

nursing newsletter



A WORD FROM THE DIRECTOR AND THE ASSOCIATE DIRECTOR

Dear colleagues,

First, we would like to wish each and every one of you a very happy and healthy New Year. We would also like to take this opportunity to reflect on our accomplishments over the past year—and there are many.

To name just a few examples, we would like to highlight the significant improvement in access to care: we have never had so many beds open for our patients, nor provided as many visits and treatments. Congratulations to you all.

In terms of quality of care, patient surveys show significant improvements, particularly in interprofessional communication as perceived by patients, family involvement in care, and—crucially—the double identification process. Well done.

On the innovation front, artificial intelligence continues to be gradually integrated into our practices. Several projects were launched over the past year, some specifically related to nursing care, such as the **ENACT** project. We are fortunate to have access to the necessary data to support these initiatives, the support of our foundations, and the collective capacity to successfully carry them out. Congratulations.

All of these results, aligned with our strategic planning, are made possible by the sustained efforts of each and every one of you, through multiple projects carried out within your units as well as cross-departmental transversal initiatives, including:

Excellence through collaboration

- Organization of two job fairs in partnership with Human Resources and clinical care teams: one virtual event in March and one in-person event in November.
- Implementation of career pathways in education, advanced practice, emerging leadership, vascular care, trauma, and breastfeeding, with the support of the Ingram family and the MGH Foundation.
- Deployment of a training program for Assistant Nurse Managers (ANMs).
- Implementation of **Genesis** for the vast majority of nursing roles at the MUHC.
- Revision of the **Central Nursing Orientation** across adult sites to adopt a simulation-based approach.

A bridge to tomorrow

- Implementation of a structured quality approach, notably through spotlights and a web page bringing together results, data, and various tools.
- Launch of several technology projects, including ENACT and WOW, as well as collaborations on other initiatives such as AIMS, with more to come.
- Transformation of ambulatory care through the modernization of our practices using available technologies, including the referral portal, the ongoing deployment of CPOE, and other upcoming initiatives.

At the heart of care

- Completion of the implementation of the **SSPPCC** (suivi systématique et planification précoce et conjointe du congé) across adult sites in partnership with the Multidisciplinary Services.
- Deployment of adult and pediatric support lines across most sectors.
- Rollout of the **Safe Birth Project**.

In the year ahead, let us continue to place our expertise at the service of our patients, continuously improve the quality of care, and build on the momentum of the past year.

Let us be proud of what we have accomplished and continue this essential work together.

Alain and Nancy

The “Family View” Project: Better informed, better supported

THE PERIOPERATIVE AND IMAGING DIRECTORATE (DPI)

The DPI oversees all imaging services across the MUHC, as well as perioperative areas including the operating rooms, recovery rooms, endoscopy suites, preoperative clinics, and the Central Operating Room booking areas.

The “Family View Project”: A more human waiting experience

The “Family View Project” is a DPI initiative launched at the **Montreal General Hospital (MGH)** and the **Royal Victoria Hospital (RVH)** to enhance the experience of patients and their families by strengthening **communication** and **transparency** throughout the surgical journey.

The patient journey, step by step

The patient journey is shown through **clear, color-coded stages**, from registration and preparation to surgery, recovery room, and discharge. All information is automatically updated through the Opera platform, ensuring continuous accuracy and reliability.



Orange : Patient registered
Blue : Patient being prepared for procedure
Purple: Patient in OR
Green: Patient in recovery room
Light green: Discharged from recovery room

Keeping families updated and reassured

This project gives patients’ families access to **real-time, confidential surgical tracking system** in waiting rooms

Upon registration, elective patients receive a unique identifier number that allows family and friends to follow the patient’s surgical journey on a dedicated screen.

Benefits for patients, families and staff

By giving families timely, transparent updates, the system **reduces staff interruptions**, while **alleviating anxiety** for patients and loved ones.

This approach strengthens communication across the institution, resulting in a more positive and supportive patient-centered care experience.

THANK YOU

Thank you to all the teams at the **DPI, MGH, and RVH** for their outstanding work on this project. This was a transversal effort, with the support from **Information Services, Building Services, and Admitting**.

The initiative is now moving forward at the **Montreal Children’s Hospital**, with the “Family View” project set to support our pediatric patients as well.

THE MEDICAL DEVICE REPROCESSING UNIT (MDR)

Medical device reprocessing is the critical process of **cleaning, disinfecting, and sterilizing** reusable medical equipment (like surgical tools, endoscopes) to remove microorganisms, ensuring they are safe for reuse and preventing infections in patients and staff, involving specialized technicians, specific equipment (washers, autoclaves), and strict protocols to meet safety standards.

GUIDE DE FORMATION DES
TECHNICIENS URDM
VERSION 2025



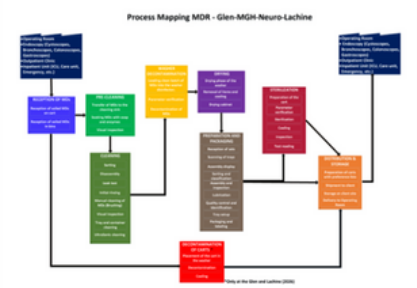
We are also pleased to share that our first comprehensive **orientation package for new hires** is now complete and available and will be used for the next new hires for our areas across the MUHC.

The Medical Device Reprocessing Unit (MDR) and the DPI are proud to announce the launch of their new **intranet page**, which offers a wide range of resources for the MUHC community: the most recently updated policies and procedures related to medical device handling and sterilization, the MDR’s service offer and other valuable reference materials.

Documents

- R-01 Steam Sterilization
- R-02 Respiratory Hygiene and Etiquette
- R-03 Personal Protective Equipment
- R-04 Endoscope Reprocessing
- R-05 Plasma Sterilization (STERRAD)
- R-06 Manufacturer IFU
- R-07 Sterilization Packaging
- R-08 Biological Indicators
- R-09 Medical Device Reprocessing Unit Cleanliness Policy
- R-10 Manual and Automated Cleaning and Disinfection
- R-11 Rinsing of Medical Devices (mechanical and manual)
- R-12 Ultrasonic Cleaning
- R-13 Dress Code in Medical Device Reprocessing (MDR)
- R-14 Medical Device Drying and Inspection Procedures

Process Mapping MDR - Glen-MGH-Neuro-Lachine



Stay tuned: this article will soon be published on the MUHC’s social media.

Please comment and share!



Caring for ourselves in the New Year



As we step into the New Year, we want to encourage all nurses to take care of yourselves. Supporting our own well-being helps us stay present, focused, and compassionate in our practice. Simple, evidence-based habits can fit into even the busiest shifts:

- One minute mindfulness techniques, such as box breathing, to help regulate stress in the moment
- A short ten-minute walk to regulate stress hormones
- Regular hydration and balanced snacks to support brain function
- Connecting with colleagues after challenging situations to reduce moral distress



For additional guidance, we encourage you to consult **The MUHC Survival Guide: Integration of New Nurses**, a resource developed by the CRI that supports both professional growth and personal well-being.

By Ian Truong, Nurse Clinician, RVH Emergency, Member of the CRI

CLINICAL EDUCATION

Adult

POCT Recertification

Neurological Hospital and Lachine Hospital: December 14 – March 14

The 2025-2026 Point-of-Care (POCT) recertification period will be taking place this year from **December 14 2025 to March 14 2026**.

Employees who certified or recertified within the last 4 months (as of August 14th 2025) do not need to recertify again this year.

Please note that for maintaining access to POC testing, the recertification requirement includes:

- Completion of applicable POCT quiz on the AegisPOC™ platform.



If you have any questions or encounter an issue, please send us an e-mail **indicating your UIN and site** to: PointofCare@muhc.mcgill.ca.

Please sign in to AegisPOC™ to view your certification status and complete the quizzes assigned to you.

Your Operator ID and password are usually both your UIN (unless you have changed it).

The links to AegisPOC™ platform can be found on the MUHC Intranet:

- For Lachine: http://aegislachine/aegisPOC_Lachine1
- For MNH/RVH: http://aegisrvh/aegisPOC_RVH



For employees with **multi-site access**: you only need to certify **once** at any site where you have access.

By Marie Létourneau, Nursing Practice Consultant

Adult + Pediatric

Strengths-Based Leadership – Winter 2026 Session

Following the success of the training offered in the fall, the **Strengths-Based Nursing and Healthcare Leadership (ASFF)** will return in Winter 2026.



This accredited 21-hour online training, offered in partnership with the Ingram School of Nursing, enables managers to strengthen a leadership approach that promotes **collaboration, equity, inclusion, and cultural safety**, while highlighting the strengths and potential of each team member.

Congratulations to all participating managers!

- Emmanuelle Jovin
- Caroline Longpré
- Jane de Boer
- Macédoine Hatungimana
- Nadia Ben-Amor
- Daniel-Martin Leduc

By Josée Lizotte, Nursing Practice Consultant

News from the Clinical Practice Review Committee (CPRC)

CPRC would like to share the list of new and reviewed protocols since **July 1st, 2025**.

You will find changes highlighted in yellow in reviewed documents, and at times a summary paragraph explaining the changes.

Nursing general

- Major revision** • Automated Dispensing Cabinet (ADC)
- Major revision** • Assessment and Care of Adults at Risk for Suicide
- Major revision** • Cervical spine immobilization, spine immobilization and care of patient with rigid cervical collar
- Minor revision** • Chest drains (conventional chest tube & pigtail): Care of the Adult Patient
- Major revision** • Code Blue Infection Control Practices - Adults
- New** • Nursing Directive – Management of food products in clinical care areas
- New** • Initiation of a single dose of acetaminophen in ambulatory clinics, admission in psychiatry and day hospitals OC-AMB-20241024
- Major revision** • Insertion, care, maintenance and removal of an orogastric tube (OGT) or nasogastric tube (NGT) in an adult patient
- Major revision** • Care of Central Vascular Access Device (CVAD) site in the adult population, excluding implantable vascular access port
- Minor revision** • Corking of a non-ventilated adult patient with a tracheostomy
- Minor revision** • Decannulation of a non-ventilated adult patient with a tracheostomy
- Minor revision** • Tracheostomy suctioning of an adult patient
- Major revision** • Decision support protocol for the choice of mode of transportation and patient's escort at the MUHC

Cardiology

- Renewed without changes** • Initiation of a test at the Rapid Access Atrial Fibrillation Clinic OC-AFIB-20250610

Dialysis

- Major revision** • Replacement of a Lyka™ connector on a hemodialysis catheter procedure - Clinical Procedure

Medicine

- Renewed with changes** • Initiate Occupational Therapy and Physiotherapy evaluations for adult patients admitted under medicine service with Complex Discharge OC-OTPT-20250310

Inhalation therapy

Major revision

- Ventilatory settings, lung challenge tests, and lung recruitment maneuvers for potential organ donors weighing more than 60 Kilograms

Obstetrics

Renewed without changes

- Administration of Rh(D) Immune globulin (RhIG) in the Women's Health Mission Outpatient clinics OC-OBST2025080

Major revision

- Identification and referral to Mental Health / Psychiatry services within the MUHC Women's Health Mission (WHM)

Renewed without changes

- Initiation of Laboratory Tests in the Birthing Center Triage OC-OBSTLD-20250807

Renewed without changes

- Rh(D) Immune Globulin Administration during Pregnancy and other Obstetric Conditions

New

- Sickle cell disease (SCD) in pregnancy - Intrapartum and Postpartum Guidelines

Oncology

New

- Continuous subcutaneous (SC) infusion of medication – Adult patients on palliative care unit

Minor revision

- Infection Control Measures for Lung Brachytherapy During the COVID-19 Pandemic

Pulmonology

Minor revision

- High Flow Therapy using Airvo2

Minor revision

- Intrapleural Alteplase and Dornase Alpha: Administration and Care of the Adult Patient

Minor revision

- Removal of Mediastinal and pleural drain in an adult post op cardiac and thoracic surgery

Renewed without changes

- Respiratory Clinic and Respiratory Day Hospital Diagnostic Tests, Procedures, and Medications. OC-RESP-20221108

POCT

Revision

- POCT (Point of Care Testing) - Blood Gas using the GEM® Premier™ 5000

Revision

- POCT (Point of Care Testing) - Hemostasis measurement using the ROTEM® delta

Emergency

New

- Nurse-led telephone follow-up for Emergency Department patients who left without being seen

By Marie Létourneau, Nursing Practice Consultant

2026 DSI Audits: Renewed Collaborative Exercise

In 2026, two audit days will be scheduled: one in **mid-April** and one in **the fall**. The model will remain the same, with predetermined time slots posted, while offering some flexibility to meet the needs of the teams. Team members will be invited to sign up if they wish to participate. Collaboration remains at the heart of the process. As last time, two senior advisors will work with four representatives per unit.



Following feedback received, the duration of the audits for each unit will be **extended to 90 minutes**. To prepare teams for the audits, a **30-minute webinar** will be organized a few weeks before the exercise. This meeting will provide an opportunity to present the process, review the questionnaires, and answer questions. Stay tuned!

By Marie-Ève Leblanc, Nursing Practice Consultant

ANNOUNCEMENTS

Call for papers: ORIIML Conference “Nursing innovation: a driver of change in healthcare”

The Ordre régional des infirmières et infirmiers de Montréal/Laval (ORIIML) conference will be held on **April 22**, with the theme “Nursing innovation: a driver of change in healthcare”.

Share your projects and show how MUHC initiatives are shaping the future of health care!

Have you developed an innovative practice, conducted applied research, or launched a transformative project in nursing?

Submit your project abstract by **February 6, at 5 p.m.**:



More information is available on the [ORIIML website](#).

By Claudiane Poisson, ERAS Program Nurse Coordinator-RVH

MUHC and ISoN: An academic partnership at the heart of care

On November 20, the **MUHC** welcomed a delegation from the **Ingram School of Nursing (ISoN)** at the Montreal General Hospital (MGH), including academic collaborators from the ISoN's Clinical Partnership Office as well as members of the School's leadership team.

Organized by **Lisa Frick** and **Selena Fitzgerald** from the MUHC Student Placements, the visit showcased several key clinical areas—including a surgical unit, ICU, endoscopy/GI, dialysis, Emergency Department, and Medical Day Hospital—and fostered constructive discussions around clinical placements and academic partnerships.

➤ [Read the full article](#) for more details.



Left to right: Helen Martin (ISoN), Selena Fitzgerald (MUHC), Lisa Frick (MUHC), Fabienne Germeil (ISoN), Lia Sanzone (ISoN), Crystal Beaudin (MUHC)

Read ebooks for free with MUHC Libraries!

Did you know that MUHC nurses can enjoy hundreds of ebooks and audiobooks *for free*?

Medical Library Collection

Clinical guides, evidence-based practice manuals, practical handbooks and professional development titles.

➤ [Guide to using Medical Library ebooks](#)

Patient Resource Centre Collection

Books written for the general public on a variety of health and wellness topics, including: mental health, mindfulness, healthy cooking, living with a chronic illness.

➤ [Guide to using Patient Resource Centre ebooks](#)

Happy New Year!

A big thank you for sharing your beautiful holiday photos! Your smiles brought so much joy to our first newsletter of the year. Wishing you a year filled with energy, teamwork, and wonderful successes. May 2026 inspire you to keep making a difference every single day!



ICCAN/Complex Care/PDC, MCH



Women's Health Mission



Pediatric Test Center, MCH



Coronary Intensive Care Unit - MGH



CO-EDITORS OF THIS NEWSLETTER:

Marie-Ève Leblanc, Nursing Practice Consultant, Nursing Directorate
Silvia Rizeanu, Communications Agent

Please submit your articles for the next newsletter before **February 2**.

Consult [the 2026 Nursing Newsletter Calendar](#)