

nursing newsletter



A WORD FROM THE DIRECTOR

Dear colleagues,

When talking with you, I often ask what motivates you to work in different specialties and units. And almost every time, beyond the type of patients, it is the people we work with on a daily basis who make all the difference.

The team plays an essential role in our work. For example, when a patient's condition deteriorates, it is thanks to the mobilization of the entire team that we can provide the care necessary for their situation, while meeting the needs and maintaining the safety of other patients. Knowing that we are never alone when a problem arises changes everything.

This team spirit is crucial in critical moments, but also in many other aspects of our practice. Consider, for example, the continuous improvement of the quality of care. This is a fundamental characteristic of nursing: changes in practice never come about through the efforts of a single person. The fall prevention project and nursing care optimization projects presented in this issue are good examples of this.

Thank you to each and every one of you for your commitment and collaboration.

Alain

EDUCATION

Adult +
Pediatric

POCT re-certification – MCH, MGH, RHV August 14 – November 14

The 2025 Point-of-Care (POCT) re-certification period will be taking place from **August 14 to November 14**.

Employees who certified or re-certified within the last 5 months (as of April 1st 2025) do not need to re-certify again this year.

For maintaining glucometer access, the re-certification requirements remain the same:

- Completion of applicable POCT quiz on the AegisPOC™ platform.
- Completion of 2 Quality Control levels for Glucometer



If you have any questions or encounter an issue, please send us an e-mail **indicating your UIN and site** to : PointofCare@muhc.mcgill.ca

Please sign in to AegisPOC™ to view your certification status and complete the POCT quizzes assigned to you.

Your Operator ID and password are usually both your UIN (unless you have changed it).

The links to AegisPOC™ platform can be found on the MUHC Intranet:

- For MCH: [Clinical Pediatric Policies | MUHC](#)
- For MGH and RVH: [Clinical Adult Policies | MUHC](#)



For employees with **multi-site access**: you only need to certify once at any site to which you have access and advise us by email.

By Marie Létourneau, Nursing Practice Consultant

MUHC and ISoN: Shaping the future of nursing together

On August 5, 2025, **Nancy Turner**, Associate Director of Nursing, and **Lisa Frick**, Nursing Manager: Orientation-Integration and Student Placements, had the pleasure of welcoming a delegation from the Ingram School of Nursing (ISoN), led by **Fabienne Germeil**, Director of the Clinical Partnership Office.

The visit showcased several clinical areas at the Glen site, including the McConnell Centre for Innovative Medicine (CIM), the Emergency Department, Intensive Care Unit, Interventional Cardiology, and the Glen C-8 Surgical Oncology Unit.

The goal was to discuss the current clinical placement offerings and explore new ways to diversify them within the framework of the longstanding partnership between the MUHC and ISoN. This initiative aims to align clinical placements with ongoing transformations in the healthcare system and the concrete needs of the communities we serve.



"In the interest of both current and future nurses, we are committed to further developing our partnership with ISoN," said Nancy Turner. "This tour with our academic partners was rich in discoveries and meaningful discussions. It allowed us to illustrate the complexity of our clinical environments and to identify new potential sites for nursing placements at the MUHC. Thank you all for your valuable contributions."

Special thanks to the educators who accompanied the tour: Lara Aziz (C8), Olivia Guay (Emergency), Julie Pin (Emergency), Lesley Forand (Interventional Cardiology), Bianca Nestor (Intensive Care), Dianna Leroux (Manager – CIM), Araz Toukmahji (Manager – Adult and Pediatric Clinical Research), and Luan Tran (Supervisor – Adult and Pediatric Research).

Helen Martin (ISoN), Fabienne Germeil (ISoN), Rosanna Zappavigna (ISoN), Nancy Turner (MUHC), Lynne McVey (ISoN), Lisa Frick (MUHC), Micheline Alexandre (RI-MUHC) et Lia Sanzone (ISoN)

Executive Education for Nurses, Advanced September 28 – December 3

Calling all experienced directors, managers, nurse practitioner leads, and midcareer healthcare professionals who aspire to senior decision-making positions in healthcare!



Empower yourself to answer the call to lead! Developed and facilitated by Lynne McVey, Associate Dean and Director of the Ingram School of Nursing (ISoN), this 10-week bilingual training program offers you:

- An average commitment of 5-7 hours per week
- A capstone project
- Live sessions
- Course content
- Reading
- Journaling
- Growth work
- Networking



While the **introductory Executive Education for Nurses** course is recommended as a prerequisite, you may join this course providing you complete **selected pre-readings ahead of time**.



For more information and to register : <https://mcgill.ca/x/iP9>
Registration deadline: September 21st

The **Cancer Care Mission**'s dedication ensures that every patient and family feels supported, informed, and cared for throughout their cancer journey. I am proud to spotlight **RECO – the Rapid Evaluation Clinic in Oncology**, a shining example of patient-centered, responsive care.



Fast, Compassionate, Targeted Care

RECO was designed to:

- provide timely assessment for oncology outpatients experiencing acute symptoms or distress
- prevent visits to the Emergency Department when possible.

Thanks to the collaboration of nurses, physicians, administrative support, patient partners and emergency partners, patients receive the **right care at the right time**—without unnecessary delays.



Nurses at the Heart of RECO

With compassion and expertise, our cancer care nurses support patients through some of their most vulnerable moments.

Whether it's :

- through the triage line (info-onco)
- in the clinic or in the treatment room
- during IPOs

...nurses ensure patients have immediate access to guidance and clinical support. RECO empowers them with evidence-based symptom management protocols and streamlined processes, strengthening **decision-making** and **communication** across teams.



Better flow, better care

Technology also plays a key role, supporting efficient coordination and timely access to metrics. Our partnership with emergency services has been transformative, allowing us to identify patients who can be safely redirected to RECO. This **improves patient flow** while **easing the burden on the Emergency Department**.

This work is further enriched by our allied health colleagues and patient partners, whose expertise ensures a holistic, compassionate approach.



The numbers speak

The impact is clear: on average, **45 patients** are seen in the clinic each month, while over **350 patients** call the triage line. Behind every number is a person whose fears were eased, symptoms managed, and journey made a little lighter.



Thank you!

Backed by **research** and guided by **continuous quality improvement**, RECO continues to adapt and evolve with patient and system needs.

To everyone involved—**thank you**. Your leadership and dedication are shaping the future of oncology care. Together, we are ensuring every patient feels supported, informed, and cared for throughout their cancer journey.

With gratitude,

Christine Bouchard
Associate Director, Cancer Care Mission



Insight into our Nursing practices

In the coming weeks, audits will be conducted on all inpatient units. The goal is to establish a **portrait of certain nursing practices**. The audits will focus on the following quality indicators:

- **Pain** assessment and documentation
- **Documentation** and signing
- **Fall** prevention
- Prevention of **pressure injuries**
- Use of **restraints** and related documentation.

No preparation is required. The purpose of this exercise is to identify strengths and opportunities for improvement. It is not an individual assessment, but rather an overall look at clinical practices.



The audits, which will last approximately 60 minutes on each unit, will take place on the following dates:

- **MNH: September 10**
- **Glen: September 12**
- **Lachine: September 16**
- **MGH: September 22**

The results will be sent out in **October** and then presented to the teams.

Thank you in advance for your cooperation and hospitality.

Questions? marie-eve.leblanc@muhc.mcgill.ca

The DSI Nursing Practice Consultants team

Vascular Access Nursing Intervention Sheet Audit Excluding ED, Women's Health Mission and Ambulatory Settings

The **Pre-Printed Vascular Access Nursing Intervention Sheet (DM-6877)** was implemented in adult sectors in March 2025. It was implemented to support documentation of interventions to maintain vascular access devices and prevent complications. As part of the implementation plan, **Katherine Mohsen** (Vascular Access Nursing Advisor), **Carissa Wong** (Nursing Practice Consultant) and **other nurse leaders** will be doing audits in the month of **October**.



What do I need to do?

- Complete the intervention sheet to the best of your ability. Talk to your leadership team if you need support.
- In October, if you see an auditor on the unit, feel free to share your feedback to help us make improvements to the sheet.
- During the audit you may be asked to answer questions about your patients' vascular access devices or may be asked to complete the form in front of us. This is to help us better understand how the sheet is used.

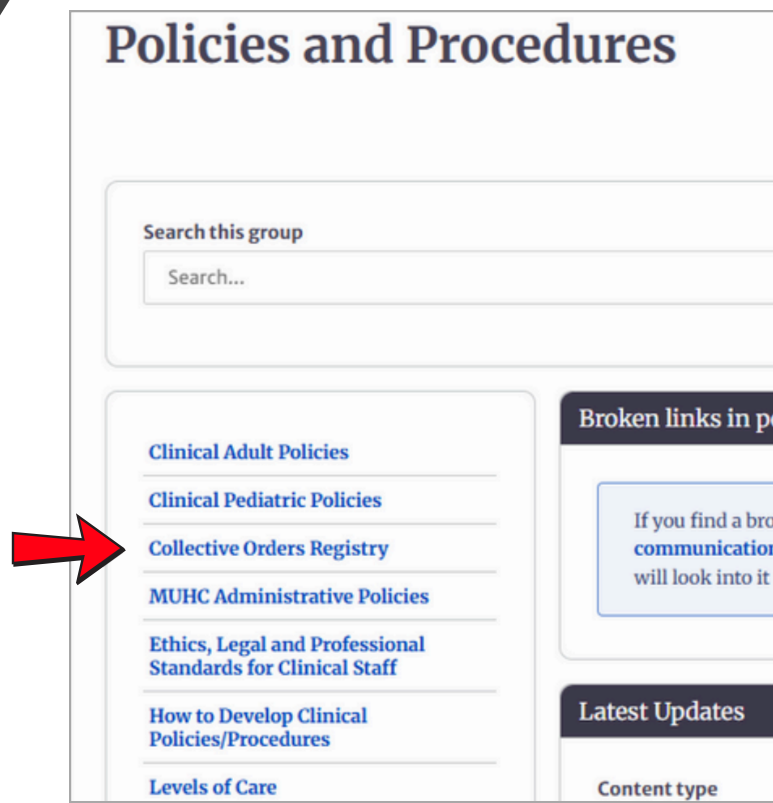
Questions ? katherine.mohsen@muhc.mcgill.ca or carissa.wong@muhc.mcgill.ca

*By Katherine Mohsen, Nursing Advisor - Vascular Access and
Carissa Wong, Nursing Practice Consultant*

Information capsule on collective orders

The CPRC is pleased to announce that the collective prescription registry is now available on the intranet.

<https://www.mymuhc.muhc.mcgill.ca/policies-and-procedures/collective-orders-registry>



Collective orders are valid for a maximum of **three years**. A collective order that has not been revised at the end of its validity period becomes invalid and can no longer be used.

It is therefore important to begin the revision process within a reasonable time frame to avoid any interruption in continuity of care (Guide d'exercice: Les ordonnances collectives du collège des médecins du Québec, 2017).



If you are using a collective prescription that is not on this page, please contact cprc@muhc.mcgill.ca to validate the document.

By Marie Létourneau, Nursing Practice Consultant

PHARMACY-NURSING

Reminder from the Pharmacy–Nursing Committee



The Pharmacy–Nursing Committee would like to remind all nursing staff that **every medication prescription must be sent to the pharmacy**, regardless of the following:

- The prescription is for a **single dose**
- The medication is **already available** on your unit

It guarantees that the patient's medication record is **complete** and **accurate** and following doses appear on the CMAR.

If a dose must be administered before pharmacy validation, it becomes the nurse's responsibility to:

- Assess for allergies, contraindications, and interactions
- Discuss the medication change with the patient

Thank you for your continued commitment to patient safety and quality of care.

By Marie Létourneau, Nursing Practice Consultant

Optimizing nursing care, one step at a time

Congratulations to **Jasmine Lee Hill**, the **Nursing leadership teams**, as well as the **staff**, for their study *Optimizing Nursing Care Delivery*, carried out over nearly 18 months at:

- The MGH, 10th floor East – **Thoracic Surgery**
- The MGH, 12th floor – Trauma, **TBI and Orthopedics**
- The MNH, 3rd floor – **Neurosurgery and Neurology**

This time and motion study aimed to better understand nursing workflow, identify areas for improvement, and reduce workload by giving back **5 to 10%** of Nurses' time—allowing them to spend more time on **direct patient care and value-added tasks**.

Some key improvements on each site included:

MGH 10th floor: Dyad work improved through tools and simulations

- Understanding of Dyad function: **100%** (vs 40%)
- Global picture of patient care: **100%** (vs 40%)
- Dyads perceived as enabling more focused care: **88%** (vs 40%)
- Adequate task distribution: **75%** (vs 20%)
- Timely task completion: **75%** (vs 60%)



MGH 12th floor: Reorganization of supplies and materials

- Gathering feeding supplies **3x faster**
- Admission packages: **84 to 112 minutes** saved per month
- Staff appreciation: **4.5 / 5**



MNH 3rd floor: Restructuring of the morning report

- **75 to 90 minutes** of daily nursing time saved (15 min per nurse)
- Ability to ask questions during handoff led to **safer care transitions** and **improved quality of care**
- **Positive feedback** from staff on time saved



Fall prevention: efforts that are paying off

Congratulations to the C7 Vascular Surgery team for their dedicated work to prevent patient falls!

Since the launch of the fall prevention project in spring 2025, the C7 team has achieved an impressive **63.5% reduction in patient falls** during May, June, and July compared to the average of the same months over the past two years.

This success stems from key initiatives to:

- Enhance nursing **documentation** of patients' mobility status
- Strengthen daily **communication** of fall risks across the multidisciplinary team via verbal report and daily report sheet
- Implement an **intervention plan**



A big thank you to the ANM Miguel Teixeira, NPDE Megan McQuirter, APN Ellen Stevenson, all the nurses on C7 and our multidisciplinary team.

Keep up the great work!

From left to right: Megan McQuirter, Issam Dridi, Samantha Santilli, Irina Cumelschi, Olga Giliaka, Ellen Stevenson, Ibrahima Diallo and Miguel Teixeira

By Samantha Santilli, Nurse Manager - C7 Cardiac Critical Care, Cardiology and Vascular Surgery

ANNOUNCEMENT

Message from the DSI sustainable development committee

This month we're thrilled to spotlight this exciting initiative from the C.R.I.! Reducing the new things we buy, and re-using things so they do not end up in a landfill are two important things we can do to promote sustainability... and it's happening right here at the MUHC!



The Comité de relève infirmière (C.R.I.)'s Green Team is wrapping up their **Trash to Treasure Scrubs Donation Drive**, and we're thrilled to announce the next exciting step: the launch of our **Scrubs Pop-Up Shop**!

Coming **this October** to all MUHC sites – including Lachine, the MNI, the Glen site, and MGH – this initiative will give staff the chance to purchase gently-used scrubs at an affordable price, helping us close the loop on textile waste and promote sustainable practices in our healthcare community!

For more information : ri@muhc.mcgill.ca.

Stay tuned for dates and details!

By Sydney Wasserman, Nurse Clinician, Emergency Department, MGH

CO-EDITORS OF THIS NEWSLETTER:

Marie-Ève Leblanc, Nursing Practice Consultant, Nursing Directorate
Silvia Rizeanu, Communications Agent

Please submit your articles for the next newsletter before **October 1st**.