

THE MUSE

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SPRING 2015



The HHS Medical
Staff Association
Newsletter

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Hamilton Health Sciences



A MESSAGE FROM THE PRESIDENT



Dr John Mernagh, President HHS
Medical Staff Association, 2013-2015

Hello to all and welcome to new members who have joined us since our last newsletter. In particular, welcome to all the new members from the West Lincoln Memorial Hospital.

The MSA Executive Team has been busy over the last year. Most importantly we have been meeting with members of the MSA and with management to develop and implement a number of objectives, all of which are focussed around improving physician/hospital relations and the working environment in general.

My Voice Matters Survey Part 2. As everyone is now aware, the results of the second My Voice Matters Survey are out and I think it is fair to say that they are disappointing. There has been no real change in the level of engagement (workplace satisfaction) among the medical staff since the first survey. The good news is that the Physician Hospital Partnership Working Group, in which the MSA is an active member, is continuing to address these issues. A Hospital-Physician Agreement is being developed, based on the work done in Ottawa, which aims to address the different expectations of hospitals and physicians. There will be more announcements about this in the future. Most importantly we are all being asked to contribute in a positive way to making this a better place to work. The MSA also has its own set of objectives developed over the past few years through meetings with the membership and hospital management. I presented these objectives at the last General Business meeting and so far the

feedback has been positive. We will be continuing to work with the membership and senior management. Plan to attend the next General Business Meeting to participate and engage in dialogue with senior management and the CEO about any concerns that you have with regards to quality healthcare and our working environment.

Hospital/Physician Disputes. The MSA continues to provide representation at meetings for members who become involved in dispute with the hospital. Members are urged to contact the MSA Office from the onset of the dispute in order for us to provide effective assistance and ensure a fair and timely process. One of the major MSA objectives this year has been to improve the dispute resolution mechanism to ensure that all parties are clear on the process, and that the root environmental causes of the dispute are investigated as part of the process.

Professionalism. One of the major concerns that members have raised is the divisive environment that exists in some areas of the hospital; an environment that generally does not reflect the culture of professionalism, collegiality, and teamwork that is the basis of any great organization. The MSA Executive has brought this and other concerns forward to senior management. We anticipate working with senior management and the Physician Hospital Partnership Working Group to address these concerns and to develop a new cultural standard of mutual support and mutual respect.

Finally, now that the groundwork has been laid, the opportunity exists for all physicians to help design a working environment that reflects a true partnership with the hospital. It is up to all us to participate as active members of the MSA and as members of the HHS community.

Sincerely,

John Mernagh

Paul Chapin Brings Warm Greetings From the Board on February 6, 2015.



Paul Chapin, President and Chair of the Board of Trustees at Hamilton Health Sciences, addresses The Medical Staff Association at their Annual Winter General Business Meeting and Medical Staff Art Show on February 6, 2015 at the Sheraton Hotel.

It is my privilege to be here tonight and to bring greetings on behalf of all of my board colleagues. I'd like to start by thanking each of you for your very warm welcome. I'd also like to congratulate the individuals whose artwork we had the pleasure of enjoying tonight. You are certainly talented in many ways.

As clinicians you practice the art of caring for people. As educators and researchers, you shape the next generation of medical talent. And as members of the Hamilton Health Sciences family, you also create our reputation as a world class health organization.

For all these reasons, the board and executive team are very grateful to each of you.

Moreover, we are committed to working with you to build on that reputation. This year, we will begin our work together to construct a 20-year clinical vision for HHS. You will hear a little bit more about this from Rob. But I can say, on behalf of the Board, we are very excited to work with you on this initiative.

The future of hospital care in our community is try exciting, but not without challenges. Our local economy is growing and health care and health research play an important role in achieving that growth. The population we serve is growing, and not just because the communities we serve are increasing in size, but because the significance and quality of the specialized care we provide at HHS is renowned...and people want to experience the best care. Why would they want anything else?

Our vision of providing the *Best Care* for all of our patients and families is unrelenting. It has been for many years, and it will continue to be for many more. This means that Board and Executive at HHS are thinking a great deal about the years ahead. We know that the patients and families we serve have high expectations. Like I said, they want the best. Healthcare everywhere is experiencing unprecedented evolution and progress. This is the 'new normal' in our sector. It makes it imperative that we have a clear vision for the things we want to achieve. We can't just keep responding to our environment each new year. Let me rephrase that, we won't just keep responding to our environment each new year. We are going to build a long-term plan that guides our actions. So we need to think about where we are going and we need your involvement. Our Board is committed to building a sustainable and visionary health care organization. We are also committed to physician and staff engagement.

Standing here today, I don't know exactly what the future looks like for HHS. That being said, I know one thing with great clarity. I know the

people in this room will help create the long term vision we need. Furthermore, I know that it will be innovative and focused on improving the quality of care that our patients receive.

Personally, I look forward to speaking with many of you and hearing your ideas. I've been a part of the governing leadership at HHS for many years, and involved in the

hospital sector for many years before that. It's a very rewarding public service mostly because of the incredible people you get to work with.

I want to thank all of you for the work you do everyday, and for your commitment and for your support of Hamilton Health Sciences.

Enjoy your evening!

Medical Staff Association 2015 Charitable Donations

The 541 Eatery and Exchange

541 Barton Street East at Westinghouse



Volunteer-based, 541 offers nutritious, affordable food in a warm friendly atmosphere in the 'Red Zone'. **Executive Director: Sue Carr**



The Hamilton Good Food Box

- The Good Food Box is a non-profit fresh fruit and vegetable distribution program.
- It helps make healthy fresh food affordable and accessible to everyone.
- Every month our project now serves over 500 individuals and families!

Project Manager: Jube Lee

Project Coordinator: Jim Sweetman

The HHS Medical Staff Association Welcomes West Lincoln Memorial Hospital Medical Staff



Left to right: - Dr. Gary Benson, WLMH Medical Director Back Row: Dr. Nwachukwu Nwebube, Site Lead for Obstetrics; Dr. Tom Suhadol, Site Lead for Anaesthesia; Front Row L-R: Dr. Lenore Zettel, Site Lead for Surgery; Dr. Joan Bellaire, Family Physician; Dr. Kim Bender, Family Physician and President of the WLMH MSA; Dr. Andy Narine, Obstetrician

The HHS MSA was honoured to welcome and introduce the MSA members at West Lincoln Memorial Hospital to the medical staff at Hamilton health Sciences, at their Winter General Business meeting and 10th Anniversary Medical Art Show on February 5, 2015 at the Sheraton Hotel in Hamilton. As a token of appreciation for the

outstanding medical care that West Lincoln Memorial Hospital contributes to the community, and for the wonderful opportunity to partner with the WLMH medical staff, the WLMH delegates were presented with a Group of Seven print, 'Picnic Island' by A. J. Casson 1898-1992.

HHS Physician Hospital Engagement

Over the last several years Hamilton Health Sciences has undergone significant transformational and leadership change. Part of the process was to hear from the stakeholders in our family of hospitals through the My Voice Matters Survey. The physician voice and opinion is clear in the results from those surveys.

We all know that the increasing pressures to meet the needs of our patients and to continuously improve our care affect both physicians and the hospital. The unique physician-hospital relationship requires that we navigate these changes together, with respect and collaboration. To achieve this, our **Physician-Hospital Partnership Working Group** looked to the evidence from organizations considered “best-in-class”. They found those hospitals intentionally created and renewed a positive, respectful, partner-based relationship with physicians as a critical part of their plans for excellence in patient care.

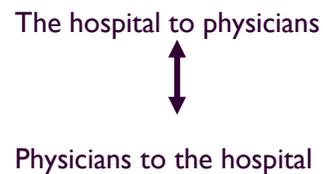
Based on that review of the evidence, our **Physician-Hospital Partnership Working Group** recommended that the physicians at HHS engage with an unbiased third party to develop a Physician-Hospital Agreement. The HHS Medical Staff Association, the HHS Board and our CEO Mr. Rob MacIsaac support that recommendation.

The Ottawa Hospital has a similar agreement in place and their published process and rationale provide some guiding principles in HHS’s approach to the development of our own Agreement.(1)

(1) Scott CG et al. Developing a physician engagement agreement at The Ottawa Hospital: a collaborative approach. Healthcare Quarterly. 2012;15(3):50-3.

Purpose:

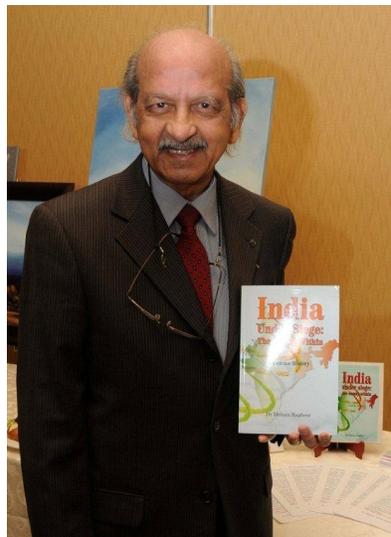
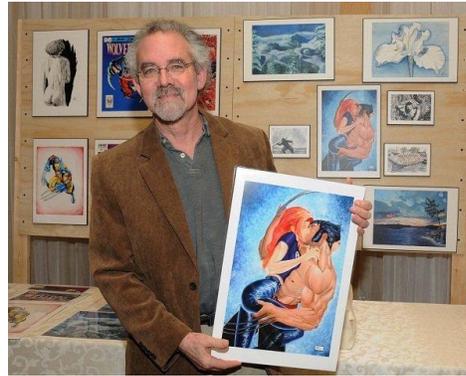
- To create a **foundation** that supports physicians & HHS as we strengthen our relationship leading always to high quality of care for patients
 - A physician-hospital relationship built on **trust and respect**
 - Where hospital and physicians work **collaboratively** in decision-making
 - Have a **partnership**-based relationship
 - **Collectively** strive for excellence in patient care and a healthy work environment
- **Foundational** – the agreement will outline how we will achieve an improved relationship that will outline the **mutual commitments** of both:



- **Trust and Respect** – mutually supportive interactions between hospital leaders and staff and physicians built on a culture of trust and respect.
- **Engage physicians broadly** – ensure that this agreement is grounded in what physicians know will have a positive impact on patient care

WELCOME 

The Winter General Business Meeting &
10th Anniversary of the
Annual Medical Staff Art Show

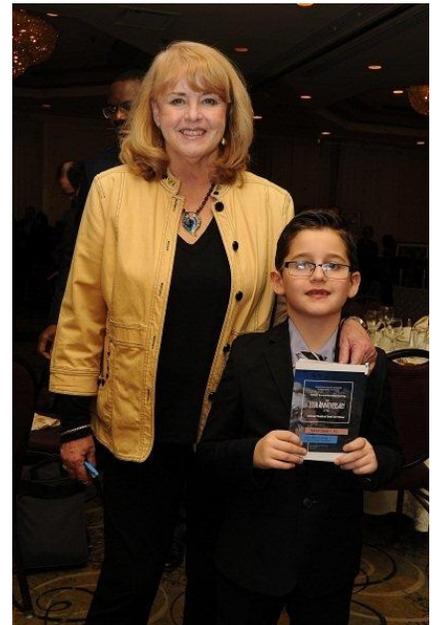
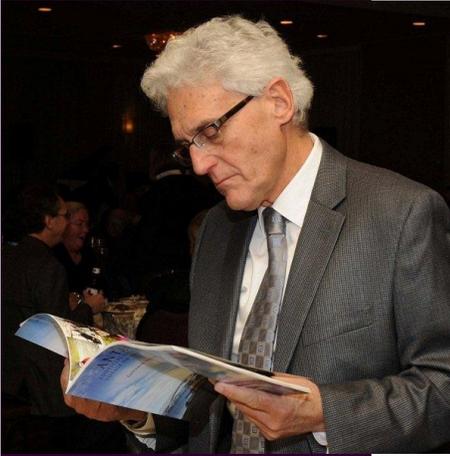


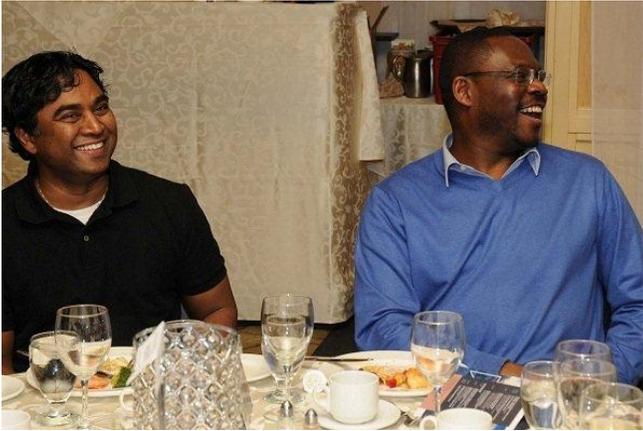


WELCOME



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MSA Awards 2015

The Dr. Stephen Garnett Distinction
Award 2015

Dr. Madan Roy

Department of Pediatrics

MSA President's Awards for Distinguished Long Service 2015

Dr. Ronald Barr *Pediatric Oncology*

Dr. Michael Greenspan *Surgery*

Dr. Irwin Walker *Medicine*



MSA Humanitarian Award 2015 Community & Global Service



Dr. Robert J. Hutchison

Obstetrics & Gynecology



Outstanding Residents Awards 2015

Dr. Kyla Caners	PGY3	Emergency Medicine
Dr. Jenna Dowhaniuk	PGY5	Pediatrics
Dr. Linda Kocovski	PGY4	Lab Medicine
Dr. Paul Lysecki	PGY5	Surgery
Dr. Hassan Mir	PGY3	Medicine
Dr. Avinash Ramsaroop	PGY2	Family Medicine
Dr. Jean Pierre Sarco	PGY4	PM &R
Dr. Sarah Scattalon	PGY5	OB-GYN
Dr. Carolyn Stark	PGY5	Psychiatry
Dr. Suzanne Todd	PGY5	Anesthesia
Dr. Danielle Walker	PGY5	Diagnostic Imaging





**Medical Staff Association
Hamilton General Hospital
3 Upper, Room 321
237 Barton St. East
Hamilton, ON L8L 2X2
905-527-4322 ext 46770**

MSA Executive Committee

Dr John Mernagh, President

Dr Dereck Hunt, Vice President

Dr Chris Ricci, Secretary-Treasurer

Dr Frank Baillie, Past President

Members at large: Dr Kim Bender,

Dr Irene Cybulsky, Dr Bruce Korman,

Dr Mehran Midia, Dr Paul Miller

and Dr Paul Missiuna

Administrative Assistant: Catharine Griffin

The Annual Dinner & Awards 2015

Friday June 12, 2015

In the Pavilion room at the
Art Gallery of Hamilton

Garden Reception: 6:00 pm

your invitation is in the mail...



MSA Community Outreach Criteria for Nominations 2016

The HHS Medical Staff Association invites recommendation from its members for worthy community groups in need, for the

\$5,000 MSA Annual Charitable Donation for **2016**.

Criteria for this donation:

- Must be a registered charitable organization.
- Must serve the Hamilton community.
- Must have a specific need.

Submissions must be in writing naming the group, their activities with the community and outlining their specific need. Submit letters to:
The MSA Office, Hamilton General Hospital, 3 Upper, Room 321,
237 Barton St. East, Hamilton L8L 2X2.

Watch for the Call for Nominations in October

MSA Donations through the years...

- 2007 YMCA - Camp Wanakita
- 2008 T.E.A.D. Equestrian Assoc. Developmentally Handicapped
- 2009 The Good Shepherd & The Salvation Army Food Banks
- 2010 The Mark Preece Family House
- 2011 The Hamilton Association for Recreational & Redevelopment programs (HARRRP)
- 2012 Community Child Abuse Council & The St. Matthew's House
- 2013 Refuge Hamilton Centre for Newcomer Health & Wellwood at JHCC
- 2014 Cancer Assist Program & City Kidz Program
- 2015 541 Eatery & Exchange & The Hamilton Good Food Box