

# Health information for patients and families

## New web page broadens patient education and staff collaboration

Patients and staff will soon have online access to patient education and consumer health materials, thanks to the JGH Patient Education Network (PEN). This interdisciplinary group provides guidance to staff who want to create patient education materials. It also promotes health literacy, while increasing access to reliable health information for patients and families.

The database will include text materials created by JGH staff, as well as links to reliable consumer health websites selected by the library's Patient Information Specialist. Searches will be possible for books in the Patient and Family Resource Centre and in Hope & Cope. There will also be a section, accessible only to staff, where works in progress can be post-

ed, in order to support collaboration among departments and to minimize duplication of effort. This section will include patient education materials that require accompanying instruction.

Visit the PEN web page to read about PEN and to view the handbook *How to Create Effective Written Patient Learning Materials*. If you are interested in submitting materials to the database, or would like to inform PEN about a work in progress, please complete the form on the PEN web page and send it to **Francesca Frati**. **P**

– **Francesca Frati**, Chair of the PEN Committee, Instruction Librarian and Patient Information Specialist

[jgh.ca/pen](http://jgh.ca/pen)



From left, Sherry Katz, Chief of Physiotherapy; Donna Schafer, Chief of the Clinical Nutrition Division; Marilyne Miller, Occupational Therapist; Paula Calestagne, Patient Satisfaction Program Coordinator; Arlene Greenberg, Chief Medical Librarian; David Kemper, Web and Digital Media Specialist; Véronique Billette, Occupational Therapist in Psychiatry; Hinda Goodman, Survivorship Program Coordinator for Hope & Cope; and Francesca Frati. Committee members not appearing in photo: Joanna Bailey, Clinical Nurse Specialist; Liz Breier, Library Technician, Periodicals; Valerie Frunchak, Nursing Director, Maternal-Child Health; Dr. Judy Hagshi, Family Physician; Nadine Tadros, Clinical Pharmacist in Nephrology and Dialysis.

### Wanted: Your archival documents

To you, that yellowing stack of departmental documents may seem like ancient history. But to the JGH Archives, it's not-quite-buried treasure. That's why your old records are in demand for the Archives' permanent collection. If you want to contribute any type of old documents, such as photographs or outdated papers, or if you'd like more information, contact **Shiri Alon** at extension 3277 or via Lotus Notes.

## Montreal meeting for members of middle manager association



JGH middle managers at the AGESSS conference. From left: Serge Cloutier, Head Nurse in Neonatology; Angelo Genovesi, Supervisor, Maintenance and Plant Operations; Annie Thinel, Head Nurse in Cardiology; Armando Taddeo, Chief of the recall and availability list centre; Dr. Yves Bolduc, Quebec Minister of Health and Social Services; Bobby Paré, Operating Room Coordinator; Tony Nappi, Chief, Housekeeping; Mona Abou Sader, Head Nurse in Surgery; Danielle Desrochers, Supervisor, Housekeeping; and Johanne Boileau, Associate Director in Nursing of the Critical Care Units.

Everyone knows that patients fare better when their environment is less stressful. That's why renovated units are decorated in soothing colours, while visits by art and music therapists help to keep spirits up.

And the same goes for hospital employees! As members of JGH middle management discovered at a Montreal conference recently, well harmonized and properly orchestrated working conditions are essential in attracting and retaining personnel.

"The conference served as a meeting point for all members to address this key challenge in personnel, and to draw inspiration from invited leaders and opinion makers," said the conference organizers, including **Armando Taddeo**, the JGH Chief of the Recall and Availability List Centre.

The meeting was arranged by the AGESSS (Association des gestionnaires des établissements de santé et de services sociaux), the Quebec association of managers in health and social services establishments. Of the 7,000 members, 551 attended the bi-annual conference in the fall, including Mr. Taddeo, who is President of the JGH chapter, and eight other JGH staffers. A total of 113 JGH middle managers belong to the 40-year-old organization.

Professors from the MUHC and the HEC, who are also practicing physicians and nurses, made presentations on such topics as "Making work a pleasure" and "Working conditions in a context of crisis and transformation". **P**