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MCH EMPLOYEE NEWSLETTER – SPECIAL EDITION – 2021



Photos: Daniel Héon, Medical Multimedia - MUHC



Awards of Excellence 2021 Winners

Hôpital de Montréal
pour enfants
Centre universitaire
de santé McGill



Montreal Children's
Hospital
McGill University
Health Centre

La Fondation de l'Hôpital de Montréal pour enfants
The Montreal Children's Hospital Foundation

An unconditional commitment

2021 has been an emotional year, with the strain of the global pandemic relieved by the arrival of an effective vaccine. The Children's family rallied, redoubling its efforts to provide our vulnerable young patients the care they need. With exceptional resilience, adaptability and capacity for innovation, it provided comfort and reassurance in this extraordinary environment.

Despite the magnitude of these challenges, many of you took the time to acknowledge your peers. The selection committee's task was made all the more difficult by the quality of the nominations. By their actions during the pandemic and throughout their careers, the candidates YOU chose are making a difference in the lives of patients and their families, as well as in the lives of their colleagues.

It is with pride and gratitude that The Montreal Children's Hospital Foundation presents its 22nd annual Awards of Excellence to recognize outstanding staff members for their exceptional work. Some impressed you with their empathy

and kindness. For others, their deep commitment, collaborative work and team spirit set them apart. Beyond their distinctive qualities, these award recipients all embody The Children's fundamental values.

Our major \$200 million campaign will help the Award recipients and their co-workers lead the way and set new standards of excellence in patient and family-centered pediatric care. Long live the "little brats" and the boundless energy that drives the Hospital's many multidisciplinary teams.

We extend our sincere thanks to everyone at the Hospital whose work helps to get sick children back on their feet and regain their mischievous spirit. We also thank our valued sponsors, National Bank and Pfizer Canada, as well as TD who presented the virtual ceremony. Their generous and loyal support helps The Children's find Unexpected Ways to Heal.

Congratulations to all!



Photo: Melany Bernier Photographie. Beauty care: Véronique Prud'homme

Renée Vézina

President

The Montreal Children's Hospital Foundation



Photo: Nadia Zheng

Katrin Nakashima

Chair of the Board

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Dr. Margaret Berry

Recipient of the National Bank Medical Award of Excellence



Photo: Daniel Héon, Medical Multimedia - MUHC

You think your commute is long? It takes Dr. Margaret Berry three to eight hours to travel from Montreal to one of her six medical offices. And she travels by plane. Just imagine how long it takes when it snows. Year round, Dr. Berry, a member of The Children’s Northern and Native Health Program spends a week per month caring for sick children in Salluit, Ivujivik, Akulivik, Purvirnituk, Inukjuak and Umiujaq, all remote villages in Nunavik, Quebec’s far north.

Dr. Berry is lauded by her peers for her dedication, compassion, efficiency, expertise and incredible work ethic (rumour has it she does the work of three pediatricians). For these reasons and many more, Dr. Berry is the 2021 recipient of the National Bank Medical Award of Excellence.

“I am really pleased. I thank the National Bank very much for this wonderful award and I thank my colleagues for nominating me. When I started this work, I didn’t think I’d receive anything like this,” says Dr. Berry, who has been a practicing pediatrician for 40 years.

While Dr. Berry is humble about her role in helping ensure the health and well-being of thousands of newborns, children and teens, her colleagues are effusive.

“Margaret’s dedication to her patients in Northern Quebec is an exemplar of the highest standards of physicianship and excellence. She is an invaluable link to help ensure tertiary

care to these vulnerable and at-risk populations. She is one of our department's unsung heroes who provides the tapestry of excellent innovative clinical care for which The Children's is known," underlines Dr. Michael Shevell, past Chief of Pediatrics.

"Margaret is an amazing pediatrician and wonderful human being," says Dr. Geoffrey Dougherty, pediatric intensive care specialist and Director of the Northern and Native Health Program.

Other colleagues applaud her role as a tireless health advocate, her devotion and skill in caring for sick newborns and as a role model for respectful, culturally sensitive care. Dr. Berry, congratulations on this well-deserved award.



A WORD FROM THE SPONSOR

Like with Dr. Margaret Berry, humanity is at the heart of the National Bank's mission. We are deeply moved by Dr. Berry's commitment to caring for sick kids in Northern Quebec. Her devotion and professional expertise help give kids a chance to grow up healthy in sometimes difficult conditions. On behalf of the National Bank, we'd like to offer our thanks and congratulations! You have our utmost admiration, Dr. Berry.

Mary Pauline Espinosa

Recipient of the MCHF Nursing Award of Excellence



Imagine how it feels for a child to spend five to six hours sitting in a chair for hemodialysis, and at least three times a week. Now imagine how it feels for the parent at their side.

This is something Mary Pauline Espinosa (Pauline to close friends) has gone through thousands of times at The Children's Hemodialysis and Apheresis Unit. Recently retired, she held the position of assistant head nurse there for 30 years.

From the start, Pauline understood being a nurse was more than just a job; it also meant taking care of children and families. "When a child recognizes you, runs towards you and calls you by your first name, you know you're making a difference in their lives and bringing them joy. When you see a stressed parent and understand their fear, when you find the best way to support them, you connect with the family. I know then that I am giving optimal care to the child and to the family."

Over the past 35 years, technology has revolutionized treatments, and Pauline made sure she understood the complex, cutting-edge equipment in order to solve problems and find rapid solutions. "Pauline always welcomed change

Photo: Daniel Héon, Medical Multimedia - MUHC

and challenges with open arms,” says Dr. Lorraine Bell, pediatric nephrologist. “Over the years, her professional development was remarkable. She perfectly embodies The Children’s pediatric mission.”

With such empathy, compassion, leadership and commitment, it’s easy to understand why her peers nominated her for the MCHF Nursing Award of Excellence. Congratulations, Pauline!

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A WORD FROM THE SPONSOR

Personal qualities like empathy and devotion can mould a career. This laureate embraced The Children’s mission from the start by offering optimal patient and family-centered care. In addition, she always welcomed technology that improved the quality of life of her patients. And she shared her learned expertise with colleagues in the use of this state-of-the-art medical equipment. The Montreal Children’s Hospital Foundation is very proud to present the MCHF Nursing Award of Excellence to Mary Pauline Espinosa. Thank you, Ms. Espinosa, for contributing to the health of our sick children, for making them laugh, and for helping them get back on their feet.

Maia Aziz

Recipient of the MCHF Professional Staff Award of Excellence



Photo: Daniel Héon, Medical Multimedia - MUHC

The day Maia Aziz took her new post as head of Allied Health Services, Quebec declared a public health state of emergency because of the COVID-19 pandemic. Forget easing into the job!

With 13 departments bringing together over 210 people, she had to make sound decisions, and learn and adapt at warp speed. Welcome to Maia Aziz's incredible universe!

Mental health in the workplace being one of her priorities, Maia, in collaboration with adult partners in Multidisciplinary Services and HR, created a phone support line for all MUHC employees needing additional help at the start of the pandemic. Her constant communication with all of her teams to provide information, support and encouragement during the difficult time allowed the Allied Health Services teams to go above and beyond, and lend a helping hand on all fronts.

Maia has built a reputation as a woman of action. Any project that can optimize the health and well-being of kids gets her immediate attention and support. "What really moves me is the compassion with which patient and family-centered care is offered at The Children's. It's not the work of a single individual. It's the spirit that motivates all of our teams."

“Maia has the rare gift of being able to bring humour, compassion and humanity to all of the technical components associated with high-level management. She is able to stay open-minded and think creatively while putting The Children’s priorities first,” says Abigail Brodovitch, nutritionist at the Clinical Nutrition Service. It’s with these types of glowing comments that her peers nominated her for the MCHF Professional Staff Award of Excellence. Congratulations, Maia!

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A WORD FROM THE SPONSOR

Providing patient and family-centered care is the hallmark of The Children’s. And some people stand out by inspiring creativity, innovation and goodwill. A steadfast listener, Maia Aziz, head of Allied Health Services, encourages the more than 210 multidisciplinary team members of Allied Health’s 13 departments to share ways to positively impact the lives of patients and their families. And the ideas become reality! The Children’s Foundation pays homage to an outstanding woman by presenting her with the MCHF Professional Staff Award of Excellence. Congratulations, Ms. Aziz!

Dr. Indra Gupta

Recipient of the Pfizer Research Award of Excellence



Photo: Daniel Héon, Medical Multimedia - MUHC

The adage says “If you want something done, ask a busy person.” Busy people accomplish more because they don’t waste a second. Dr. Indra Gupta doesn’t waste a nanosecond. She is a doctor treating children with kidney disease, a senior researcher and a McGill Professor teaching the next generation of doctors and researchers. But wait, there is more! She is the Interim Director of Child Health Research at The Children’s/MUHC and of the Department of Nephrology at The Children’s, as well as the Interim Associate Director of the Research Institute of the MUHC.

Her first love is research. “My lab focuses on understanding the basis for congenital defects in the kidneys and urinary tracts. These disorders account for 40 per cent of all cases of kidney failure in children. The goal is to understand these defects to identify new treatments,” she explains.

The allure and frustration of science captivate the clinician-researcher. “When something works, you are exhilarated. You’ve found something that you can further develop. You live for these rare moments. But in reality, research is painstakingly slow,” Dr. Gupta says. “People think the COVID-19 vaccine was developed overnight, but in actuality, it was under development for a decade.”

Thanks to her passion and tenacity, Dr. Gupta’s peers nominated her for the 2021 Pfizer Research Award of



Excellence. Members of the research award selection committee write, “Dr. Indra Gupta exceeds all criteria for the Pfizer Research Award of Excellence, and she accomplishes everything she does with humility, integrity and inclusivity.”

Word of the award left Dr. Gupta gobsmacked. “I am honoured, but you’ve got to be kidding! Thank you, thank you. I am stunned,” she stammered before getting back to work.



A WORD FROM THE SPONSOR

Supporting research and innovation is part of Pfizer’s DNA. Through the difficult times we’re living, supporting research is as important as ever. Pfizer is one of the world’s leading biopharmaceutical companies and, today, we’re paying homage to a prolific scientific researcher, whose work seeks to uncover the causes of kidney defects in children and develop innovative treatments, on top of her numerous other responsibilities. It’s a great honour for us to present the Pfizer Research Award of Excellence to Dr. Indra Gupta. Your contributions are remarkable. Congratulations, Dr. Gupta.

Bernard Riel

Recipient of the MCHF Administrative and Clinical Support Staff Award of Excellence



Photo: Daniel Héon, Medical Multimedia - MUHC

When a parent learns their child will be hospitalized for an indefinite period, it comes as a total shock. For Bernard Riel, a level-2 administrator whose career at The Children's spanned 24 years, being there to support families was a priority.

"Seeing the stress and sometimes distress parents feel in that situation is something I was experiencing almost every day. I wanted to do everything I could to help."

With empathy, Bernard supported them throughout the process. He gave them clear instructions and ensured they were fully understood. He was available to respond to their needs. His motivation? Making the patient and family's stay as safe and pleasant as possible. Now retired, he never hesitates to lend a hand any time his medical unit, B9, needs help.

His ability to anticipate patient needs during their stay or following their return home, as well as his organizational skills made him a first-rate resource for a medical unit seeing a large number of patients with respiratory issues. It's not surprising his peers nominated him for the MCHF Administrative and Clinical Support Staff Award of Excellence!



“Bernard started each day with a warm, welcoming smile, and over all these years, his devotion and commitment never wavered,” says Dr. Louise T. Auger, pediatrician.

Several years ago, a medical resident had this to say about him: “No matter where Bernard is working, he makes it better.” Our heartfelt congratulations, Bernard! The Children’s Foundation is proud to highlight your exceptional work and your commitment to improving the lives of children and their families.

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A WORD FROM THE SPONSOR

At The Children’s, there are people who become real treasure troves of information. That’s the case for our laureate, who for patients, parents, doctors, nurses and multidisciplinary professionals, has long been the ‘go-to guy’. Bernard Riel has simplified procedures, provided sound information and clarified instructions to help the unit function harmoniously. Everyone knows and recognizes his excellent work. The Children’s Foundation is proud to present the MCHF Administrative and Clinical Support Staff Award of Excellence to Mr. Riel. Congratulations!

Complex Care Service

Recipients of the MCHF Teamwork Award of Excellence



Nadine Allard, Nathalie Aubin, Sylvie Canizares, Clelia Coccia, Anna Colicchio, Nadia Eldaoud, Sarah Fates, Annabelle Giroux, Dr. Catherine Henin, Dominique Parent-Isabelle, Alexandra Iskakova, Tania Lafleche, Dr. Audrey Lafontaine, Dr. Sara Long-Gagné, Lori Martello, Dr. Catherine Millar, Dr. Hema Patel, Carrie Peters, Dina Rocha, Dr. Anne Marie Sbrocchi, Isabelle St-Sauveur and Theresa Wilson. (Photo: Daniel Héon, Medical Multimedia - MUHC)

*Not pictured: Emilie Cadorette, Anne Lachance, Antoinette Lemieux, Jenilee Napoleon and Michelle Parizeault.

The doctors, nurses and health professionals in The Children's Complex Care Service (CCS) know from experience 'the whole is greater than the sum of its parts.' Each day, the team harnesses everyone's strengths, diverse range of medical skills and knowledge to improve the health and well-being of the over 3,000 children and youth who rely on their expertise each year. These young patients live with chronic illnesses and complex care needs. Many rely on medical equipment like respirators and tracheostomy tubes to survive.

On a typical day, the work in CCS is challenging, but COVID-19 made life that much more complicated. Hot zones, cold zones, PPE; the team scrambled to mobilize. "During the pandemic, when the emergency room was full, when the stress was palpable, we worked together to make sure every child in our service received, as usual, the comprehensive care they needed. Every member is a champion of resilience and problem solving," says Dr. Anne Marie Sbrocchi, Medical Director of the CCS.

Status Complexicus

Children and youth with complex care needs are among the most vulnerable populations in society. Because of this, the service's multidisciplinary team does its utmost to support their young patients and their parents, who assume responsibility for a significant portion of their child's daily medical care. Complex Care staff a medical hotline that provides families with 24/7 access to a nurse and physician. "Our team knows it is critical to quickly detect and resolve problems because a child's survival is often at stake," says Dr. Sbrocchi.

The innovative team in Complex Care continually adapts and evolves to meet the ever-changing needs of the children in their care, always with the principles of family-centered care as the guiding framework.

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"I am deeply grateful to our colleagues for nominating Complex Care for the 2021 MCHF Teamwork Award of Excellence. We are all extremely proud. I am privileged to be part of this incredible group," concludes Dr. Sbrocchi.

A WORD FROM THE SPONSOR

We measure the strength of a team by its capacity to bounce back from adversity. At the height of the pandemic, this team learned to count on each other and find creative ways to ensure quality care for our most fragile patients. The 27 members of the Complex Care Service team showed exemplary courage and devotion. The Children's Foundation is honoured to present the MCHF Teamwork Award of Excellence to the Complex Care Service team. Thanks to each and every one of you for helping The Children's find unexpected ways to heal.



**Wishing you
and your loved
ones a bright
Holiday Season!**

**Thanks to you, our patients once
again have stars in their eyes and can
return to their mischievous ways.**

