

Chez nous

MCH EMPLOYEE NEWSLETTER

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Special edition: Awards of Excellence 2017 Winners

Léa-Marie, 12

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Montreal Children's
Hospital
McGill University
Health Centre

The Montreal Children's Hospital Foundation is once again very proud to present the 2017 Awards of Excellence. This year's recipients represent some of the Montreal Children's Hospital's most dedicated and talented staff members whose exceptional work has been recognized by their peers.

We are happy to report that we had an unusually high number of nominations this year. This is a testament to the variety and scope of the outstanding work done at the Children's each and every day. The fact that so many of you took the time to salute the efforts of your peers speaks volumes about the richness of the staff overall.



Katrin Nakashima



Jonathan Amiel

This year, we created a new category — Teamwork — to highlight one of the strongest attributes found at the Montreal Children's Hospital: the ability to collaborate. It takes a village to raise a child and it takes a talented team to heal one. This spirit of togetherness means that no stone is left unturned on a child's road back to health and results in the highest form of care for our young patients and their families.

We owe a debt of gratitude to this year's recipients for demonstrating the true meaning of excellence in care by always going the extra mile for our young patients and their families. Many thanks also to the recipients of our volunteer awards, who inspire us with their passion and devotion for this wonderful hospital. Thank you also to our generous sponsors BMO, the Gustav Levinschi Foundation, National Bank, Pfizer, Sub-Zero and Wolf, TD and TFI International, whose confidence in the Children's and support for its staff make these awards extremely meaningful for the entire hospital community.

Congratulations to all, and happy reading!

Katrin Nakashima
Interim President of the Montreal Children's Hospital Foundation

Jonathan Amiel
Chairman of the Montreal Children's Hospital Foundation Board of Directors



Donna Drury



Donna Drury is the recipient of the BMO Professional Staff Award of Excellence.

Some of those who work with her have said of Donna Drury that she is the model that all health professionals should aspire to. When they learned that Donna, a clinical nutritionist at the Montreal Children's Hospital, would begin a period of "pre-retirement", with reduced hours at the hospital, they resolved to mark this new milestone in her life. They nominated Donna for the BMO Professional Staff Award of Excellence. "I'm very honoured. Touched," says Donna. "And deeply embarrassed," she adds with a laugh.

Donna came to the Montreal Children's Hospital straight out of university. She knew this was where she belonged from the day she visited the old hospital on Tupper Street while still a student at

McGill. "Here, I felt hope and possibilities I had not felt before," says Donna. She was soon asked if she would like to work at the Children's. "I was ecstatic. I applied. That was 30 years ago."

While she also teaches and does research, Donna's first love is clinical work. She thrives on her daily contact with patients in the Pediatric Intensive Care Unit (PICU) and in the Cystic Fibrosis (CF) Clinic. "You're invited into people's lives at a time when they're struggling with something that is probably the most painful thing they'll ever have to deal with." In practical terms, Donna calculates and prescribes intravenous and tube-feeding regimens for very sick children in the PICU and helps improve the quality of life of patients living with CF through improved nutrition. In more personal terms, Donna says she feels exhilaration at being allowed to help all these families and strives to always be better. "Patients must have someone who is competent and up-to-date. But they also must have someone who is kind and who can hear what they need."

The Award of Excellence recipient, shy about being honoured by those she works with, speaks of her colleagues with utmost respect. "We work under a lot of stress. It's not all roses and sunshine. But we're proud of what we do. And we're proud of each other."

Donna Drury, clinical nutritionist at the Montreal Children's Hospital, is held in the highest regard by her colleagues for her dedication and her professionalism. Donna works very closely with families of very sick children in the Pediatric Intensive Care Unit as well as cystic fibrosis patients to improve health outcomes through better nutrition. While she also teaches, mentors and does research, Donna's first love is her clinical work and her contact with patients and families. We at BMO understand Donna's deep-rooted desire to make a lasting contribution to the welfare of our children and to improve the quality of life in the communities where we all live and work together. We are proud to honour an exceptional health professional and present Donna Drury with the BMO Professional Staff Award of Excellence.

Hélène Caron



Hélène Caron is the recipient of the Gustav Levinschi Nursing Award of Excellence.

Hélène Caron, nurse clinician in the Northern and Native Child Health Program at the Montreal Children's Hospital, has been working with North American natives for more than 35 years, ever since her first trip to the Eeyou Istchee-James Bay region.

Over an initial period of two-and-a-half years, Hélène worked as a nurse in health dispensaries in Cree villages spread over great stretches of taiga and boreal forest. She worked principally in places like Waskaganish, Eastmain and Wemindji, where doctors were available only a few days each month. The rest of the time, while a doctor could always be reached by phone, nurses like Hélène personally tended to patients.

The Gustav Levinschi Foundation

They dispensed community health services and acute care, helping the elderly, pregnant women and babies. "You'd see a child in the morning and then the child's grandfather in the afternoon," she says. Soon, she knew names and family ties: "I loved the idea of being able to form bonds with families in the North and of being able to put health issues in the context of the Cree culture."

Hélène returned south, but always remained connected to the North. Eventually, she gravitated toward the Montreal Children's Hospital, where she has been working for the last 14 years. She is the liaison, the lifeline, for the children of the North and their families who travel to Montreal to find acute or complex medical care. "I'm very sensitive to the children of the North," says Hélène. "Their needs are so complex. I want them to have all the health services they need."

Hélène Caron was nominated for the Gustav Levinschi Nursing Award of Excellence by her colleagues at the Children's, who are proud to honour a health professional who continues to distinguish herself through her dedication to and love for the people of Northern Quebec.

Hélène Caron, nurse clinician in the Northern and Native Child Health Program at the Montreal Children's Hospital, has had a remarkable life and professional experience. For the last 14 years, Hélène has met children and their families who travel hundreds of kilometers from Quebec's North to find acute or complex medical care. Hélène is widely respected as an authority on the needs of Northern people, having lived and worked among them across great expanses of Northern Quebec, off and on for several years. The children of the North who come to the Children's find in Hélène a knowledgeable, caring and comforting person who helps them and their families navigate the sometimes-bewildering maze of the health system.

Hélène Caron is an outstanding example of dedication, compassion, caring and professionalism in nursing. We thank her and congratulate her on receiving the Gustav Levinschi Nursing Award of Excellence.



Paul Normandin



Paul Normandin is the recipient of the National Bank Community Leadership and Volunteer Award of Excellence.

When asked what drives his community engagement, Paul Normandin tells the following story: "A number of years ago, a doctor at the Children's whose department had been the recipient of a major piece of equipment the year before through Pedal for Kids, a fundraising event I was chairing, introduced me to a family whose child had been the first to use the new equipment. I met the family at the hospital and saw their child, who was connected to the machine. After a short visit, I left the room, and the parents followed me into the hallway. They thanked me and thanked Pedal for Kids. They were crying. The image has never left me."

Paul Normandin first got involved with the Montreal Children's Hospital Foundation a little over 20 years ago, using his professional

acumen as a real estate broker to secure some badly-needed, affordable office space for the Foundation. Paul had long wanted to give back to the hospital, having witnessed the wonderful treatment his son had received some years earlier. In 1999, he took over leadership of Pedal for Kids and guided it through almost 20 years of fundraising. The annual event, now in its 26th year, has raised \$11.9 million. "There's no reason to think we can't get to \$20 million," says Paul, who stepped down as the event's chairman in 2009 but continued to raise funds for the Children's and sit on the MCH Foundation's Board of Directors.

Paul loves to share anecdotes about fundraising, but prefers to talk about where the funds raised from Pedal for Kids go. "About two-thirds of the money is used to buy hospital equipment and about one-third goes to other projects."

Paul is also happy to have the opportunity to work with great people: Foundation staff, dedicated long-time committee members, team captains, and friends and family. Today, Pedal for Kids has a new chairman, a new team "and a great future," says Paul, recipient of this year's Community Leadership and Volunteer Award of Excellence.

The National Bank is happy to stand with Paul Normandin, a long-time Montreal Children's Hospital fundraiser and member of the Board of Directors of the MCH Foundation. We proudly share his commitment to helping bring solutions to the challenges that affect our communities, particularly with regard to its children.

Paul has been involved with the Montreal Children's Hospital, through its Foundation and the annual MCH Pedal for Kids campaign for over 20 years. He has helped amass hundreds of thousands of dollars and guided Pedal for Kids as its chairman from 1999 to 2009. The event this year will surpass the \$12 million mark in funds raised!

The National Bank proudly presents Paul Normandin with the Community Leadership and Volunteer Award of Excellence.

Dr. Annette Majnemer



Working together for a healthier world™
Ensemble, vers un monde en meilleure santé™



Dr. Annette Majnemer is the recipient of the Pfizer Research Award of Excellence.

is focused on the early identification of young children at risk for long-term disability and on the overall well-being of children and adolescents living with those disabilities.

This year, Dr. Majnemer received a five-year grant under Canada's Strategy for Patient-Oriented Research (SPOR) for a nationwide collaborative research project called CHILD-BRIGHT. It is a network dedicated to improving life outcomes for children with brain-based developmental disabilities. Using child- and family-focused approaches, it aims to provide a better future for those children. "Patient-oriented research, in this case, is about bringing children and their parents into the research from the get-go," she says. "They help prioritize what research areas we should be looking at." The CHILD-BRIGHT projects, with 12 multi-centre initiatives currently underway, are very ambitious and complex and must necessarily involve many different stakeholders, including parents.

With teamwork so central to Dr. Majnemer's work, it was only natural that her team would be gathered around her when she learned that she was receiving the Pfizer Research Award of Excellence. "They wanted to share in the moment. You know, I'm one person on a big team, and I feel lucky because my collaborators – my team – inspire the work that I do."

There is barely enough space on this page to cover Dr. Annette Majnemer's scientific and academic credentials, let alone elaborate on her many accomplishments! The basics: Dr. Majnemer is an occupational therapist with doctoral training in the neurosciences, is a full Professor at the School of Physical and Occupational Therapy, and is the inaugural Vice Dean of Education for the Faculty of Medicine at McGill University. Did we mention she is also a senior scientist in the Child Health and Human Development Program at the Research Institute of the MUHC?

To date, Dr. Majnemer has published 161 articles, along with 28 book chapters and reviews. She has also been continuously funded as a Principal Investigator for the last 27 years. Her research work at the Montreal Children's Hospital, where she is based,

At Pfizer, we see, firsthand, how researchers play a vital role in our lives. We are committed to ensuring that all Canadians have timely access to best-in-class treatment and quality healthcare, which is why we are pleased to recognize Dr. Annette Majnemer and her work as principal investigator in the CHILD-BRIGHT research network. Through this project and many others, Dr. Majnemer continues to affect lasting change in the procedures and processes involved in the care of children with brain-based disabilities. She inspires her collaborators to constantly push for a better future and continues to build an impressive store of knowledge and expertise, which she shares with colleagues and imparts on trainees and on medical students at McGill University. Commitment to community, innovation and collaboration: enduring values we strive to live by in our business and to recognize in our healthcare partners. In that spirit, we present Dr. Annette Majnemer with the Pfizer Research Award of Excellence.



Dr. Stephen Liben



Dr. Stephen Liben is the recipient of the Sub-Zero and Wolf Medical Award of Excellence.

Dr. Stephen Liben has two kinds of days: those when he works as the attending physician on the inpatient medical wards of the Montreal Children's Hospital — days that are hectic and long. And the other kind which are less frenzied, yet often more intense emotionally. Those are days when Dr. Liben works in pediatric palliative care, focusing on providing young patients with relief from the symptoms, pain, and physical stress of a terminal diagnosis. "As a child gets sicker, the parents begin to see that they are already losing the child they had before," says Dr. Liben. "Yet you may come away feeling you've made a difference by helping things appear less difficult for the child and family. Those days are the better days." On the other hand, Dr. Liben says, there are days that just seem bad,

"when you feel like you're not really making much of a difference." Palliative caregivers learn to appreciate the better days.

When he took over the Palliative Care program at the Children's some 20 years ago, there were few other pediatric palliative care programs in North America. "I kind of had to learn on my own." Dr. Liben has since worked to help rectify the situation. "I've been able to play a small part in creating training programs that help ensure young health professionals who want to work in palliative care are much better prepared to do the work than I was when I started out."

Those who work with terminally-ill children and their families may find themselves adopting specific perspectives on life and its meaning — focusing less on the importance of the length of a life and more on its quality. "Ultimately, being able to do this kind of work — waking up in the morning and being able to say 'today I'm going to try to reduce suffering' — just to have that opportunity to try is really a privilege," Dr. Liben explains. "I'm very grateful for the chance I've been given to work in a place like this, and I'm very grateful for this award."

Montreal Children's Hospital pediatrician Dr. Stephen Liben is noted not only for his dedication to the hospital's general pediatric division but also to its palliative care program. Co-editor of the very first textbook on pediatric palliative care, he helped advance this specific field from its infancy to the recognized specialty it has become in Canada. The pioneering Montreal Children's Hospital program was one of the first in North America and served as a model, internationally. He believes it is a true privilege to have the opportunity to try to reduce suffering and anguish in those with a terminal diagnosis. Dr. Liben is not comfortable with praise, but we believe he should pause a moment to take a short bow. Sub-Zero and Wolf recognizes in Dr. Stephen Liben core values of excellence, dedication and compassion and proudly presents him with the Sub-Zero and Wolf Medical Award of Excellence.

Léa-Marie Filion



Léa-Marie Filion is the recipient of the TD Nicolas W. Matossian Junior Community Award of Excellence.

Léa-Marie started spending a lot of time at the Montreal Children's Hospital, where she underwent drug therapy to keep her immune system from turning on itself. When that didn't work, doctors at the Children's looked to bone marrow transplantation. Now, 10 months after a successful transplant, Léa-Marie is buzzing: "I'm back in school and with my friends. Soon, I'll be into sports again and life will be great!"

Her parents marvel at their dynamo's strength. "When we become discouraged, Léa-Marie winds us back up! She helps us as much as we help her," says her dad, Donald. Léa-Marie's mom, Sophie, adds, "She never gives up. Even when her initial treatments weren't working out, she held on to hope. I'm very proud of my daughter." And with ample reason: while in hospital one day, Léa-Marie wrote an e-mail to Montreal Children's Hospital Foundation president Marie-Josée Gariépy. "I want to help," she told her. Marie-Josée quickly responded and, very soon, a fund in Léa-Marie's name — Fonds LMF — was rolling. About \$13,000 later, the fund has already brought support to two families with non-cancerous blood illnesses, helping them with things like transportation costs. "And that's without our first big fundraising event," says Léa-Marie. "Imagine when we really get going!"

No need to imagine. Just keep watching Léa-Marie Filion, winner of the TD Nicolas W. Matossian Junior Community Award of Excellence.

There's a lot going on in 12-year-old Léa-Marie Filion's life: she's busy with school, sports, family and friends. And she's fundraising on behalf of children and their families who are grappling with non-cancerous, but often-life-threatening blood illnesses. It all takes a good deal of energy. But that's okay because Léa-Marie now has a lot more of it to spend.

About a year and a half ago, Léa-Marie was diagnosed with severe aplastic anemia — a rare and dangerous condition that occurs when the body stops producing enough new blood cells. It leaves the patient feeling very tired and with a higher risk of infections and uncontrolled bleeding. Léa-Marie was forced to drop many of the things she loves like cross-country skiing, cycling, and even school.

TD is honoured to once again sponsor the TD Nicolas W. Matossian Junior Community Award of Excellence, in recognition of the efforts of exceptional young people like 12-year-old Léa-Marie Filion. Léa-Marie is the spark and driving force behind the LMF Fund, which supports patients and families living with aplastic anemia — a rare disorder that prevents the body from producing enough mature blood cells. While it is a non-cancerous blood illness, aplastic anemia can be life-threatening. But a successful bone marrow transplant has turned things around, and Léa-Marie is buzzing again, and helping kids with a similar condition as hers. We at TD are proud of this amazing young patient and are happy to present Léa-Marie Filion with the TD Nicolas W. Matossian Junior Community Award of Excellence.



Rose Giunti



Rose Giunti is the recipient of the TFI International Administrative and Clinical Support Staff Award of Excellence.

Rose Giunti's title is a little deceptive: "administrative agent". True, she does administrative work in the Volunteer Services office at the Montreal Children's Hospital. That and so much more: Rose helps recruit, screen, train and orient hundreds of volunteers at the Children's, ensuring that each goes where they are needed and is able to perform the tasks that will best support our patients, families and staff. She sees to it that our volunteers get all the support they need.

And when things get tough, as they so easily can in a hospital that regularly deals with some of the most serious and complex medical issues in pediatric health care, volunteers know they can turn to

Rose for guidance, sympathy and encouragement. "The truth is, we're in a hospital, and as uplifting as this place can be, things here can get very difficult," Rose admits.

Rose, of course, will tell you that she is the lucky one. "I'm blessed that through my work, I am able to make a positive difference in the lives of our patients and families."

There are approximately 400 active volunteers at the MCH. Rose has a great appreciation for each and every one, and easily forms trusting, respectful relationships with them. Everyone who deals with Rose comes away feeling appreciated.

As retirement approaches, this 30-year veteran of the Montreal Children's Hospital can't imagine herself leaving her beloved volunteers and colleagues. It will be bittersweet! "It's a joy to work with people from all walks of life, and all cultures and backgrounds. Their influences have helped me to become a better person."

At TFI International, we understand the value of people: each of our employees and every single client is vital. Without them, we have only a business plan. So it is for the Montreal Children's Hospital: people make this beloved institution what it is. People like the hundreds of dedicated volunteers who provide crucial support to our children and their families and professional caregivers. And those like Rose Giunti, administrative agent in the Montreal Children's Hospital Volunteer Services office, who works to recruit, train and retain those volunteers, so vital to carrying out the hospital's life-saving mission.

Rose has worked for 30 years to help meet that goal. We commend her for the dedication, compassion and humanity through which she has touched thousands through the years.

TFI International is proud to present Rose Giunti with the Administrative and Clinical Support Staff Award of Excellence.

Daily Patient Flow Managers



The Daily Patient Flow Managers team is the winner of the MCHF Teamwork Award of Excellence. Front row, l. to r. Cindy McCartney, Kelly-Ann Goudreau, Lucy Caron, Dr. Tanya Di Genova, Francine Fortin. Back row from l. to r.: Eric Johnston, Sophie Brisebois, Johanne L'Écuyer, Karina Olivo, Michèle Paquette, Josie Revuelta, Lyne St-Martin, Margaret Ruddy, Leonard Johnston, Lynn Lauzon. Absent: Christina Duperreault and Stephanie Mann.

The information from the bed huddle is added to an electronic “board”, developed by and for the Patient Flow team. The board, updated practically in real time, allows anyone to see, at a glance, the status of each hospital unit. It all translates into efficiency. But the ultimate goal is, as always, patient safety. The board helps meet that goal by supporting an extremely busy and heavy patient flow system that works for patients, doctors, nurses and all other hospital stakeholders.

But beyond the board and the bed huddle, what really makes this big, complex system hum all day, every day, is teamwork. “This is such an awesome team,” says Lucy. “Each member believes in the process. I think that’s the key, believing in it gives everyone an immediate interest in making sure that the process works every time. All these people, behind the scenes – they’re the unsung heroes.”

The recipients of the Teamwork Award of Excellence are the Daily Patient Flow workgroup members Lucy Caron, Dr. Tanya Di Genova, Lyne St-Martin, Margaret Ruddy, Lynn Lauzon, Josie Revuelta, Michèle Paquette, Karina Olivo, Cindy McCartney, Stephanie Mann, Kelly-Ann Goudreau, Christina

Duperreault, Sophie Brisebois, Leonard Johnston, Eric Johnston, Francine Fortin and Johanne L'Écuyer.

Imagine a stream of people coming into the very busy Montreal Children’s Hospital. Imagine that stream becoming a river. Now ask yourself: where do all those people go? Who takes care of them all?

Meet the Daily Patient Flow Managers team.

Every morning, just after 8:00, Nursing Coordinator Lucy Caron and Patient Flow Medical Director Dr. Tanya Di Genova gather the Daily Patient Flow team members from each of the Children’s eight units and its OR, along with Medical Imaging, Housekeeping and Admitting services. Once assembled, they hold a “bed huddle”. Lucy explains, “Everyone comes to the huddle with a report from their unit — how many beds we have, how many beds each unit anticipates being available, what our OR lists say about how many patients need to be admitted, what the demands are from the Emergency Department. We have to look at the whole system, because each part impacts all the others.”

Imagine an orchestra without a maestro. The orchestra is packed with the very finest talent, but without someone to direct them, give them a beat and tempo and cue them for entrances, the music turns quickly to cacophony. Now imagine a hospital like the MCH with no one to direct the stream of patients who each must rely on talented, dedicated health professionals to make children better; and, often, to save their lives. The Children’s is blessed with a team of managers working daily to ensure that each patient gets to the right bed in a timely fashion and sees the right doctors and nurses. Teamwork is crucial to this “patient flow”. The Teamwork Award of Excellence, newly created by the Montreal Children’s Hospital Foundation to recognize the vital importance of collective efforts on behalf of our children and their families, goes to the Daily Patient Flow Managers workgroup of the Montreal Children’s Hospital.