



NATIONAL VOLUNTEER WEEK

Volunteer contributions at the Lachine Hospital

In 2011, the 90 volunteers at the Lachine Hospital accumulated nearly 23,000 hours in service by providing 18 hours of volunteer work a day, 7 days a week.

We are privileged to have these volunteers take part in the many activities at the Lachine Hospital. Whether at the admissions desk, emergency department or blood test centre, volunteers provide a helping hand to all users they meet. At La Cafetière, they serve snacks to passersby, while at Pastoral Services, they provide essential support for the spiritual needs of patients and residents. There is a team of caring volunteers who work in palliative care, not to mention a group that participates in and supports the over 15 weekly activities organized by Recreational Services at the Camille-Lefebvre Long-Term Care Centre for clients with a loss of independence. All of these small acts bring joy to patients and residents, who

greatly appreciate the daily care and attention.

"In a society that moves so quickly, is constrained by the limits of money, and often isolates through indifference, angels do exist: they are the volunteers at the Lachine Hospital! They give generously of their time to comfort those in great need and ask nothing in return," explained with great emotion Ms. Judith Hains, Recreational Therapist and Coordinator of Recreational Services at the Camille-Lefebvre Long-Term Care Centre.

All members of the Lachine Hospital organization join in saying THANK YOU! to all of their volunteers.



CAPS Lachine Update

On April 10th, the Lachine Strategic Directions Committee sent the workbook evaluations and transversal or institutional recommendations to the clinical teams that participated in the CAPS exercise. The next stage is the Revision Process, where the clinical teams can ask for clarifications and/or a review of the information submitted. After which the Committee will finalize the recommendations in preparation for submission to the MUHC Board.

Workbook Evaluations

These evaluations provide an appreciation for the information provided in the Work Books, as well as a series of recommendations. Separate evaluations were developed for each of the WBs submitted: General Medicine, Specialized Medicine, Surgery, Ophthalmology and Emergency Medicine.

Transversal or Institutional Recommendations

This document is a list of recommendations developed by the Strategic Directions Committee during the evaluation process.



They are overarching principles or guidelines to help strengthen current and future activities at the Lachine Hospital.

Review Process

The review process is from April 10th to 20th. If you have any questions concerning the evaluations or transversal recommendations, please contact Teresa Mack, Medical Affairs at the MUHC, teresa.mack@muhc.mcgill.ca / 514 394-1934, extension 71304.

We will inform you of the next steps in the coming weeks. At the present time, we are on schedule to complete the exercise in keeping with the established timeline.

EVENTS

Kudos to the Camille-Lefebvre Pavilion for the Cabane à sucre celebration!



The residents of the Camille-Lefebvre Pavillion enjoyed a cabane à sucre lunch here at the Pavilion. Indeed, the Food Service Team crafted the menu from A to Z. From pea soup, ham and omelets, to traditional "pouding chômeur" with 100% pure maple syrup. What a treat! Finger licking good. Thank you to the kitchen staff! Organized by the Recreation Department, the dynamic contry-style activity was musically animated by the Folk Association of South-West. Violin and call-and-response songs also contributed to the success of the event. Lots of fun! Spring is in the Pavilion!



Human Resources and Organizational Culture Government and Public Employees Retirement Plan (RREGOP)

The Human Resources directorate in collaboration with La Capitale services conseils Inc, dedicated primarily to employees of the public and parapublic sectors of Québec, is offering you the opportunity to come and learn about your pension plan. This session, summarizing the main characteristics of the RREGOP, is offered to you free of charge, compliments of La Capitale services conseils.

Please note that sessions are given after work hours, no liberation and/or remuneration will be granted to attend. To register for a session or for more information, please call the HR INFO-CENTRE at local 31617 or by e-mail at hr.info-centre@muhc.mcgill.ca.

Places per session: 25

First come first serve basis

Date and Place: See schedule below

Time: 4:00 pm to 6:00 pm

Targeted audience: All members of the RREGOP (non-management staff)

Cost: free

Schedule

Location Lachine Hospital

Date Mai 22

Room Camille-Lefebvre Pavilion

A1 H2

Language French

MUHC townhalls

Looking for a way to keep up with the latest news of your hospital and the MUHC at large? Make sure to mark these dates on your calendar!

Lachine Hospital

April 27
Room A & B,
Camille-Lefebvre
Pavilion
Noon to 1 p.m.



»CLINICAL CARE AND TEACHING

Solutions for encouraging patient learning

Providing patients with information that is clinician-driven and patient-centered

“Previously patients had longer hospitalizations and staff had more time to teach. Now patients are often admitted to surgery and discharged from the recovery room within one day. We need to find solutions to these new teaching challenges,” explains Dr. David Fleiszer from the MUHC Education Portfolio (MEP). Dr. Fleiszer and his team have brought together an inter-professional team of illustrators, education specialists and clinical experts across the six teaching hospitals of the MUHC to work on ways to address these challenges.

The MEP has developed a wealth of materials to help patients and their caregivers who are learning during stress. Unlike traditional, paper-based materials, these electronic patient resources are primarily image-driven, with minimal accompanying text. It provides patient and families a tool to more easily understand complex, but necessary information while navigating their care. Patients receive one comprehensive message and can access these collaboratively-designed materials online at their own time and pace, as part of an enhanced patient-clinician dialogue.

“There is a dearth of good teaching moments,” Nancy Posel, Ph.D. says. “When we discharge a patient, the physician will write in the chart, but the responsibility for patient teaching is also shared with other professionals the patient comes in contact with at the



From left to right: Dr. David Fleiszer, Nancy Posel, Zac Kenny, Julia Thomas, Erin Jasiura

hospital. We believe that our approach will support this dynamic.”

By the time the World Cancer Congress takes place in Montreal this August, the MEP aims to have modules for at least 8 cancers online: Ovarian, Endometrial, Prostate, Breast, Colon, Melanoma, Glioma and Esophageal.

The MEP has also launched the Health Education Collection, an online database at infotheque.muhc.ca that anyone in the world can access. Here, documents initially designed in paper format are now available with a keystroke, and the ever-growing materials that are image-based are included here as well. MEP has also developed resources and workshops to support authors creating patient materials, to ensure clinical message are clear and consistent. The response to the MEP online initiative has been very positive: in 2011 alone, close to 15 500 visitors accessed over 13 000 documents stored in the database.

Julia Thomas RN, MScA elaborates, “What we are aiming at is patient information that is clinician-driven, but patient centered. The clinician has the expertise, a global perspective of where there may be gaps in knowledge delivery, and thus they can identify where patient education is most required. We help them with the process and we also ensure that they include another important layer, the patients’ perspective.

Dr. Fleiszer concludes “We want to make the MUHC the place for patient education.”

To find out more about how you can benefit from, and contribute to patient learning materials, visit <http://infotheque.muhc.ca/>

For workshops, contact Myrna Cabaluna at myrna.cabaluna@muhc.mcgill.ca



PROFILE

Celebrating National Volunteer Week at the MUHC

Hats off to these wonderful people!

Across Canada, from April 15th to April 21st, the focus is on volunteers as communities celebrate National Volunteer Week.

We invite you to discover the volunteers of the MUHC. Day after day, they demonstrate a great deal of passion and generosity towards our patients, families and staff.

The Montreal Children's Hospital

The Montreal Children's Hospital counts over 400 volunteers. Their volunteering hours per year are the equivalent of the salary of 14 full time staff members, or a donation estimated

at \$ 500 000. “In lieu of these amounts, a lot of care, smiles and support are exchanged,” says Ann Hebert, coordinator of MCH Volunteer Services.

The Montreal Children's Hospital Volunteer Services gives out its heartfelt thanks to all volunteers for the work they relentlessly do everyday; giving back to the community while having fun. During National Volunteer Week, join the Montreal Children's Hospital Volunteer Services in celebrating the efforts and accomplishments of these people very dear to us by giving them a big THANK YOU!



The Montreal General Hospital

The Montreal General Hospital is fortunate to have approximately 900 volunteers who through-out the year provide services through their generosity and good will. “They are a sea of smiling faces that greet visitors, interact with patients, serve tables/ make sandwiches, coordinate in clinic areas, and every Tuesday afternoon a couple of volunteers serve tea to the oncology patients,” says Rita Giulione, manager of Volunteer Services at the Montreal General Hospital. “The tasks are plenty, the help is unconditional and

continued on page 2 »

Volunteer Week

continued from page 1

the appreciation is grand. There isn't an area in the hospital that a volunteer cannot be seen ready to take on whatever comes their way," explains Ms. Giulione. Volunteers assist the hospital with everyday care. Ms. Giulione says the volunteer department is working very hard at improving volunteer programs by providing more interactive services. "The volunteers are focused on making certain that anyone who comes through the MGH doors is assisted and made to feel cared for, they come to us wanting to give, to provide a service without expecting anything in return," she says.

"One area that holds very special meaning for patients and families is the Palliative Care Unit where the volunteer quietly provides a service that many family members have said made the inevitable bearable," says Ms. Giulione. "The kind words offered by the volunteer, how they quietly walk into a room and offer an extra blanket or leave a tray of cookies for the family. These small gestures offer comfort." Volunteers also help keep the ward running smoothly making certain no one is left waiting or wanting for anything.

Improvement is key, changing with the needs that arise by listening and acting on feedback the volunteer provides is very important and keeps the volunteers motivated. "Currently I sit on the steering committee for the Elder Friendly Hospital Project and my objective is to have the volunteers participate in improving the quality of services offered to the older (geriatric) patients" says Ms. Giulione. "I am proud to work with such caring and giving people, coming into work is always a pleasure. I spend my day speaking to as many volunteers as I can. Most of the time we laugh and tease one another. At other times they need to share information or something they would like to change in the hospital. Whatever it is I am there for them and they make my day worth while. Thank you to all of them!" she finishes.



The Montreal Chest institute, The Montreal Neurological Hospital and The Royal Victoria Hospital

The Montreal Chest institute, The Montreal Neurological Hospital and The Royal Victoria Hospital have over 700 volunteers working within 40 different programs across the MUHC. All MUHC volunteers have a common goal: focusing on making our patients feel "well cared for," says Nevine Fateen, Manager of Volunteer Services, MUHC adult Sites. One of the volunteer programs is called Friendly Visiting where volunteers go to a patient's bedside for conversation, quiet listening and practical assistance. Ms. Fateen says the volunteers are a source of comfort and companionship that contribute to quality patient care. She goes on to say one volunteer reports visiting a long term patient who always wanted to hear "about anything except the hospital". The patient would listen enthusiastically as the volunteer talked about her garden, her recent travels, her morning ride

on the metro and any other news of the day. The patient considered these visits as his only link to the "outside world". The volunteer noted the patient's mood always improved by the end of her visit.

The Friendly Visiting program has been running for over 30 years and is popular with both volunteers and patients.

At the Royal Victoria Hospital, volunteers recently started visiting patients in isolation rooms. The volunteers offer to run errands to the cafeteria, Café Vienne or Jean Coutu. One of the success stories from this new initiative resulted in a patient writing a thank you letter to the volunteer who ordered coffee and a pastry twice a day for several months on his behalf. The patient named in his letter all the volunteers he had met and reported their visits helped

him perk up even on days when his pain was at its worse. "Often, patients in isolation have described the volunteer visit as the high point of their day," says Ms. Fateen.

With the help of volunteers, the Friendly Visiting program provides a quiet and safe environment that promotes social interaction and leisure participation for patients. For example, at the Royal Victoria Hospital's Allan Memorial Institute, volunteers involve the participation of patients through arts and crafts,

bingo, woodworking and special events such as pancake breakfasts with real maple syrup in the Spring, and cake and coffee served for as many special holidays as possible.

Another volunteer program that is well appreciated is the Music program. In this program, volunteers play the guitar, the violin, the flute or a portable keyboard on their units. Maggie Blaise, Recreation Therapist at the Royal Victoria Hospital recalls a success story about a daughter visiting her mother during a lengthy stay at the Montreal Neurological Hospital. The daughter reported how one day while she and her mother were in a family room chatting, they heard the sound of relaxing music. The daughter said she was surprised at hearing this and at how the tone of their conversation changed. For a short while, it shifted to the music instead of her mother's health and the difficult decisions to make ahead. She remembers being impressed by the Music program and so grateful for the distraction. Maggie Blaise reports that "the music made the daughter more aware of her surroundings and how much effort had gone into making non-clinical nooks where patients and families could "escape" the hospital". The daughter was positively affected by these efforts and was very happy to share her experience with the Recreation therapist.

Recreation Therapy at The Montreal Chest Institute has the support of a special group of volunteers: Renata Kozina, Mary Phung, Mary Tosoni and Myrtle Neel are dynamic fundraisers organizing two bazaars, two garage sales and raffles on an annual basis. All the funds raised are used to enhance volunteer patient programs. This amazing team gets help from Theresa Amyot and Pierrette Tosoni, who not only do handwork to sell at the bazaars, but are always there to help with sales. These dedicated volunteers also come to all the patient barbeques during the summer as barbeque chefs! Retired employees sometimes become volunteers. One such helper is Marlene Lemieux, a retired Montreal chest Institute nutritionist who is always ready to lend a hand; be it in sales or for any other activities. "We are indeed fortunate to have a group of volunteer superwomen! Their motivation and energy is infectious and uplifting," says Pat Kadawaki, Recreation Therapist at the Montreal Chest Institute.

"When I think of every selfless act volunteers do on any given day, I am overwhelmed and humbled," says Nevine Fateen. "Their acts of kindness are multiplied in over 40 programs throughout MUHC hospitals. This institution would definitely not be the same without them."



»OPERATIONAL NEWS

A new MUHC e-newsletter has hit the Internet!

Keeping you informed is now just a click away...

It is with much pleasure that we announce the first issue of MUHC Highlights – the new MUHC online newsletter for the public. Discover what is happening in clinical care, teaching, research, what events are up and coming and what's new at the Glen site. Sign up today to receive your monthly issue at muhc.ca.

In the April e-newsletter, you can read about the MUHC PRETSURE program and how it is improving the patient experience from scheduling of surgery to discharge; learn how the pneumatic tube system at the new MUHC will allow for greater efficiencies in care; and discover what drives one of our great surgeons to keep excelling. On the entertainment front, the Cedars Cancer Institute invites you to enjoy a fundraising evening with Loretta Laroche—an international inspirational speaker and humourist.

We look forward to keeping you at the forefront of what's happening at the MUHC. Join online today at muhc.ca.



The Montreal Children's Hospital e-newsletter: Where Kids Come First

Subscribe to The Montreal Children's Hospital Where Kids Come First e-newsletter! It's the best way to find reliable information about kid's health issues. Our themed monthly newsletter is full of timely information about common everyday ailments, advances in pediatric research and medicine, as well as enlightening articles about your child's well-being and mental health. You'll also learn more about our patients, our staff members and hospital activities.

Sign up today on The Montreal Children's website: thechildren.com

Operation Habiter Montréal

During the week of March 12, 2012, our establishment, forever dedicated to improving the quality of life of our employees, participated in the City of Montreal's Habiter Montreal campaign. Organized with the financial support of La Capitale financial services and in partnership with the Société d'habitation et de développement de Montréal (SHDM), the activity helped MUHC personnel looking to buy property by informing them of the various financial aid programs available. The event was a success: over 160 enthusiastic employees attended the conferences or visited the information kiosks and are now better equipped to find the home of their dreams on the island of Montreal.

If you missed the campaign, don't worry! A mini-website has been created so that you can find all the information that can help you find a home: www.habitermontreal.com/muhc.

»HUMAN RESOURCES

Human Resources and Organizational Culture

Government and Public Employees Retirement Plan (RREGOP)

The Human Resources directorate in collaboration with La Capitale services conseils Inc, dedicated primarily to employees of the public and parapublic sectors of Québec, is offering you the opportunity to come and learn about your pension plan. This session, summarizing the main characteristics of the RREGOP, is offered to you free of charge, compliments of La Capitale services conseils.

Agenda details

- ◆ Statement of Contribution
- ◆ Eligibility Criteria
- ◆ Calculation of Retirement pension
- ◆ QPP Coordination
- ◆ Indexation
- ◆ Death Benefits
- ◆ Phased Retirement
- ◆ Application for retirement
- ◆ Return to work following retirement
- ◆ Buy Backs
- ◆ Partition of Family Patrimony

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Places per session: 25

First come first serve basis

Date and Place: See schedule below

Time: 4:00 pm to 6:00 pm

Targeted audience: All members of the RREGOP (non-management staff)

Cost: free

Schedule

Location MCH
Date May 17
Room Forbes D-182
Language English

Location RVH
Date October 26
Room Conference Room
M3.30
Language English

Location 2155 Guy
Date May 24
Room Conference Room
11th floor
Language English

Location MGH
Date October 22
Room Osler A6.105
Language English

We ask everyone who registers to please respect their engagement. In the event that you cannot attend, please advise us as soon as possible.

Compliments of 
La Capitale

For questions, please call the HR info-centre at extension 31617 or write to hr.info-centre@muhc.mcgill.ca.



Reduced hospitalizations for asthmatics treated quickly after triage

Children experiencing moderate to severe asthma attacks and who are treated with corticosteroids during the first 75 minutes of triage in the Emergency Department (ED) are 16% less likely to be admitted to hospital. This is the finding of a study published in the *Annals of Emergency Medicine* that was jointly conducted by the CHU Sainte-Justine, Université de Montréal and the Research Institute of the McGill University Health Centre (RI-MUHC). This study stresses the importance of adopting a strategy to rapidly identify and begin treating children with moderate or severe asthma attacks directly after triage.

"The earlier the treatment is administered within this timeframe, the more effective it is, hence the advantage of starting treatment right after triage," explained Dr. Francine Ducharme, the senior author who supervised the study while she was an RI-MUHC researcher based at the Montreal Children's Hospital. Dr. Ducharme is now a pediatrician and researcher at the CHU Sainte-Justine, where the study data was compiled and analyzed. "Furthermore, beginning early treatment reduces ED stays by nearly 45 minutes for patients who will be discharged from the ED."

"We knew that corticosteroids could help prevent hospital admissions and relapses. However, just how delays between ED admission and treatment impacted outcome remained unclear," explained Dr. Sanjit K. Bhogal, lead author and graduate of the Department of Epidemiology, Biostatistics and Occupational Health at McGill University.

The challenge for ED health care professionals is to ensure that the severity of the asthma attack is flagged at the triage stage so that treatment can be initiated immediately. In fact, patients' being treated "too late" seems to be due for the most part, to their not receiving high triage priorities or to physicians' not being able to assess them early enough.



CIHR Café scientifique

Science on tap: Quench your interest

Date and time: Thursday, April 26th 2012

6:00 pm - 7:30 pm

Location:

YWCA Montreal

1355 Rene-Levesque Blvd. West

(Corner Crescent), Montreal

RSVP:

Autumn Neville

anville@epimgh.mcgill.ca

Rheumatic Disease: Exercise for Symptom Relief

Living with a rheumatic disease can be challenging. Exercise if done properly, can help reduce some symptoms. We will focus on yoga and related interventions and explain how they can optimize function, flexibility, strength, fitness, and other important health outcomes. Guests will also participate in a "chair-yoga" demonstration, learning how simple and gentle yoga positions preformed while sitting can help alleviate muscle strain.

This free activity is presented by the Canadian Institutes for Health Research (CIHR).

Our panelists:

Dr. Sasha Bernatsky

MD, PhD, FRSQ
Associate professor
Department of
Medicine,
McGill University

Dr. Susan Bartlett

PhD
Associate Professor
Department of
Medicine,
Respiratory
Epidemiology
& Clinical Research
Unit

Dr. Deborah Da Costa

PhD
Associate Professor
Department of
Medicine,
McGill University

7th edition of the 24 heures de sciences event

The MUHC opens its doors for the 7th edition of Quebec's science and technology event: 24 heures de science, on May 11th and May 12th 2012.

Just like forensic investigators from the TV show *C.S.I.*, the MUHC's pathology team will welcome participants on May 12th, at the Montreal Children's Hospital in order to uncover the ins and outs of pathology; fascinating science and medical specialty unknown from the public.

If you are passionate about the human body's mystery, we invite you to discover the activities presented during 24 heures de science by visiting the website: www.science24heures.com.

»AWARDS AND APPOINTMENTS

Dr. Thérèse Perreault appointed Director of the Montreal Children's Hospital Neonatology Division

We are pleased to announce that Dr. Thérèse Perreault has been appointed the Director of the MUHC's Division of Neonatology, effective April 1, 2012. As the initial Director of the MUHC's Division of Neonatology (The Montreal Children's Hospital and Royal Victoria Hospital NICU), Dr. Perreault will play a leading role in the running of this unit that will be a major force in the new hospital featuring well integrated links with activities in obstetrics, maternal-fetal medicine and every pediatric medical and surgical service. Please join us in congratulating Dr. Perreault whom we look forward to working closely with in the years to come.

New members of the MUHC Internal Communications' team

The MUHC's Public Affairs and Strategic Planning (PASP) office is pleased to announce the promotion of Lisa Dutton to Manager of MUHC Internal Communications and Interactive Media. Lisa will also be providing communications support for the MUHC's Patient Engagement initiatives. Lisa will continue in her role as Manager of Public Relations and Communications for the Montreal Children's Hospital (MCH). Lisa joined the MUHC ten years ago and has in-depth knowledge of the organization. She and her team have won awards for the MCH website from the Office québécois de la langue française, the Société québécoise des professionnels en relations publiques du Québec, and Canada's Health Care Public Relations Association. Lisa brings a wealth of experience to her latest role and we are excited about her new position with the PASP office.



Lisa will be working arm-in-arm with Patricia Lemoine, our new Communications Officer, Internal Communications. Patricia is the second generation of her family to join the MUHC; her father was a pharmacist at the MCH for over 30 years. Patricia has both a bachelor's degree in Civil Law, and in Cinematography. Patricia was first hired by the organization in 2011 as an Information Officer at the Direction de santé publique de l'Agence de la santé et des services sociaux de Montréal.

Prior to her career at the MUHC, she has held roles in communications and development for non-profit organizations such as Multiple Sclerosis Society of Canada, Quebec Division, and worked as a freelance journalist reporting on Health, Lifestyle and Beauty.



THE NEW MUHC

The new MUHC makes a mark at Major Projects forum

On March 30, the MUHC took part in the Strategic Forum on Major Projects organized by the Board of Trade of Metropolitan Montreal to present the redeployment of the Montreal General Hospital and the Lachine Hospital at the Glen site. The goal of this annual meeting of Montreal leaders is to promote the infrastructure, development and revitalization projects taking place across the city. Mayor Gérald Tremblay chaired this activity, which was attended by more than 450 representatives from corporate, political, media and community spheres.

Normand Rinfret, Interim Director General and CEO of the MUHC, spoke about the economic and social advantages of the New MUHC along with the project's developments. Images from the Glen site and the impressive numbers related to the construction of the new complex garnered positive reactions and great enthusiasm from the audience. Our colleagues at the CHUM, Hôpital Maisonneuve-Rosemont, CHU Sainte-Justine and Jewish General Hospital all took a turn unveiling their modernization plans. Indeed, the hospital infrastructure of the entire city will soon be among the most modern in North America.



Normand Rinfret speaks about the innovation of the new MUHC and its positive spin-offs for the city and Quebec.

Overall, nearly 60 cranes are busy at work on the major construction sites that are currently reshaping Montreal's urban landscape. Close to \$17.5 billion in investment as well as 197 large-scale real estate projects are helping to drive the city's economy. Other organizations of note that were invited to make a presentation were Université de Montréal (Outremont Campus project), the Space for Life nature museums (Biodôme, Insectarium, Botanical Garden and Planetarium) and the Olympic Park. A series of talks was also devoted to residential development, with an emphasis on mixed-use urban projects (commercial and different residential segments), proximity to public transit, and the creation of green space.



New MUHC Glen Site

To watch the MUHC video presented at the event, visit our intranet and click on the "Major Projects Forum" button.

Overview of other hospital projects



CHUM



Jewish General Hospital



CHU Sainte-Justine



Hôpital Maisonneuve-Rosemont

Spring into action and cut down the clutter!

April is the month of Aphrodite, when the Earth awakens and the flowers open to reveal their beauty. This period of rebirth is the ideal time to take a look at your work area with fresh eyes and give it a much needed spring cleaning!

Whether you spend your days working at a computer workstation or in a shared area or lounge, your work environment could likely benefit from some visual de-cluttering. Remove any old memos, outdated posters and invitations. If you have a community bulletin board, assign someone to make sure that all information



is relevant and that old notices are regularly purged. Make sure there is a place for everything: there are many low-cost, well-designed desk organizers to help you keep your pens and paperclips neat and within reach, and to sort your magazines and files.

Now that your area is neat and tidy, it's time to banish the germs. If you work on a computer, take the time to show your computer some TLC. Clean the fingerprints off your monitor with screen-cleaning wipes designed specifically for this purpose. Get rid of crumbs that may be hiding in your keyboard

by first unplugging the keyboard, then giving it a good shake over the garbage can to dislodge any dirt; you can also use a small brush or a can of compressed air for a more thorough cleaning. Clean the surface of the keys with a disinfectant wipe, and don't forget to clean your mouse. While you're at it, use that disinfectant wipe to clean off your telephone or any other well-used, germ-y surfaces, including light switches and handles. Use a feather duster and go over some of the nooks and crannies in your work area, including picture frames, lamps and shelves where dust accumulates.

Now reward yourself for your hard work by treating yourself to something beautiful to look at... a new photo frame, some funky magnets, or a new plant to celebrate another season of growth.

Invitation to the MUHC's Institute for Strategic Analysis and Innovation's (MUHC-ISAI) 4th Annual Director General's Lecture

Members of the MUHC are invited to attend the 4th annual Director General's Lecture to hear Mr. Normand Rinfret, MUHC interim director general and CEO, speak about health policy issues. This event is the first activity in 2012 of the MUHC's Institute for Strategic Analysis and Innovation (MUHC-ISAI). Mr. Bernard Lord, a special advisor with the MUHC-ISAI and the former premier of New Brunswick, will set the stage by delivering the introductory remarks.

The lecture will take place on Thursday, May 17, from noon to 1 p.m. in the Osler Amphitheatre of the Montreal General Hospital (A6.105).

The 5th edition of the Health Innovation Report about the 2011 activities of the MUHC's Institute for Strategic Analysis and innovation (MUHC-ISAI) is now available online at www.healthinnovationforum.org.

Within the report, you will find:

- Highlights of the fourth annual conference, which was entitled *The Scope of Medicare: What Makes Sense today?*;
- A summary of the *Medicines, Home Care and Long-term Care roundtable discussion*;
- *The Disengaging Montreal Hospitals from the Provision of Long-term Care case study*.

Users' committee and in-patients' committees

Annual General Meeting

Welcome to all MUHC patients



We invite you to spread the word to patients and their families for the upcoming AGA where all are invited to attend.

AGENDA

- Opening remarks
- Annual report
- Conference by Dr. Mark Roper, MB. Ch.B.: "Shortage of family doctors in Quebec"
- Adoption of by-laws
- Refreshments will be served

Tuesday, April 24th 2012: 4-6pm
Montreal General Hospital
Room A6-105
1650 Cedar Avenue
Montreal (Quebec)
Canada, H3G 1A4

MUHC townhalls

Looking for a way to keep up with the latest news of your hospital and the MUHC at large? Make sure to mark these dates on your calendar!

Montreal General Hospital

April 23
Livingston Hall
Noon to 1 p.m.

The Montreal Children's Hospital

April 24
Amphitheatre
Noon to 1 p.m.

Lachine Hospital

April 27
Room A & B,
Camille-Lefebvre Pavilion
Noon to 1 p.m.

Montreal Chest Institute

April 30
Cafeteria
Noon to 1 p.m.

Royal Victoria Hospital

May 2 – Room H4
Noon to 1 p.m.



To get a copy of bylaws: patients.comm@muhc.mcgill.ca.