

Chez nous

MCH EMPLOYEE NEWSLETTER

Published by Public Relations and Communications | www.thechildren.com

September 18, 2014

Stefano's first day of pre-school

— Page 2

Also in this issue:

Photos of the new MCH — Page 10

The Glen Lingo Guide — Page 11

Hôpital de Montréal
pour enfants
Centre universitaire
de santé McGill



Montreal Children's
Hospital
McGill University
Health Centre

Photo: Owen Egan



Stefano's first day of pre-school

— By *Stephanie Tsirgiotis*

Stefano Ruvo is officially a big boy. The four-year-old started pre-school on September 2 — an incredible personal feat considering everything he has gone through to get to this point. “We always wanted Stefano to go to school; we just had to jump through a few hoops to make it happen,” says Vito Ruvo, Stefano’s father.

A complex condition right from the start

Stefano spent the first 13 months of his life at the Montreal Children’s Hospital after being diagnosed with Congenital Central Hypoventilation Syndrome (CCHS) and Hirschsprung’s disease. CCHS affects Stefano’s breathing in that his brain cannot send signals to his diaphragm to move, making it impossible for him to breathe on his own. Stefano is connected to an artificial ventilator through a tracheostomy, a small hole in his neck that acts as a direct airway to his trachea. Hirschsprung’s disease is a condition often associated with CCHS, wherein the nerve cells that help discharge body waste do not function properly.

This affected his large intestine and a third of his small intestine had to be removed as well.

“Even though Stefano has a complex medical condition, he is a very bright boy who will truly benefit from a stimulating learning environment,” says Dr. Anne Marie Sbrocchi, his pediatrician in the MCH’s Complex Care Service (CCS). “Our department is devoted to getting patients home quickly and in school so that they can live as normal a life as possible. We worked very hard with Stefano’s family and external community groups to make sure this could happen.”

Preparing for life at school

The CCS team has, in fact, spent years preparing Stefano for a full day of school. For the last two years, a specialized educator has been evaluating and preparing Stefano for this next stage in his education. She worked primarily on his speech, which was slightly delayed because of the tracheostomy and spending his

first 13 months in a hospital bed. When he started daycare last September — at the same school he is attending this fall — Vito, Dr. Sbrocchi and Sylvie Canizaris, a nurse clinician in Complex Care, spoke to staff and students in order to educate them about Stefano’s condition. “We told kids about all the different equipment that Stefano needs and what they were allowed to touch and not touch,” explains Dr. Sbrocchi. “We also educated the staff about early warning signs and helped them develop an action

Continued >>>



Stefano's nurse, Isabelle, checks his CO₂ levels to make sure his diaphragm pacemaker is working properly.



plan in case of an emergency. Visiting his school reassured us that this was a safe and productive environment for him.”

Then last November, Stefano took another big step forward when Dr. Sherif Emil surgically implanted a diaphragm pacemaker under Stefano’s skin. The device causes his diaphragm to contract by sending radio waves from an external transmitter to the implanted receivers under his skin. The receivers then convert this energy into pulses which are sent to the electrodes, which in turn stimulate the diaphragm to contract. This allows Stefano to breathe without the artificial ventilator. “The external transmitter is hidden away in a knapsack that Stefano wears on his back,” Sylvie explains, “which allows him to be more mobile and feel like the other kids.” Eventually he’ll be able to use the device 12 hours a day, but Dr. Sbrocchi, her team, and Stefano’s respirologist Dr. David Zielinski, are slowly easing him into the transition. He was recently given the green light to use it for three hours, twice a day.



Stefano and one of his new friends play in the park near his school.

A helping hand

Due to all of his daily medical needs, a registered nurse must remain by Stefano’s side throughout the day. The school set aside a room for all of Stefano’s clinical equipment, which consists of his ventilator, suction machine for his tracheostomy, and oxygen tank in case of an emergency. The space also allows the nurse to tend to him privately. “We want Stefano to feel normal, so we asked the nurse to give him space and only intervene when he’s not well,” says his mother, Rosa. “It’s also important for his teacher to feel free to discipline him if he acts up and not treat him differently from the other children.”

Stefano may be different to the other students in certain respects, but it looks like he’s fitting in just fine. “Despite his medical obstacles, Stefano will be able to do anything he wants one day,” says Dr. Sbrocchi. “But for now, we’ll focus on elementary school!” •

CHEZ NOUS is published by the MCH Public Relations and Communications office

Editor: Maureen McCarthy
 Managing Editor: Stephanie Tsirgiotis
 Graphic design: Vincenzo Comm Design inc.
 Photography: Owen Egan
 Stephanie Tsirgiotis

To submit story ideas or texts to *Chez nous*, contact the Public Relations and Communications office at ext. 24307 or send an email to info@thechildren.com.

Production of *Chez nous* is made possible thanks to funding from the Montreal Children’s Hospital Foundation.



Join us on Facebook!

Did you know you're reading an award-winning magazine? Chez nous came in second for best internal health care newsletter in Canada! The award was given by the Health Care Public Relations Association of Canada. Next year we're going for gold!



Trading spaces

Chez nous talks with Teresa Di Bartolo

— By Maureen McCarthy

If you want to get the job done, give it to a busy person. Whoever wrote that might have had Teresa Di Bartolo in mind.

Teresa started her career at the Montreal Children’s Hospital in the early 1990s. “I actually applied here on a dare,” she says with a laugh. “I was working in property management and real estate at Steinberg’s, which was located at Alexis Nihon. The company was in the process of being sold, so a few of us walked over to the Children’s one day and applied for jobs having no clue as to what we could possibly do in a hospital!” Months later, she was hired as the new facilities coordinator.

Over time, Teresa became manager of Architectural Services at the Children’s and through the years, she has overseen the planning and construction of many renovation projects, environmental improvements and the installation of various state-of-the-art diagnostic equipment. In addition, she has managed the difficult task of allocating space for hospital needs in a facility where space has been scarce. The construction of the new hospital has meant a redefined role for the department. “Obviously, we’ve carried out fewer renovations recently but some projects still need to be done to ensure safety and security for patients and staff,” Teresa says.



Teresa Di Bartolo stands beside an antique rocking horse which graces the entrance of the MCH Architectural Services office in Les Tourelles.

In the past few years, Teresa has taken on a number of corporate dossiers at the MCH such as liaison with the MCH Foundation, managing the leases for the hospital’s rented premises, and chairing the MCH Legacy sub-committee. She has also been an active member of the Quality of Life at Work, Awards of Excellence, and Director General Awards committees.

Planning inside and out

Working on planning and development for the Glen site has been an important part of Teresa’s work for years. “I was quite involved at the beginning during the high-level master planning, then stepped back a bit while the functional programming got under way,” she says. Along the way, she has represented the MCH on Glen dossiers as varied as the selection of colours and finishes, furniture, signage and wayfinding for public

Continued >>>



spaces, defining criteria for commercial tenants, art integration and preservation of heritage items, exterior landscaping, and the planning of the Family Resource Centre.

Teresa is part of a core group of people including Doreen Rafeiro, Barbara Izzard, Sharon Taylor-Ducharme, Stephanie Tsirgiotis and Lynn Lebel, who are involved in preparations for the move to the new MCH. "Together, we're dealing with every aspect of the move. On October 1, we get the keys to the new buildings. From this date until our move in May 2015, we will accompany our staff as they begin activation of their respective areas, test work flows and learn to adapt to their new work environments," she says. Teresa will also be involved with the actual staff moves and the final patient transfers.

What motivates Teresa every day is the opportunity to create the best possible spaces for patients and staff. "The environment has to be functional for the caregiver, and comfortable for

the patient and family," she says. "Ultimately, it has to be a place that really contributes to the healing process."

A great feeling

Teresa is one of a handful of people who has seen the Glen in its various stages of development. "Walking through the hospital gives you a really good feeling," she says, "especially in the public spaces such as the galleria with its multi-coloured glass windows reflecting on the floors and the walls, and in the atrium which will have a view of the new bear sculpture outside."

The years of planning and hard work have been well worth it for her. "I thrive on the variety and the challenges, and I love interacting with people and solving problems," she says. "There are still a few months to go but we can really see the finish line now!" •



NOMINATE A COLLEAGUE TODAY!

With a busy year ahead, the nomination period for the MCH Awards of Excellence will be earlier this year. The MCH Awards of Excellence are given to recognize MCH employees for their outstanding work. The Awards' sponsors give \$25,000 each year to support ongoing needs at the hospital, and award recipients can designate part of the funds to support a department or project at the MCH. In the past, Awards of Excellence recipients have supported the purchase of new equipment, continuing education for staff and patient education.

Why not think about who among your colleagues deserves recognition for their work and contribution to the hospital. At the same time, you might be helping them fulfill a dream of supporting something that's very dear to their heart!

Brochures and nomination forms are available online at childrenfoundation.com or at the MCH Information Desk. The deadline to nominate a colleague is **October 17, 2014**. The award ceremony will take place on June 17, 2015 from 2:00 p.m. to 4:00 p.m. in the Atrium of the new Children's.



The new Glen site





Our front entrance



The Children's gets ready to make its move

Three MCH patients shine bright in awareness campaign for move to the Glen

By now, anyone who has walked, rode or driven by the Children's Atwater and René-Lévesque entrance will have seen our big banner announcing the move to the Glen in May 2015. It features three-year-old Eva, a patient at the Children's. Tristan and Gabriella, also Children's patients, make their debut in the campaign as well. In the next few weeks, you'll see all three of them featured prominently in posters and banners going up inside the hospital with the "We're Moving" message and Children's web address front and centre.

The campaign goal is to help our patients and families learn more about the move and get the info they need well ahead of time.

You can also see the "We're Moving" campaign featured prominently on the home page of the Children's website. As well, the hospital's Facebook page has a rotating series of posts with answers to some of the most frequently asked questions about the new hospital.

If any parents or family members visiting your department or clinic have questions about the move, invite them to visit thechildren.com/move for more info, or suggest they become a fan on our Facebook page: facebook.com/lechildren! •



You asked, we answered!

Answers to frequently asked questions about the Glen

WILL THE GLEN BE AIR CONDITIONED?

With the exception of parking spaces, all areas in the MUHC Glen site are air conditioned. This means that air supplied to clinical and non-clinical areas are served by central systems, supplying air that is filtered, cooled, or heated and humidified in order to meet specific indoor environmental conditions.

What differentiates the new Glen site from other contemporary health centres is the high efficiency particulate air filtration (HEPA) found inside almost all the central air conditioning systems. This system, which filters 99.97% of particles having a size of 0.3 micron and over, is a key tool used for infection control and it exceeds current North American standards.

Our department members are working on the “clean sweep” of our filing cabinets. Once we determine what documents we need to keep, WHAT IS THE BEST METHOD OF CONSERVATION—SCANNING OR OFFSITE ARCHIVING?

The key question to ask when deciding how to archive documents you might need in the future is ‘How often will I need to consult them?’ The two main options available are storing physical files at Iron Mountain’s facilities, or creating a folder on the MUHC network to store scanned files.

The ease of storing files at Iron Mountain, and the relatively low costs associated with it, make this an excellent option for



The furniture's in and it's finally complete! Check out the ultra child-friendly Family Resource Centre, which will be located right near ambulatory clinics in our new hospital.

documents you need to keep for legal or other reasons but won't likely need to consult. Accessing the boxes at any point in the future is also very simple, and can even be done on rush service if required. If on the other hand there are files which you'll need to consult frequently, scanning may be the better option.

Of course there are other elements that may affect your decision such as the volume of documents and the length of the conservation period.

The Document Services section on the MUHC Intranet site has detailed information and instructions on the Clean Sweep four-step program “Sort, Discard, Consult, and Archive or Scan”. There's also information on how to set up an Iron Mountain (IM-Connect) account or request a protected folder on the MUHC network, and answers to all your questions about what to toss and what to keep. Visit the Intranet home page and select “Document Services” from the Departments and Services list on the left-hand side. ●



Things are really taking shape in the new MCH Emergency Department at the Glen site. The brand new space aims to maximize space for patients and families and improve workflows for staff members.



He's here! Our 11-metre tall teddy bear has just been installed in front of the new Montreal Children's Hospital's atrium. Michel Saulnier, the artist who created the bear, worked in collaboration with copper-smith Bernard Paquette in his warehouse in the Eastern Townships to complete its construction.

The giant bear was created in three parts and measures 11.3 metres (or 37 feet) high, while the sphere on which he's balancing measures 3.65 metres (or 12 feet) in diameter. The structure was made out of 450 sheets of brass measuring 30 cm by 30 cm (1 foot by 1 foot), and as you can imagine, completing such an immense project was no small feat!

The Glen Lingo Guide

What's the difference between a 'super-user' and an 'early activator'? We know.

We thought the same thing... There's a difference??

With our move to the new Montreal Children's Hospital less than nine months away, *Chez nous* thought it would be helpful to clarify some of the words being used.

KEY TERMINOLOGY

Transfer leader: a person from the re-development office who works with a Legacy site (current hospital) to make sure it is ready for the move. At the MCH, this person is Doreen Rafeiro.

Super-user: a person who undergoes training on a new piece of equipment and is then responsible for teaching others about it.

Substantial completion: the end of the construction period: October 1, 2014.

Facility activation: activities carried out by MUHC staff after October 1 in order to prepare the Glen site for operations on Day 1 (starting

with the RVH transfer on April 26, 2015).

Early activator: a staff member who will carry out a specific role during the facility activation period.

Purposeful visits: visits to the Glen site organized for early activators to help them better understand their new environment and to prepare for their role.

Activation checklists: list of tasks that an early activator will have to perform in order to prepare their department/ unit/sector for their first patient.



Here's a look at one of our Medical Imaging department's three spacious MRI suites.



EVENTS AND ACTIVITIES



The Children's 'Reading Under the Stars' event a huge success!

Young patients at the MCH were treated to a series of magical evenings of storytelling this summer. The readings are part of the MUHC's Legacy Year, which is seeing all sites host a variety of events and activities to honour the rich history and many achievements of the founding hospitals of the MUHC while counting down to the official inauguration of the Glen site in June 2015.

This family-oriented event also celebrated the 10th anniversary of the volunteer-based program *Lire Imagine Read*, which promotes literacy at the Montreal Children's Hospital.

PILATES AND ZUMBA AT THE MCH

When: Wednesdays, 5:00 to 5:55 p.m. (starting Sept. 17)	Where: Rm D-292
When: Tuesdays and Thursdays, 12:10 to 12:55 p.m. (starting Sept. 16 and 18)	Where: Rm W-202
Cost: \$100 for 10 weeks (for one session per week)	
Registration: Contact Karen at (514) 489-7717 or karenkunigis@gmail.com .	

(The rate is based on a minimum of 10 participants.)

**LEGACY YEAR EVENTS:
CELEBRATING OUR PAST AND FUTURE**

TOUR YOUR NEW HOSPITAL!

**GLEN SITE OPEN HOUSE
DECEMBER 6
EXCLUSIVE TO MUHC
10 AM - 4 PM
1001 DECARIE BLVD
VENDOME**

**Free parking
Guided tours
Once-in-a-lifetime opportunity**

**RESERVE YOUR SPOT
TOURGLEN.CA**

**PORTES OUVERTES
GUIDE
OPEN HOUSE**

**CUSMAIMENTL.CA
CUSM
MTL
MUHC**