After spending a week at the Jewish General Hospital in March, surveyors from the Quebec Order of Nurses (Ordre des infirmiers et infirmières du Québec – OIIQ) came away impressed by the exceptional quality of care provided by nurses at all levels and in all areas of the hospital.

In a written report presented by the OIIQ to the JGH Department of Nursing, the surveyors noted that patients and their families expressed a high level of satisfaction with both the quality of nursing care in the hospital and the education and instructions they received prior to discharge.

Many facets of nursing practice and leadership were singled out for praise including:

- the organization and utilization of nursing resources;
- the clinical and administrative support provided to staff nurses;
- the quality and availability of pertinent, up-to-date documentation;
- the commitment to continuous quality improvement, where problems are identified and solutions are implemented and evaluated, resulting in improved care;
- individualized care plans that take into account each patient’s specific needs;
- the active participation of patients and their families in these care plans;

"Cont’d on page 2"
Following last summer's successful show at the JGH, hypnotist/comedian The Incredible Boris provided the hospital staff and community with an encore. On July 14, the hilarious hypnotic performer had the audience rolling in the aisles with laughter as he put Allison Gardos (Physiotherapy), Angela Palumbo (Surgery) and Patricia Yee (Dentistry) under his spell.

Boris used the power of suggestion to lead his three subjects into some interesting adventures. For example, Allison was a winner on "Who Wants to be a Millionaire?" while Patricia lost the number 6 from her memory altogether (good thing she doesn't work on the sixth floor!) and Angela became an interpreter who spoke several different languages including German and Japanese (maybe she should become the JGH in-house translator?)

All the participants remembered their experience on stage afterward and laughed at their own behaviour: "I can't believe I did the things I did," exclaimed Allison, who assumed the name Barbie during the show. "It was completely hysterical!"

Patricia was amazed by it all: "It's really neat, the power of suggestion," she marveled.

We asked Angela what being hypnotized felt like. "It's a great experience," she replied. "He's the only person you can concentrate on."

Thanks to all the volunteers who were brave enough to get up on stage and especially to Allison, Angela and Patricia who stayed there. Of course, many thanks to The Incredible Boris for visiting the JGH and providing staff, patients, volunteers and community members with some laughs. You can visit Boris at www.comedywood.com.

The Incredible Boris returns to the JGH for another side-splitting show

Psychiatry Department continued from page 1

The effects of trauma, personality disorders, psychosocial health (the study of the interaction between psychological/emotional health and physiological factors in illness), child psychiatry and psychogeriatrics.

The department will mark its 50th anniversary this September with two events. The first, a day-long academic program, will be held on September 19th at the Institute of Community and Family Psychiatry, while the second, a dinner dance at a downtown hotel, will take place on the evening of September 20th. Highlights of the academic program will include the Saul Albert Memorial Lecture, (established in memory of the department's first chief) featuring Dr. Tom McGlashan from Yale University who will speak on "The Course and Treatment of Schizophrenia." In addition, there will be presentations by current and former members of the department, including former chiefs Dr. Nate Epstein and Dr. Philip Beck.

Throughout the years, the department has remained attuned to the community, creating strong links with other health care and social service agencies and responding to the changing needs of the population. As much as possible, the goal is to help patients retain their autonomy and remain in the community. As Dr. Michael Bond, Chief of the Department, points out, although there is still a stigma associated with mental illness, greater awareness about conditions such as depression has helped create a climate in which people are more likely to seek treatment. The Utting Foundation, established to increase public awareness of depression and suicide, continues to play an important role in this education process.

In addition to its focus on clinical care, the department prides itself on its exceptional teaching and research programs. "We have always been a popular training site for residents because our staff are very good teachers who enjoy sharing their knowledge," says Dr. Bond. Under the leadership of the late Dr. Henry Kravitz, who was chief from 1967 – 1988 and the first JGH staff member to be appointed full professor at McGill University, Psychiatry was one of the first departments in the hospital to be recognized as a full teaching partner by the University.

A significant number of doctors and other health care professionals currently affiliated with the JGH Department of Psychiatry have worked here for many years. "What keeps us here is the balance between clinical and academic work and the sense of respect and collaboration that we work hard to maintain. We are usually able to absorb staff into the milieu gradually, giving them time to adopt and share our values," explains Dr. Bond.

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