

Chez nous

MCH EMPLOYEE NEWSLETTER

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

OCTOBER 22, 2015



A miraculous recovery: Liam's journey

—Page 2



ALSO IN THIS ISSUE:

New pediatric clinic
opens near Vendôme
Métro — Page 4

The Mutual Learning
Mindset — Page 10

Hôpital de Montréal
pour enfants
Centre universitaire
de santé McGill



Montreal Children's
Hospital
McGill University
Health Centre

Three-year-old heads home after miraculous recovery



A mysterious illness and sudden heart failure were just the beginning

By Stephanie Tsirgiotis

On May 10, Charles Clayman brought his three-year-old son Liam to the Emergency Department (ED) at the Montreal Children's Hospital (MCH). Liam had been vomiting for a few days and his parents found the smell was getting worse. The ED staff determined he was extremely dehydrated and after being rushed into the trauma room, Liam went into cardiac arrest. "When my husband called to tell me what was going on, I screamed so loud that I woke up my other son," says Véronique Aglat, Liam's mother. "I drove to the hospital as quickly as I could."

Liam was in cardiac arrest for over 30 minutes. The ED team worked on him non-stop, pumping his heart, and doing everything they could to keep him alive. When Véronique arrived at the hospital, she was told that her son's heart was finally beating on its own. "When I got there, I ran up to Liam and he squeezed my hand," says Véronique. "The



doctors said that was a good sign, so I really thought the worst was behind us. But it was only the beginning."

Liam was then moved to the Pediatric Intensive Care Unit (PICU), where Dr. Pramod Puligandla told the family their

Liam will continue to visit the MCH Physiotherapy department every two weeks for the next year.



Véronique and Charles rarely left Liam's bedside. They sat next to him for 22 hours a day.

son was extremely sick. Dr. Puligandla had two theories about why their son went into cardiac arrest, one of which was called intussusception, when part of the small intestine folds itself into another section of the intestine. Dr. Puligandla confirmed this with an ultrasound and told the family he would need to operate on Liam immediately. "The doctors removed forty centimeters of his small intestine," says Véronique. "It was touch and go for three days after that."

Unfortunately, Liam's lungs were affected by the manual cardiac pumping that was done to keep him alive. He also suffered from a pneumothorax, when a lung collapses because of air trapped between the lungs and chest cavity, and went into acute respiratory stress. He was placed on an oscillator to help him breathe. "By mid-week the doctors

continued >>>



(l. to r.) Evan, Charles, Liam and Véronique. In early June, Liam was given a day pass to celebrate his brother Evan's sixth birthday party at home. Liam's one-month hospital stay was very difficult for his big brother.

weren't sure if he was going to survive," says Véronique. "He was in and out of consciousness." The Aglat-Clayman family began a 24-hour vigil. Véronique, Charles and Véronique's mother sat by his side, held his hand, read his favourite books and spoke to him non-stop. Véronique also sang *The Sound of Silence* and *Hello Darling*, songs she had never sung to him before. They hoped he could hear them.

A week later Liam was transferred from the old Children's to the new Children's on the Glen site. The ordeal was stressful for the family, but they knew he was in good hands. "Everybody in the PICU was so competent," says Véronique. "And once we got there, they allowed me to hold Liam in my arms for the first time in two weeks. It was wonderful." A week after the transfer, Liam was scheduled for an MRI to determine if he had suffered any long-term brain damage from his lengthy cardiac arrest. Miraculously, he hadn't.

Liam lost about fifty per cent of his motor ability, but has regained most of it back. His left side was weaker, but physiotherapy has helped immensely. He is currently working on his core and will begin to see a speech therapist to help with a mild speech impediment he developed. "This was the worst experience of our lives, but I am so grateful for everything the hospital did for us and Liam," says Véronique. "Liam is almost back to normal, which I think is a real miracle." And now when she sings *The Sound of Silence* and *Hello Darling*, he sings the last couple of words right back. "I guess he was listening after all." ■

October 25–31 marks Canadian Intensive Care Week. Thanks go to our Pediatric Intensive Care Unit and Neonatal Intensive Care Unit (NICU) for saving lives every day.



Chez nous is published by the MCH Public Relations and Communications office

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

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.

Cover photo: Owen Egan

New pediatric clinic opens near Vendôme Métro

By Maureen McCarthy



A family signs in at the Allergy/Dermatology reception desk. Each service is clearly identified when you walk into The Children's Clinic.

As a tertiary care hospital, the Montreal Children's Hospital (MCH) has had to respond to directives from the *Ministère de la Santé et des Services sociaux* to redirect its less complex patients to external clinics in the community. While a number of MCH physicians have seen patients at various clinic locations in and around Montreal in the past few months, the recent opening of The Children's Clinic, an independent facility located at 5100 de Maisonneuve, will provide much greater opportunities to provide continuity of care.

MCH PHYSICIANS GROUPED TOGETHER

The new clinic is expected to handle approximately 40,000 patient visits per year that were formerly seen at the MCH. Services such as Allergy, Dermatology, Endocrinology, General Pediatrics, Nephrology, Neurology, Ophthalmology, Rheumatology, and Urology will now be treating their less complex patients at the new clinic. One of the key features of the clinic's offering is that MCH physicians will remain grouped

together in a location close to the Montreal Children's Hospital. This will also ensure a more fluid process for any child seen at the clinic who needs to be referred to the hospital for more complex care or treatment.



Patients will be seen by the same MCH physicians they already know, like Dr. Moshe Ben-Shoshan.

continued >>>



The new facility will be completely independent of the McGill University Health Centre (MUHC) and will be run by the Brunswick Medical Group, which will provide the administrative and organizational framework, including appointment bookings.

GETTING THE WORD OUT TO PATIENTS AND FAMILIES

For new referrals, The Children’s Clinic will contact parents about their child’s first appointment. For follow-up appointments being transferred from the MCH to The Children’s Clinic, MCH physicians will inform patients and families about the new clinic.

There will also be an Urgent Care/Walk-In clinic which will provide efficient services to patients and families, especially during peak periods such as cold and flu season.

Dr. Robert Barnes, MCH Associate Director of Professional Services, says the new clinic will fill an important gap. “I’m relieved that even though the government’s *Plan Clinique*



One of the allergy treatment rooms.

required us to cut back on the volume of ambulatory visits we handle every year at the hospital, there is now a clinic facility close by that will allow many of our patients to continue to be seen by physicians they already know. The set-up of the clinic in the same neighbourhood as the hospital will certainly help the transition process for our patients and families.”

The clinic’s main phone number is **514-228-4444**. ■



The Children’s Clinic is a five-minute walk from the Montreal Children’s Hospital.

October 25 to 31 is Respiratory Therapists (RT) Week in Canada

Here's a glimpse of the specialized roles that RTs play throughout the Montreal Children's Hospital. A big thank you to each and every RT for the amazing work they do all year round!

SHELLEY BARTHOLOMEW AND MICHAEL MCKEOWN

When a child needs surgery or a medical procedure that requires anesthesia, respiratory therapists like Shelley Bartholomew and Michæl McKeown are key to ensuring that everything is in place to ensure patients can be put to sleep safely and optimally.

"We work to assist the anesthesiologist both before and during a procedure or surgery to ensure that the complex equipment required to give the anesthetic and to monitor the patient's breathing is functioning optimally," explains Shelley, who has worked at the Montreal Children's Hospital for 10 years.

"Someone once asked me if I was a technician, who takes care of equipment, or a technologist, who takes care of patients," says Michæl, who has been with the Children's for 15 years. "I like to call myself a technicianologist," he laughs. "In my role, I am constantly anticipating and participating to ensure that we are prepared to deal with emergencies."

Dr. Vincent Collard, pediatric anesthesiologist confirms that the physical presence and invaluable experience of RTs greatly helps to assist his work during surgery or during a medical procedure.

"Think of it this way, when you're flying a plane, you need a co-pilot, and in the Operating Room, that co-pilot is the RT. Their role is extremely important because it allows us to concentrate on the medical situation while they monitor the big picture. Having an RT in the room allows us to do our work faster, more pleasantly and with a lot less stress."

Check out all our RT profiles on [facebook.com/lechildren](https://www.facebook.com/lechildren) ■



Michael McKeown and Shelley Bartholomew

October marks National Occupational Therapy Month in Canada



Line Parent

Did you know we have 11 occupational therapists (OTs) working in different teams and areas of the Montreal Children's Hospital?

Line Parent is one of them and she currently divides her time between caring for neurosurgery, trauma and hematology /oncology patients both in hospital and in a clinic setting. Her role is to help patients who have undergone surgery, a traumatic injury, or who may be limited by a condition or illness from partaking in everyday activities. Variety, she says, is what she loves most about her role.

"I get to meet such a diversity of patients and families and help them along their journey," she explains. "Sometimes

I will be evaluating a baby's development and helping a family find tools to be able to help their child. Other times, I will be working with older children and trying to find ways to help a patient be able to get dressed, eat and take care of himself or herself independently. It's all about being able to get a child to a place where he or she is able to be as autonomous as possible."

Working as part of a larger multi-disciplinary team is another aspect of her work that Line says is extremely rewarding. "I really like having a team around me, and I learn a lot from hearing their perspectives. It's great to have the support and the

respect of your peers, and that's something I love about working at the Children's."

"I'm able to experience really positive things through my work, because no matter the situation, there's always something positive that can be taken away from my experience with a given family. When a child is able to accomplish something unexpected, or is able to do something that wasn't possible before, that's really the best feeling." ■

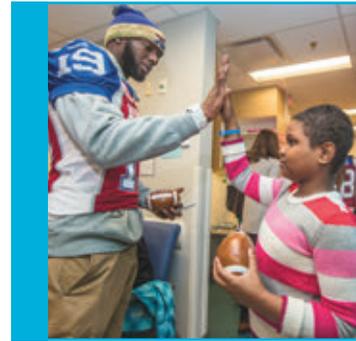


Thank you to the Montreal Alouettes for a great visit!



Because our patients can't make it to the field, our pals from the Montreal Alouettes made sure to pay their young fans at the Montreal Children's Hospital a personal visit on October 6. A big thank you to all 36 players who stopped by and handed out gifts to all our patients on the wards.





Working in partnership with our patients and families



Nurses learn benefits of the Mutual Learning Mindset

By Stephanie Tsirgiotis



The group was divided into two teams and participated in round table discussions before and after the simulations.

Marie-Claude Proulx has been very busy over the last few months. As the new Patient and Family-Centered Care (PFCC) coordinator, she has been working hard at developing interactive workshops for staff and physicians about how to work in partnership with our patients and families by using the Mutual Learning Mindset.

THE THEORY BEHIND MUTUAL LEARNING

Working in healthcare can be challenging. Not only do we work in a fast-paced, intense work environment, but we're occasionally met with difficult social interactions between colleagues, patients and families. "The Mutual Learning Mindset is about finding ways to make difficult conversations easier. Our goal is to make sure the problem gets resolved and that the relationship between both parties is preserved," says Marie-Claude.

A Mutual Learning Mindset is about working on solutions as a team by being curious and open to each other's perspective.

Instead of withholding information or thinking that your colleague is right or wrong, Mutual Learning urges people to ask genuine questions, share relevant information and explain their reasoning behind a decision. With this kind of attitude and by choosing our words carefully and thoughtfully, the stress and miscommunication that often follow these types of conversations can be greatly reduced. At the same time, this mindset can also help build trust and allow a team to move forward.

"Differences are opportunities for learning," says Marie-Claude. "We both have important information to share and this mindset can be applied to your working relationship with colleagues or your clinical relationship with patients and families. Mutual Learning is about reframing the way you think by always taking into account someone else's perspective, which in the end is the ideal way to build a partnership with our patients and families."



FIVE CORE VALUES OF MUTUAL LEARNING MINDSET

- **Transparency:** Explaining why you do, think or say things.
- **Curiosity:** Others have information that you don't and might see things that you don't.
- **Informed Choice:** Having all accurate information necessary to make decision.
- **Accountability:** The right to make decisions comes with an obligation to explain decisions.
- **Compassion:** Suspending judgment to appreciate other's perspectives.

PRACTICE MAKES PERFECT

On October 2, seven nurses from the Montreal Children's Hospital (MCH) gathered in a conference room near Medical Imaging to begin their first workshop with Marie-Claude and Sharyn Andrews, a retired MCH nurse. During the three-hour course, the group learned the core values of Mutual Learning and also had the opportunity to test them out on two actors who simulated a number of real-life situations. The group also shared past experiences and openly talked about how they could have reacted differently to a situation. At the end of the exercise, the group was asked to pick one value and become an expert in it, and then move on to another one until comfortable with all five. "Compassion is the glue that holds



(l. to r.) Vincent Ballenas and Sharyn Andrews.

all the values together, especially in healthcare," says Marie-Claude. "I'm excited about these workshops and I'm looking forward to our next session with nurses and physicians. Stay tuned!" ■



The nurses acted out various scenarios with the actors.

In a jam?

Here are a few sentences that can help guide you during difficult conversations:

- What is your main concern with ____?
- I was surprised when you said/did ____ because ____.
- I'm curious about _____. Tell me more about that.
- I propose _____. What do you think?
- My worry with this option is _____. What do you think?
- I'd like to talk about _____. Is this a good time?

#THUMBSUP for courageous young patients and their families

We recently received this beautiful letter from Mahéva, big sister to Éricka, a patient at the Montreal Children's Hospital.

“I'd like to share my little sister Éricka's story, which is also a little bit of our family's story. At the age of only five years old, my sister began suffering from terrible headaches that persisted and worsened by the day. She saw an unimaginable number of doctors and spent a lot of time in emergency rooms trying to find out what was causing them. The only diagnosis that was ever obtained was migraines.

Not fully believing this could be the cause of my sister's pain, and following her mother's instinct, my mom took Éricka to the Montreal Children's Hospital's Emergency Department in December 2003. Thanks to the staff's expertise and their taking my sister's situation to heart, we were able to confirm a diagnosis in a matter of hours. The news was shattering, like a bomb had exploded: my sister had a brain tumor the size of an egg, causing hydrocephalus (a buildup of fluid in the brain). Doctors estimated she would only survive 12 more hours if they did not operate quickly. Her operation lasted nine-and-a-half hours, and we didn't know what kind of state she would be in afterwards.

Believe it or not, thanks to my sister's wonderful neurosurgeon as well as to the extraordinary team, she emerged from her operation with no serious damage to the rest of her brain. The staff at the Montreal Children's Hospital are real miracle workers! We will never be able to adequately thank them for how they cared for her as a child throughout her hospitalization and during each of her follow-up visits.

Unfortunately, 12 years later, just when we thought the worst was over, we learned about the development of a new



(l. to r.) Mahéva and Éricka

tumor in her brain. We will be starting over with another long operation and a round of new treatments, but we're not worried because we know that Éricka's health is in the hands of the best specialists in the world. She completely trusts her surgeon, who has taken the time to explain everything to her, and we are extremely grateful.

Keep up the great work you do with children, you're making a real difference in the world.”

—Éricka's big sister, Mahéva ■

Do you have a story to share about your time at the Children's? Let us know. Head to thechildren.com/testimonial.

Shriners Hospitals for Children–Canada open its doors at the Glen!



On October 5, our new neighbour at the Glen, the Shriners Hospitals for Children–Canada, officially opened. Teenager Marc-Étienne Pigeon was the first patient to set foot in the new facility, and was greeted by a round of applause from staff and several members of the Shriners community. The new site, which at 207,000 sq. ft. is almost three times the size of its former home on Cedar Ave, has eight floors (six above ground and two below).

The hospital has 22 single-patient rooms and four surgical suites. The Shriners will handle approximately 18,000 patient visits annually to its clinics and perform about 900 to 1,000 surgeries each year. ■



The new Shriners Hospitals for Children–Canada.

Shops and restaurants starting to take shape at the Glen



Many of you will already have noticed new signage going up on both the main floor and S1 at the Children’s announcing a few new stores and restaurants scheduled to open soon. Retailer Multimags will be opening a couple of locations including the Passe-temps & Jouets Multimags, which offers toys and gifts.



Food choices are expanding too with two restaurants currently under construction on the west side of the P.K. Subban Atrium. You can expect to see more retailers opening their doors in the coming months.

The cafeteria, located in Block C, recently extended its hours to ensure that visitors and staff can purchase food and drinks later in the evening and throughout the weekend. The new opening hours are:

- Monday to Friday: 7:00 a.m. to 9:00 p.m.
- Weekends and statutory holidays: 9:00 a.m. to 7:00 p.m. ■

New kid reporter at the Children's!



Chez nous is pleased to introduce Andy Jr.

Head to our Facebook page to watch what happened when we recently paired nine-year old hematology-oncology patient Andy Jr. with Doctors Fifi and Queen for a quick chat in between his treatments. Spoiler alert: we predict your smile will be AT LEAST 3 cm wide while viewing it!

Videos will be posted regularly on facebook.com/lechildren ■



(l. to r.) Dr. Fifi, Andy Jr. and Dr. Queen.

Events

Have you started planning your costume yet? Join us for the first MCH Halloween Party at the Glen site on **Thursday, October 29 in the P.K. Subban Atrium from 11:30 a.m. to 1:00 p.m.** Get ready to have fun, dance, laugh and compete in our annual costume contest!



The MCH is very excited about the official launch of **We should talk**. This project aims to increase the number of patients, families and staff who speak up and are heard when a safety concern arises. Join us on **Monday, October 26, from 12:00 p.m. to 1:30 p.m. in the P.K. Subban Atrium** for a special presentation about patient safety and communication. There will be treats, a photo booth and activities for patients and their families! ■



Awards

Dr. Caroline Quach was selected by the Society for Healthcare Epidemiology of America (SHEA) as a recipient of the 2015 SHEA William Jarvis Award for her article entitled, "*Chlorhexidine bathing in a tertiary care neonatal intensive care unit: Impact on central line-associated blood-stream infections.*" ■