

New head nurses at Mount Sinai



Ryan Bisessar

Ryan Bisessar is the new head nurse of the 2nd floor, which provides care to patients requiring pulmonary rehabilitation. Mr. Bisessar comes to Mount Sinai from the long term care sector, where he worked as a nursing coordinator in long-term care sites within CIUSSS West-Central Montreal including Henri Bradet, Father Dowd, Saint Andrew and Saint Margaret residential centres. He also has a background in sleep studies.

Describing himself as someone who likes to “get out of a comfort zone and take on new challenges”, Mr. Bisessar is enthusiastic about joining the team at Mount Sinai and is already impressed with the close collaboration he’s witnessed among the staff. “You want to always come to a place that’s not only a great work environment but also a family,” he says.

During his downtime, Mr. Bisessar describes himself as an avid sports fan who likes to both cheer on his favourite team (Buffalo Bills) and play sports himself. He keeps his mind as well as his body active. Professionally, Mr. Bisessar likes to “brush up” on his practice by reading professional newsletters and taking part in opportunities for continuing education.

Judith Marchessault is happy to be back as head nurse on the 3rd floor, specializing in palliative care. Ms. Marchessault’s history at Mount Sinai dates back to 2001, when she began her work as a homecare nurse. In 2011, she became a head nurse on Mount Sinai’s palliative care unit. Most recently, she worked as the head nurse of the pulmonary rehab (active care) program.

Ms. Marchessault wants to continue to develop best nursing practices on her unit, with the best quality of care for the patients in mind.

In order to develop new practices of palliative care throughout our health care network (CIUSSS West-Central Montreal), Ms. Marchessault is looking to facilitate research in palliative care by encouraging university researchers to work with the palliative experts at Mount Sinai.

With the needs of palliative patients in mind, Ms. Marchessault wants to create a more homelike environment (known as milieu de vie) on her unit. She is hoping to redefine the space with input from patients, residents and families. In her downtime, Ms. Marchessault likes to relax by spending time at her cottage up north, swimming with her son and keeping busy by doing construction work of her own around her house.



**Judith
Marchessault**



Fruan Tabamo

Fruan Tabamo is the new program coordinator of SAPA (support program for seniors with a loss of autonomy) and long-term care at Mount Sinai.

Mr. Tabamo comes from a long-term care background as the site program coordinator at Donald Berman Maimonides and the manager responsible of the SAPA long term care nursing coordinators.

“I believe that working with the elderly is a calling,” Mr. Tabamo says. “I am passionate about working with seniors because of their wisdom, resilience and gratitude for the things we may miss in our everyday busy lives.”

The Mount Sinai User's Committees hosted the Annual General Meeting of all the User and Resident Committees of the CIUSSS West Central Montreal (known as the CUCI) on November 28, 2017. Thirteen institutions in all were represented.

CIUSSS West-Central Montreal President and CEO Dr. Lawrence Rosenberg was the invited keynote speaker, as was Board President Mr. Alan Maislin. SAPA (program for seniors with a loss of autonomy) director Barbra Gold was in attendance as an invited guest.

A special presentation was made at the end of the meeting by each institution to a volunteer of the year who was chosen for their exemplary commitment and dedication to serving their institution.

Mount Sinai User Committee president Miriam Mamane presented a Certificate of Appreciation to Louise Ungar for her continuing years of work with the palliative patients, the Auxiliary as well as with the Mount Sinai User's Committee.

Annual General Meeting of User and Resident Committees



Mt. Sinai volunteer Louise Ungar



(from left): Mt. Sinai users' committee president Miriam Mamane with past president Peter Wolkove and volunteer Louise Ungar.



Meet the new Ombudsman

Marisol Miró is the new Ombudsman for CIUSSS West-Central Montreal including Mount Sinai.

"I don't know if 'watchdog' is too strong a word for what I do," Ms. Miró says, "but in general, I think this is what an ombudsman is: someone who makes sure that the concerns of our users are addressed in a timely fashion and in a satisfactory way. I answer to the Board of Directors of the CIUSSS, so this is quite a responsible role."

Ms. Miró, a lawyer, joined the CIUSSS after 12 years as a specialist in professional and administrative law for the Quebec Order of Dentists. In that capacity, she fielded complaints from the public and was involved in the accreditation program for dental services in the province's healthcare facilities.

Previously, she spent 10 years in private practice, where she focused on liability cases and commercial law.

Though Ms. Miró is based at the Jewish General Hospital, she emphasizes that she is familiarizing herself with all of the facilities in the CIUSSS, and that members of her team regularly visit the various sites.

She has also started a process that will result in all telephone calls and emails being routed to her office, no matter from which CIUSSS site they originate. "This is being done not just to streamline our work, but to make sure that members of the public know there is one Ombudsman, one team and one bureau for the entire CIUSSS."

If you have made a complaint with your head nurse but are not satisfied with the answer, you can contact the Ombudsman at 514-340-8222 ext 24222 or ombudsman.ccomtl@ssss.gouv.qc.ca



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Mount Sinai website: www.sinaimontreal.ca

Ethicist available to families

Clinical ethicist Dr. Zita Kruszewski is available to answer any questions about the code of ethics. Residents and families can also consult the clinical ethicist regarding situations involving difficult decisions. Situations could include determining the appropriate level of medical intervention, help with interpreting advanced directives or the appropriateness of certain end-of-life treatments.

Contact the head nurse or another staff member to be put in touch with the ethicist.