospital for children. It's also a smaller hospital, so there's a strong sense of community. You get to know everybody. When you come in every morning, there are always familiar faces."

And while Beerwort says he was "surprised and delighted" to hear about his award, he adds that "I also felt a bit nervous. It means I have to give a speech... and I don't really make speeches."

## Maria Corvino



### The TransForce Administrative and Clinical Support Staff Award of Excellence

*Awarded to a member of the administrative and clinical support staff who has demonstrated remarkable initiative by improving the well-being of patients and/or enhancing quality of life at work.*

When Maria Corvino began working at the Montreal Children's Hospital 20 years ago, it seemed like a perfect fit. "When both of my children were born, they were hospitalized here," she recalls. "I never thought I'd end up working here, but when I did, it felt right—and it was exactly what I wanted to be doing."

Corvino is the administrative assistant for Surgery, which means she books surgeries and also coordi-

nates the fellowship training program for residents and students. "I love working here. I never get tired of it because there's so much variety involved. Our team is simply phenomenal. And I'm always happy to help the students out because I know how much stress they are under."

"I'm so honoured to get this award," she says. "The fact that I'm still here after all these years is testimony to how much I love it."

## Dr. Lily Hechtman



### Transcontinental Research Award of Excellence

*Awarded to a researcher whose initiatives have made a unique and significant contribution to pediatric care.*

As Dr. Lily Hechtman recalls, she came into pediatric psychiatry in an unusual way. "I began as a pediatrician, and when I was doing a rotating internship, I became pregnant," she says. "Back then they didn't have anything like mat leave, so the only way I could have a less frantic schedule was to study psychiatry." But once she began studying, she quickly realized that she had found her calling.

Getting recognition for her work has been very gratifying, she says, because "when we started much

of our research in Attention Deficit Disorder (ADD), many people felt it should just be treated with medication. We showed that you had to treat it with medication in combination with psychosocial treatments."

Dr. Hechtman has been at the Montreal Children's Hospital since 1972, and says her work remains truly exciting. "That you can have an effect at such a crucial time in someone's life is part of what makes it so powerful."





## Lynn Lebel



### Professional Staff Award of Excellence

*Awarded to a manager and/or professional staff member whose knowledge and devotion have significantly improved the quality of life and/or quality of care for the children and families that the hospital serves.*

Lynn Lebel says the thing she finds most rewarding about her job is what she calls "the catalyst effect." Her position as Administrative Head of Ambulatory Services and Peri-operative Services means trouble shooting.

"Call me crazy, but I love solving problems," she says. "It's a fun challenge and often requires interaction with several people in order to get several perspectives. Thinking outside the box, challenging the old ways of

doing things—I find it very rewarding to achieve a win-win solution and find a happy conclusion."

Lebel began working at the hospital in 1993, beginning as Project Manager for Professional Services. She has since taken on a number of responsibilities, with her current role starting in 2010, referring to it as her "dream job." She was, in her words, surprised, touched and very flattered to learn she had won the award. "It was like I was walking on sunshine!"

## Paul C. McDonald



### The Caisse de dépôt et placement du Québec Community Leadership and Volunteer Award of Excellence

*Awarded to an individual who has contributed in a significant way to the well-being of children and adolescents, and who has provided substantial support to the staff members at The Children's.*

Receiving an Award of Excellence was the last thing in the world he expected, but ask anyone who knows him and they'll tell you that no one deserves the honour more than Paul C. McDonald.

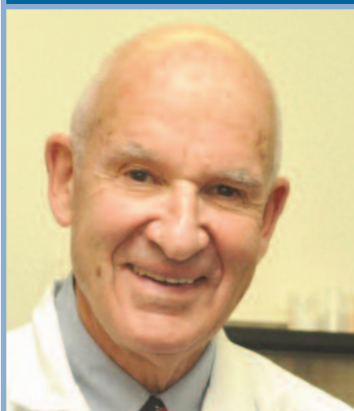
"A total shock," he laughs, recalling the moment he found out. "In fact, when the Foundation's president, Marie-Josée, told me, she said it was the first time she had ever seen me speechless!"

Paul founded *Angela's Big Hearts for Little Kids*

*Endowment Fund* in 2000 to honour the memory of his granddaughter Angela – who was only ten weeks old when she passed away. Born with a condition called hypoplastic left heart syndrome, her memory lives on in Paul's fundraising work. To date the fund has raised close to \$400,000 and is helping to give other children new hope.

"We went through a terrible experience, but it opened our eyes," he says. "We saw what goes on, and what a jewel we have with The Children's."

## Dr. Melvin Schloss



### Jean Coutu Medical Award of Excellence

*Awarded to a physician whose patient care, knowledge, teaching skills and dedication to the hospital community are an inspiration to others.*

"Children are incredible patients," says Dr. Melvin Schloss. "Their ability to recuperate is remarkable—and they tend to be non-complainers."

Dr. Schloss started his career at the Montreal Children's Hospital in 1969 as a resident. Then in 1974, he became a staff physician, specializing as an ear, nose and throat pediatrician. At 72, Dr. Schloss says the "fascinating work of treating

children keeps me young. I feel the same as I did at 32. The work is very rewarding."

Dr. Schloss adds that the Montreal Children's Hospital is a particularly gratifying place to work. "It's a smaller, tight-knit community—you know everyone here. Many of the staff, like me, have been here for a long time. You don't pass by anyone without saying hello. I hope it keeps that same feeling when we transfer to the new site."

## Savana Montagna



### TD Nicolas W. Matossian Junior Community Award of Excellence

*Awarded to a child or adolescent whose exemplary initiative has made a significant difference to the well-being of his/her peers. The award is named in honour of Nicolas W. Matossian, whose courageous battle with his illness inspired other children to give back.*

Knowing what she wants to be when she grows up comes easily to 12-year-old Savana Montagna.

When Savana was eight, doctors found cancer in her leg. Savana's mom, Anna Bianco, refused to lose hope. "We stayed positive... to me, there was no other option—she was going to be fine."

Anna says that for Savana, the toughest part wasn't fighting cancer, it was seeing other children going through the same thing. "She said, 'Mom, when I grow up. I want to be a doctor so I can help children

with cancer.' It's unbelievable. Here we are as adults, and we feel sorry for ourselves when we have a headache!"

Through annual events like the "The Golden Little Heroes" gala, Savana and her family have already raised over \$100,000 for the new hospital. Anna credits The Children's with saving her daughter's life, and is dedicated to continuing to raise funds for the Hospital.

"When we walk in there, it's not a scary place for us... It's like a second home."

## Ann-Marie Suess



### The Nursing Award of Excellence

*Awarded to a nurse whose dedication to the pediatric mission serves as a model to others because of the outstanding level of care provided to children and their families.*

Exceptional mentor... compassionate... outstanding leadership skills... Just some of the praise heaped upon Ann-Marie Suess by her peers.

Suess is all these things and more. She joined the Montreal Children's Hospital exactly 30 years ago and since 2001 has occupied the role of Nurse Manager in the Hematology-Oncology Division.

According to her colleagues, no one deserves this award more. It's not hard to see why. Co-workers

applaud her compassion for staff and families, and commend her for her exceptional knowledge, unique teaching abilities and strong mentoring skills.

Of the many people who nominated her, one endorsement says it all: "While this letter is over three pages long, I still feel I have trivialized Ann-Marie's contributions. It's time we acknowledge the person who is perhaps most responsible for our department's success."

