

A WORD FROM THE DG AND CEO

Hello everyone,

With the adoption of Bill 10, our organization is undergoing an intensive period that will continue in the weeks and months to come. We will undoubtedly go through some significant moments in history. A section dedicated to the network reorganization has been created on the intranet, where you will find relevant documents and the most up-to-date information available.

At the same time, developments at the WIHSSC are in full swing. The Finance Directorate has already moved. The *bureau de l'amélioration continue* and Human Resources will follow suit shortly.

The WIHSSC is continuing to move forward, and you can read about some examples of the strides we've made in this issue of Flash-Info.

We will keep you updated in different ways as information becomes available. Stay tuned! Other announcements about our organizational progress will follow.

One thing is clear: Every step we take puts us in a great position for the future.

Benoit Morin, Director General and CEO



BILL 10 – REORGANIZATION OF THE HEALTH CARE NETWORK

As you may well know, Bill 10 has now been adopted. It sets out that the CIUSSS de l'Ouest-de-l'Île-de-Montréal will include the following institutions:

- West Island Health and Social Services Centre
- Centre de santé et de services sociaux de Dorval-Lachine-Lasalle
- Douglas Mental Health University Institute
- West Montreal Readaptation Centre
- Grace Dart Extended Care Centre
- Batshaw Youth and Family Centres
- St. Mary's Hospital

The head office will be located in Pointe-Claire.

We invite you to read the 2 announcements from the Executive Office and consult the "Bill 10" section of the Intranet.

There you will also find the "Au fil de la réorganisation" newsletter from the *ministère de la Santé et des Services sociaux*, which provides an update on the reorganization.

For information:

**National Assembly – assnat.qc.ca/en
Network reorganization: msss.qc.ca**



MINISTERIAL VISIT AT DBV: A GREAT SUCCESS!

The MSSS visited DBV on February 10 and 11 to assess the quality of its *milieu de vie* for residents.

The ministry identified a number of strengths and areas where progress has been made, such as the team's commitment, its resident-centred approach, and the centre's vibrant atmosphere. The surveyors also acknowledged the remarkable work done over the past two years.

Overall, 31 targets under 5 themes were evaluated, from food temperature to the resident admission process.

Congratulations to DBV team for your strong commitment to making this visit such a success and for your great example of team work.

Carolle Toupin, extension 4410



ADDITIONAL ACCREDITATION VISIT

In follow-up to Accreditation Canada's previous visit in November 2013, an additional laboratory visit will be held on April 24 to document progress in this sector.



Since 2005, laboratories have been obligated to implement ISO standards and undergo a more extensive visit. The surveyor from Accreditation Canada, Ms. Gilberte Caissie, will come to specifically review criteria related to the blood bank, the operations of the biomedical laboratories, Point-of-Care Testing (POCT), such as blood glucose measurements taken by nurses, as well as the laboratory quality system. This visit will therefore affect a number of sectors at the WIHSSC. We need everyone's help to make sure we are compliant with best practices.

Our teams are working to advance the continuous improvement process and are receiving assistance from specialist Ms. Diane Gingras.

Marc Pineault, extension 5269
Sophie Ouellet, extension 5275

JOB FAIRS

On January 26, 28 and 30, a job fair was held in relation to major developments announced in the West Island and in relation to the needs of different services in order to fill over 70 nursing and nursing assistant positions. Another job fair to recruit **nurses** is also being organised. Do you know any nurses wanting to join the HSSC? Tell your friends & families about this upcoming job fair and promote the "Jobs and Internships" section on our Web site.

Marie-Josée Parent, extension 4830
csssouestdelile.qc.ca/en

PRENATAL CLASSES

On next March 17th, the HSSC perinatal-childhood team (0-5 years) will be the first to incorporate the andragogy concept (a concept that promotes adult learning) into its customer service. They have been invited to share this excellent initiative with other network establishments. Thus, the team will hold a thematic day focussing on the optimization of prenatal classes by giving a conference and by hosting workshops. In a joint effort, the HSSC and the *Direction de santé publique de Montréal* have organized this event bringing together several health professionals who teach prenatal classes and managers from other HSSC's.

Joséphine Lemy-Dantica, extension 4356

TRAINING SEMINAR OF THE WEST ISLAND DRMG

Close to fifty doctors from the territory met at the Pointe-Claire Holiday Inn on January 30. WIHSSC staff went to present our organization's various services and hand out tools to help doctors refer their clients to the right place.

Danielle Morin,
extension 4440



PROGRAMME AMPROOB PLUS

The multidisciplinary team from the case room and the midwives from the Community Birthing Center are pleased to announce their participation in the MoreOB Plus program. The goals are to build and sustain a culture of safety by developing the knowledge, skills, attitudes, behaviours and practices that make patient safety the #1 priority at all times. During the next 3 years they will work on integrating and maintaining safe practices, and identifying and resolving problems linked to patient safety. The objectives for the 1st year include the integration of safe practices by performing emergency drills, the use of debriefing after all deliveries, and evaluating the practice of trials of labour after caesarean births to reduce the caesarean section rate. We would also like to remind you that during the previous years these teams had successfully completed the MoreOB program.

For information:

Lisa Doherty, extension 2249
Christine Dzurovka, extension 2205

PROFESSIONALS AND TECHNOLOGISTS WEEK

From May 25 to 29, the Multidisciplinary Council will be celebrating this theme week, a first for the WIHSSC!



Professionals and technologists are invited to share their expertise with their colleagues by giving a lecture, writing an article, or helping at an information booth.

Anyone interested in getting involved can contact the Chair of the Multidisciplinary Council:

Elianne Pappas, extension 1265
cecm.odi@ssss.gouv.qc.ca

BABY-FRIENDLY HOSPITAL INITIATIVE

The CLSC de Pierrefonds, the CLSC du Lac-Saint-Louis, and the Community Birthing Centre are currently undergoing baby-friendly hospital initiative recertification, which is granted by the Canadian and Quebec committees for breastfeeding.



To be recertified, these three centres must meet international standards for best practices in breastfeeding. They must also comply with the World Health Organization's International Code of Marketing Breast-milk Substitutes. This code prohibits hospitals from promoting or distributing free samples of baby formula. Before bringing in magazines that promote formula or any other promotional items, make sure they don't contravene this code. The recertification visit is expected to be held the week of May 4th.

Josée Paquin, extension 3854 (CLSC de Pierrefonds)
Josée Riel, extension 1349 (CLSC du Lac-Saint-Louis)
Christiane Léonard, extension 3851 (Community Birthing Centre)

NEW EMERGENCY CODES

We have conducted a review of some emergency codes. For example, Code 2-3 is now called Code Purple (clinical emergency). In March, you will receive the new emergency code chart (a sticker for your ID card). The changes will come into effect on March 31.

Richard McCready, extension 1488

CHANGE OF SCHEDULE – PATIENT ACCOUNTS

Since the start of the new year, the hours for Patient Accounts are now from **7:00 a.m. to 3:00 p.m.** from Monday to Friday. The goal of this schedule change is to better serve our clientele.

Daniel Wall, extension 5246

INFECTION PREVENTION AND CONTROL

Let's be vigilant, it is gastro season! These viruses are very contagious: prior to your symptoms and 48 hours after the end of your symptoms. Transmission is by contact and by droplets if vomiting occurs. Perform good hand hygiene and stay home 48 hours after your symptoms subside. If you are ill, please inform your manager and the health office.

Katherine Wadas, extension 3401

Frédérica Gaspard, extension 3475

Nicole Poliquin, extension 3718

RECOGNITION FOR YEARS OF SERVICE

Given all of the changes in the health and social services network, we have revamped the WIHSSC's Recognition Gala. Many of you suggested this on the survey conducted before the holidays. Activities to recognize the work of employees and physicians who have 15, 20, 25, 30, 35, 40 and even 45 years of service will take place in the coming weeks. For example, your computers will have screen savers featuring photos of people who are being recognized. These individuals will receive a personalized certificate, and a draw for gifts will also be held for everyone being honoured.

Michèle Gauthier, extension 6935

LAKESHORE AUXILIARY SCHOLARSHIPS

WIHSSC employees who were in a nursing program at a CEGEP or university in 2014 are invited to apply for scholarships offered by the Lakeshore Auxiliary. Anyone who wants to apply must fill out the required form by March 20 and provide proof of completion. The scholarships will be awarded on April 22 at a ceremony. The amount for each scholarship will be determined based on the number of applicants.

Suzanne Serve, extension 5211

THE DATE

April 19, 1965:

The Lakeshore General Hospital opens its doors to the public.

Our hospital is about to celebrate its 50-year anniversary!



Source : apesquebec.org

COMMUNITY NEWS

HOUSING IN THE WEST ISLAND

Did you know that...

- In 2010, 6,735 households in the West Island had an after-tax income of under \$20,000?
- That only 23% of housing units in the territory were available for rent?
- And that housing costs for tenants are higher than the Montreal average?

A detailed picture of housing in the West Island, conducted by the Community Organizers of the WIHSSC, highlights population and household data and describes the main characteristics of housing in the territory. This tool is available on the intranet under "Populational services / Public health / A detailed picture of housing in the West Island."

Normand Croteau, extension 3812

SUCCESS STORIES

THE WIHSSC GETS INTERNATIONAL NOTICE



A university psychiatric hospital in Switzerland asked for WIHSSC's permission to adapt one of their brochures for clients with mental health problems. The excellence of the WIHSSC does indeed extend way beyond its network!

HOUSEKEEPING STAFF AT THE DBV DISTINGUISHES ITSELF

We wish to congratulate Fernando Castro who works as part of the housekeeping staff at the DBV Centre and distinguishes himself on a daily basis. Assigned to the Special Care Unit which houses clients with cognitive impairments, Mr. Castro goes well beyond the call of duty. Very often, his colleagues see him sharing a joke with a resident, or trying to reassure another with his warm smile. Mr. Castro also speaks several languages, which greatly facilitates communication between the residents and the care staff.

He truly impacts the quality of the residents' living environment.

Carole Dessureault, extension 3724



MENTAL HEALTH NURSES

Annie Turcotte, a psychiatric liaison nurse, is one of ten nurses in the province authorized by the Ordre des infirmières et infirmiers du Québec (OIIQ) to evaluate mental disorders, with the exception of intellectual impairments. This reserved activity can be carried out by doctors, psychologists and vocational guidance counsellors certified by their professional order. Ms. Turcotte can therefore help these patients access services, promote the continuity and quality of their care, and provide expertise to first-line or specialized care teams for complex clinical cases.

Congratulations, Ms. Turcotte!

Cathy Filadelfi, extension 4253

FOUNDATIONS LAKESHORE GENERAL HOSPITAL FOUNDATION



The Lakeshore General Hospital Foundation will hold its annual *Bâton Rouge* D.D.O. fundraising event March 23. Guests will receive a sumptuous four-course gourmet meal, an open bar, exquisite cheese and chocolate tastings, and many more fun surprises on the way. Tickets are \$150 with a \$100 tax receipt.

Golf Tournament

Golf enthusiasts will be glad to know that the fundraising golf tournament will be held at the venerable Royal Montreal Golf Club June 3rd. Tickets, foursomes and sponsorships are now on sale.

Each donation counts

The money raised helps to improve the quality of patient care and to buy medical equipment. Your generosity makes a difference in the lives of the West Island residents!

For more information:

514-630-2081

info@fondationlakeshore.ca

fondationlakeshore.ca

CLSC DU LAC-SAINT-LOUIS AND THE PIERREFONDS FOUNDATION



At its annual general meeting on January 28, the Foundation elected four new members to its Board of Directors. Visit the “CLSC du Lac-Saint-Louis and the Pierrefonds Foundation” section of the WIHSSC Website for the list of Board members.

Annual mail campaign

The annual mail campaign met and surpassed the goal of \$8,000. The Foundation thanks its loyal donors on behalf of underprivileged families and seniors in the West Island.

Annual charity breakfast

Our 6th annual charity breakfast will be held on Tuesday, May 12, starting at 6:30 a.m. at Jack Astor's at the Galeries des Sources. Children are welcome. Tickets will go on sale soon at the CLSCs.

For more information:

extension 1681

CENTRE D'HÉBERGEMENT DENIS-BENJAMIN-VIGER FOUNDATION DBV FOUNDATION'S HORTICULTURAL BAZAAR



This annual event will take place on May 24, 2015, on DBV's outdoor terrace, from 9 a.m. to 3 p.m.

Employees and people from the community are invited to come celebrate the arrival of spring and donate cuttings, plants and gardening items.

For more information, please contact the DBV Reception at 514-620-6310

APPOINTMENTS - *Change in the Management team*

Here are the changes that have taken place in the management team since the last issue.

Services de proximité et hébergement :

- **Nathalie Pellerin**, *chef d'unités de soir à DBV*
- **Suzie Duranleau**, *coordinatrice du soutien à domicile par intérim*
- **Yves Théberge**, *chef d'administration de programmes de l'aide à domicile par intérim*

Santé physique :

- **Anne Pilon**, *chef d'unité – centre ambulatoire par intérim*

Finances :

- **Lynne Scheuer**, *chef de service rémunération par intérim*

RETIREMENTS

Finances :

- **Diane Simoneau**, *chef de service rémunération*
- **Lucie Thomas**, *chef d'unité bloc opératoire – chirurgie d'un jour – endoscopie – chirurgie mineure*

Departures

- **Géraldine Matthews**, *chef d'unité des soins intensifs - inhalothérapie*

Services techniques :

- **Alexandre Tétreault**, *chef du service de biomédical par intérim*
- **Marie-Hélène Cyr**, *chef des services alimentaires par intérim*

Services professionnels et hospitaliers :

- **Karine Lagacé**, *chef de service des archives, de l'admission, de l'accueil et de la téléphonie par intérim*

Send your content to Marie-Pier Lefrançois Dubuc:
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