

### A WORD FROM THE DG AND CEO

Our summer Flash-Info is here! This issue features some of our HSSC's great initiatives along with information on summer public health campaigns.

What a busy year! We have worked really hard and our results show great promise for the future. We are truly on the way to reaching our goal of becoming a HSSC of excellence and a HSSC of choice.

**I also invite you to view the video of me wishing you all a great summer. And don't miss our Stage 4 Report. Both the video and report are available on the intranet.**

Have an amazing summer!

**Benoit Morin, Director General and CEO**



### STRATEGIC PLANNING



Phase 2 of our strategic planning is now complete. Remember that you can share your comments and suggestions at any time and in a variety of ways: by email at [planificationstrategique2015-2020.odi@ssss.gouv.qc.ca](mailto:planificationstrategique2015-2020.odi@ssss.gouv.qc.ca), in the *2015-2020 Strategic Planning* section of our intranet under the *My HSSC* tab, or through your manager. Phase 3 of the consultations will continue in the fall.

### GREAT INITIATIVES – OUR HSSC SHINES

#### LOW BACK PAIN PROGRAM

The HSSC's Low Back Pain Program was presented at the RUIS McGill Symposium held on May 12 and 13 in Abitibi-Témiscamingue. Our organization's commitment to improving services was acknowledged many times by our partners. This program is the first of its kind in Quebec!

**Christine Clermont, extension: 1503**



### WORKSHOP ON ICU END-OF-LIFE CARE

In collaboration with the Canadian Association of Critical Care Nurses, our HSSC organized a workshop on ICU end-of-life care on June 17 in Pointe-Claire. This event was an incredible success! More than 70 intensive care nurses from the metropolitan region attended.



The guest speakers included Dr. Richer, Chair of the CPDP, as well as intensive care nurses Amélie-Ève Séguin and Kerry-Anne Geraghty. This event was a great opportunity to highlight our excellence at the West Island HSSC!

**Géraldine Matthews, extension: 2206**

### HONOURS FOR THE DBV CHOIR

The DBV intergenerational choir of residents, family members and volunteers was selected within the AQESSS *Opération Bons coups* Program. The goal of the program is to acknowledge the positive and innovative initiatives developed by the association's member institutions across the province.

This honour was also announced at the choir's annual concert, held on June 7, the theme of which was friendship.

**Renée Mathieu, extension: 3730**



### RENOVATIONS AT THE NEPHROLOGY CENTRE

The Nephrology Centre has undergone extensive renovations and now has four hemodialysis stations and one isolation station. Each station has more space to make patients and care staff more comfortable and meets infection prevention and control recommendations. The expanded facilities also mean we can take on thirty new patients.

Two new rooms dedicated to peritoneal dialysis were also integrated into the centre. A first patient will begin this type of treatment at the end of June. Our local media toured the new facilities on June 25.

**Linda Sullivan, extension: 1718**



### A NEW OPHTHALMOLOGY MICROSCOPE

Since April, ophthalmology staff have been using their newly installed microscope. The team held a reception to thank the administration for its support with this project. Thanks to this new equipment, the team will be more effective and can perform more surgeries on a daily basis.

**Lucie Thomas, extension: 2669**



### PROJECT - OPTIMIZING THE DISCHARGE PLANNING PROCESS

Here is news about one of our projects\*. The Lean project team, which is mostly made up of staff who work directly with patients, has identified and implemented solutions that have led to significant advances for patients. This particularly stimulating experience would have also contributed to improving collaboration and communication between different professionals as well as our work environment. Congratulations!

#### Medicine Unit 4 North

Average length of stay	P1	P2	P3
2014-2015	13,12	11,59	10,50
2013-2014	16,74	16,89	11,93

*\*Many Lean projects are currently ongoing. These projects allow us to not only review our practices but also put patients at the heart of our activities and improve organizational performance by eliminating waste (consult the Spring 2014 Flash-Info for more details).*

### BALANCING THE BUDGET

We are continuing to make progress towards our target of balancing the budget. The finance team has developed new tools to determine what needs to be done in each sector, and all managers will receive training this summer. The coming months will be crucial, especially in the Quebec context as we know it. Talk to your manager to find out more.

### ACCESS TO HEALTH CARE BROCHURE

A brand new Access to Health Care in your Neighbourhood brochure will be available this summer. A total of 15,000 copies will be distributed in our facilities. This brochure gives an overview of our HSSC and the first-line care and services that we provide. It also describes emergency room alternatives such as Info-Santé (811) and the territory's network clinics.

**Sandrine Charpentier, extension: 5257**



### DEPLOYMENT OF THE QUÉBEC HEALTH RECORD (QHR)

As mentioned in the last Flash-Info, the deployment of the QHR is well under way. The viewer is being automatically installed on all work stations. Anyone who needs to use the QHR will get a tool to access it. The viewer provides access to radiology, pharmacy, and laboratory clinical data from across the province, which will greatly facilitate the work of our healthcare professionals.

**Charles Bertrand, extension: 5586**

## PUBLIC HEALTH TIPS

As they do every year, the Public Health Agency and HSSCs of Montreal issue some advice with regards to the summer months. Below is an overview of a few of these tips.

### RAGWEED

All municipalities in our territory have agreed to work with our HSSC to eradicate this weed. This is a great project that also opens the door to other collaborations.

Because of ragweed pollen, one million people suffer from hay fever and, occasionally, chronic sinusitis or asthma. If you recognize this plant, you should pull it out or cut it down in mid-July and in mid-August on a yearly basis.

### EXTREME HEAT

This is a reminder that we are currently under our seasonal heat wave watch (see previous Flash-Info).

### WEST NILE VIRUS

The West Nile Virus is an infection that is spread through the bite of an infected mosquito. These infections first appear in the summer and continue until the first fall frost.

### BEDBUGS

Summer is synonymous with moving!

**For more information and practical advice to stay healthy this summer, consult the new portal:**  
[santemontreal.qc.ca/externe/eteensante/en](http://santemontreal.qc.ca/externe/eteensante/en)

### MAIN ENTRANCE NOW OPEN

It's done! After many months of work, the main entrance of the Lakeshore General Hospital (LGH) has re-opened. Renovations have made the space more functional and user-friendly for both clients and employees. Consult the most recent Info-Work on the intranet for more details

*Change in the Management team.*

### APPOINTMENTS

**Louise Villeneuve**, Director of the *réseaux clientèle, soins infirmiers et services multidisciplinaires* (effective August 11).

**Éric Chiasson**, Head of the Hygiene and Sanitation Department, Acting Manager of Food Services.

**Tim MacMallin**, Head of the Youth in Difficulty Program, Acting Manager of the Youth Mental Health Program.

**Birgit Ritzhaupt**, Head of the Adult Mental Health Program, Acting Manager of the ID-PDD Program.

**Joséphine Lemy-Dantica** will be Head of the Perinatal Program as of July 21.

**Chantale Bédard**, Day Medicine and Ambulatory Care Centre Coordinator, Acting as Interim Head of the Staffing list on a 3-day a week basis.

*Congratulations to everyone!*

### RETIREMENTS

**Diane Lemieux**, Head of the Perinatal Program, will officially retire on September 19, 2014. Best wishes in your retirement!

### INFECTION PREVENTION AND CONTROL

Did you know that visiting construction and renovation sites is risky? These sites are restricted zones due to the occupational health and safety risks they pose (hard hats, safety boots and other specialty clothing are required). Infection Prevention and Control risks are associated with exposure to dust and, possibly, to mould and fungi. These contaminants may also be transported on clothing. Do not visit these restricted sites without authorization.

**Katherine Wadas, extension: 3401**  
**Frédérica Gaspard, extension: 3475**  
**Nicole Poliquin, extension: 3718**  
**Robert Vernier, extension: 6317**  
**Paul St-Amour, extension: 3378**  
**Monique Fortin, extension: 3314**



### FOUNDATION

#### LAKESHORE GENERAL HOSPITAL FOUNDATION



How exciting to see what we can accomplish when we work together! Our annual Duck Race and classic Golf Tournament were a smashing success, and we wish to genuinely thank all those who purchased a ticket or participated in one way or another. We raised over \$160,000 and we could NOT have done it without you! As we prepare for yet another exciting fall season, we are having a blast orchestrating our upcoming 50th anniversary celebration. New fundraising events, the unveiling of a new logo and a revised contemporary website are all in the works. Like us on Facebook to read more about our daily progress and developments. When we support each other, we ALL win! Have a delightful... and restful summer!

**514-630-2081 / [info@fondationlakeshore.ca](mailto:info@fondationlakeshore.ca)**

### GLOSSARY

**CDPD:** Council of Physicians, Dentists and Pharmacists

**RUIS McGill:** McGill University's integrated health network

**DBV:** Centre d'hébergement Denis-Benjamin-Viger

**AQESSS:** Association québécoise d'établissements de santé et de services sociaux

### NEXT ISSUE: FALL 2014

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