

HSSC NEWS

VOLUNTEERS, ADMINISTRATIVE ASSISTANTS, NURSING CARE STAFF AND MIDWIVES- THANK YOU!

National Volunteer Week, which took place from April 10 to April 16, 2011, recognizes the efforts of volunteers in Quebec. It is important for volunteers to feel that their help really serves to meet the needs of the communities within our organization and our society. Join us on the evening of June 8th for a celebration to honour our volunteers. Don't miss this opportunity to thank all our volunteers! To show them our appreciation, the HSSC Directors will serve dinner to more than 200 volunteers.

Administrative Assistant Week was held from April 25 to April 29. Administrative Assistants play a key role in the organization of administrative work.

National Nursing Week will be held on May 9 to May 15. Be sure to celebrate the work and outstanding commitment of nurses and nursing assistants. Please note that May 12 is International Nurses Day and May 5 is Nursing Assistant Day.

On May 5, we also celebrated **International Midwives Day**. This event serves to raise public awareness about the importance and role of this profession.

TOOL FOR PATIENTS' SAFETY

The Canadian Patient Safety Institute (CPSI) has just launched a first-of-its-kind tool. The Improving Care Search Centre now provides online access to information about patient safety and quality improvement. You will also find information on various subjects, such as:

- preventing falls
- drug safety
- hand hygiene
- surgical safety

As physicians, employees or students, you will have access to the best practices in the entire world and all kinds of tools (searching methods using key words, references, conferences, online seminars, etc.).

For more information on this new reference tool, visit www.improvingcaresearchcentre.com (or www.patientsafetyinstitute.ca and click on the *Improving Care Search Centre*)

ONE-STOP ACCESS FOR VULNERABLE CLIENTELE WITHOUT FAMILY PHYSICIANS

A Nurse Clinician is now onsite to process requests for family physicians. The Nurse Clinician's role is to contact the clients for a summary assessment, evaluate priority levels based on their medical needs and the criteria as established by the RAMQ, and then refer them to a family practitioner on the West Island territory. Our clientele can be put on the waiting list by dialing 514-626-2663, extension 5235. Professionals from the Health Network professionals who wish to register a patient on the waiting list must fill out an application form and send it by fax to 514-624-7486. To obtain a copy of the form, the vulnerability criteria list, or for more information, contact Effie Colida.

Effie Colida: 514-630-2225, extension 4402

NEW COLLECTIVE AGREEMENT: DID YOU KNOW CAMPAIGN

Did you know that new National Collective Agreements have been in effect since the beginning of April? Starting on May 9, the campaign *Did you know?* will disseminate, in the form of posters, new Collective Agreement Provisions. Look for the posters in the lounges, cafeteria, cloakrooms, on bulletin boards and in other places frequented by employees to find out what's new. A new poster will be displayed every week, for a period of five weeks! Here are some examples of the themes:

- Increased premium for evening and night shifts
- Increased premium for critical care

Every week, a copy of the posters will be sent by fax to all departments/units and can also be found on the Intranet in the *News* section. We think that these new working conditions are more advantageous for employees who wish to increase their availability and work in Emergency or Intensive Care.

Marie-Josée Parent: 514-630-2225, extension 3326

ACCREDITATION: OUR ADDITIONAL VISIT IS OVER

On April 26 and April 27, we had an additional visit from Accreditation Canada. Our visitor, Normand Legault, was impressed about all the enthusiasm that all the HSSC team demonstrated. He highlighted the enormous amount of work carried out since the visit in November 2010 and all the progress made. Mr. Legault especially appreciated that everyone he met (at all levels within the organization) is really concerned about the safety of patients. Congratulations to everyone! Accreditation Canada should be sending us the Report by the end of May. Next step: production of an Improvement Report by October 11, 2011.

Venise Calluzzo: 514-626-2663, extension 4575

BLOOD DONOR CLINIC AT THE CENTRE D'HÉBERGEMENT DENIS-BENJAMIN-VIGER

Our thanks to everyone who gave blood at the Centre d'hébergement Denis-Benjamin-Viger on April 27. It's a simple and very rewarding gesture! 114 donors came to the Centre this year. We thank all our volunteers who gave generously of their time and to the residents of the Centre who graciously welcomed Héma-Québec.

Carole Dessureault: 514-620-6310, extension 724

ATTENTION: RECYCLE OR SHRED?

Reminder: all documents containing a name, address, file number or date of birth are confidential and must be shredded if you no longer need them. Several documents deemed confidential have been found again in recycling bins or garbage cans. To make the task easier, use two bins, one for recycling and the other for shredding documents in your office. Sort through your papers as you go along. The safety of our patients is crucial. Be sure to respect the confidentiality of their personal information!

Lucie Dubord: 514-630-2225, extension 1280

APPOINTMENTS

Lori Marcille has been a Nurse Clinician at the Youth Mental Health Centre since April 4, 2011. Welcome to the team!

Lori Marcille: 514-630-2225, extension 4629

Véronique Gagné is Head Coordinator of the Mother and Child Unit since April 11, 2011. Good luck in your new functions!

Véronique Gagné: 514-630-2225, extension 2249

Birgit Ritzhaupt is Head of the Psychosocial Intake Program since May 2, 2011. Good luck in your new functions!

Birgit Ritzhaupt: 514-697-4110, extension 1431

Marie-Andrée Saumier has been appointed Communications Consultant in the Communications Department since May 2. Congratulations!

Marie-Andrée Saumier: 514-626-2663, extension 4376

DEPARTURES

Claude Girouard, head of the ID-PDD Program, Youth Mental Health and Dependency, will be leaving after 9 years of being part of our team. Thank you for all the wonderful years of service!

Francine Giroux: 514-697-4110, extension 1327

Miriam Schwartz will be leaving her position as a Social Worker of the Mental Health – ID-PDD team.

Nicole Boyer: 514-697-4110, extension 1406

FOUNDATIONS

CLSC FOUNDATION

Ticket sales for our second annual breakfast fundraiser to be held at Brasserie Le Manoir (600, Sain-Jean Blvd., Pointe-Claire) on May 10th are going well, but we need your help to make this event an even greater success than last year's.

Breakfast will be served from 6:30 am to 9:00 am, and tickets are available at a cost of 20\$. Come out and join us for this fun event, and help support a great cause. Door prizes will also be available. Looking forward to seeing you then! To buy tickets, contact the Foundation or the following persons:

Johanna Koppes: 514-626-2663, extension 4386

Mina Sariaslani: 514-626-2663, extension 4367

Lorraine Bériault: 514-697-4110, extension 1401

Luc Boudreau: 514-697-4110, extension 1413

Richard Germain: 514-697-4110, extension 1314 / 1462

Voice mailbox of the CLSC du Lac-Saint-Louis Foundation: 514-697-4111, extension 1681

Voice mailbox of the CLSC de Pierrefonds Foundation: 514 626-2663, extension 5245

LAKESHORE GENERAL HOSPITAL

The Lakeshore General Hospital (LGH) Foundation will be holding many exciting events in the approaching months.

All poker-playing card sharks who missed our very first poker tournament are invited to join the Lakeshore General Hospital Foundation's 2nd Poker Tournament of the year on **May 13th, 2011** at the prestigious Château Princesse, in Saint-Léonard, QC. This fun-filled evening will feature a full dinner buffet, open bar and of course, an exciting evening of poker playing! Tickets are available now by calling the Foundation office at 514-630-2081. The cost per player is \$150, and cash prizes will be given to the top three players.

Our yearly golf tournament will be held at the prestigious Beaconsfield Golf Club on **May 16th, 2011**. The event will be attended by golf-minded donors who come from throughout the West Island and beyond. Our tournament is sold out each year, and is very popular in our community. Reserve your foursome today!

The 15th Anniversary LGH Foundation Duck Race takes place in on **June 18th, 2011**. This year, the first prize is a fabulous new Volkswagen! Other extraordinary prizes have also been secured. All you need to do is call the Duck Line at 514-694-4444 or buy your tickets online at www.fondationlakeshore.ca. Tickets are \$10 per duck.

We always need volunteers for our events. If you would like to volunteer or for more information about our events, please contact the Foundation office at **514-630-2081** or at info@fondationlakeshore.ca.

LGH Foundation: 514-630-2081

Next issue: June 6, 2011

Please send your texts before May 23, 2011 to Sandrine Charpentier at: scharpentier.odi@ssss.gouv.qc.ca.

A publication from the Communications, Strategic Planning and Information Resource Directorate.