

Pharmacy Leans in Tremblant

Department members heads up north for retreat

Far from the sterile hoods and medication storage rooms of the JGH Pharmacy Department, 38 pharmacists and technicians took in the fresh mountain air at Mont Tremblant for a weekend retreat in June to introduce Pharmacy personnel to Lean concepts and Kaizen management techniques. "It was a fantastic weekend and we had a great turnout," says **Eva Cohen**, Chief of Pharmacy.

Lean concepts and the Kaizen management style consist of principles and processes to create more efficiency and eliminate waste in the workplace. Ms. Cohen is no stranger to these methods, since she is part of a Transformational Change effort focusing on improving patient flow in the Emergency Department. She reviews various processes and has created a value map for medication portions, beginning at medication history and leading up to drug administration. Ms. Cohen is also looking at implementing a computerized physician-order-entry system to eliminate the need for multiple transcriptions.

The retreat was made possible by a continuing education fund provided by multiple pharmaceutical companies. Guest speakers presented seminars on these concepts, and staff members were grouped into teams for workshops in which they identified areas for improvement, drew a value stream map and presented proposed solutions using Lean and Kaizen techniques. "I learned a great deal that I feel will help me to be more efficient in the

workplace," says **Afif Sabbah**, Technician in Pharmacy specializing in oncology.

Pharmacy staff identified four processes in their department to benefit from evaluation and changes: the IV additive process, nursing unit ward stock replenishment, management of back orders, and unit dose bin fill verification.

"Each initiative has two champions who are leading the process of evaluating current methods and implementing changes with the goal of reducing waste," says Ms. Cohen. "We will measure outcomes shortly. The projects are a great way to improve overall efficiency."

In addition to the workshops and speaker series, Pharmacy staff enjoyed the outdoors and worked on team-building skills. The group took part in a five-kilometre hike to the summit of Tremblant, followed by dinner at the Windigo Restaurant in the Fairmont Mont-Tremblant Hotel, where staff stayed during the retreat.

"The greatest assets the department has are its employees," says Ms. Cohen. "The retreat brought everyone together and hopefully created more of a team spirit." With the weekend considered a success, the department is already looking at organizing another retreat in the future.



Dancers perform at the 12th annual JGH Jazz Festival.

A year of "Transition" for JGH JAZZ Festival celebrates the art of musical healing

Music took centre stage at the JGH this summer, as the JGH JAZZ returned for its 12th annual edition of free entertainment in the picnic area near the Côte-des-Neiges entrance. Patients, families, visitors and staff were treated to daily performances by a broad range of musicians, vocalists and dancers.

"Music shares in the compassion, openness, diversity, discipline and rigour that are necessary to help people through a life of unceasing transition," explains **Brian Highbloom**, festival organizer and JGH Music Therapist. He adds that the "Transition" theme also celebrates the idea that art, especially music, plays a healing role in all societies and cultures.

In this 12th season, the number itself also influenced the theme, says Mr. Highbloom, since 12 often symbolizes renewal, novelty and the beginning of a new cycle. "Twelve months of the year, 12 tones of the chromatic scale, 12 apostles, 12 tribes of Israel, and the 12th edition of JGH JAZZ. The number represents and celebrates transition, which is happening around us all the time."



Among the artists showcased at this year's festival were Mexican dance troupe **Xcaret**; Jewish vocal and instrumental music group, **Magillah**; Laughter Therapist **Pam**

Wener; Afro-beat musicians **Sadio** and **Zal Sissokho**; and jazz musician **Barbara Reney**.

"It's a fantastic experience," says **David Smajovits**, Coordinator of the 1-in-3 Integrative Health Educational Forum in the Segal Cancer Centre at the JGH. "It's not every day that you can walk outside on your lunch break and listen to live music, especially at a hospital. It makes the summer come alive! Studies have shown that music plays a role in people's well-being. Not only does Bryan put on a great show, but the show itself may allow our patients and staff to feel better. Not a bad day's work."



Pharmacy staff at Mont Tremblant retreat June 4, 5 2011. Back row from left: Carmen Yen, Pharmacist, Annie Imbeau, Senior Pharmacy Technical Assistant, Afif Sabbah, Senior Pharmacy Technical Assistant, Chantal Manoukian, Pharmacist, Rosa Boudjemai, Pharmacy Resident, Helen Mantzanis, Pharmacist, Sonia Nyguyen, Pharmacist and Patrick Violante, Senior Pharmacy Technical Assistant. Front row from left: Eva Cohen, Chief of Pharmacy, Assis Tlili, Pharmacist, Ryan Kertzner, Pharmacist and Niki Kampouris, Pharmacy Resident.