

The HHS Medical Staff Association Newsletter

INSIDE THIS

A Message From the President

Greetings from
Dr John Kelton

Natural Justice

World Café Summary

New Members 9

Annual Dinner and 10
Awards 2015







THE MUSE

A MESSAGE FROM THE PRESIDENT



Dr Chris Ricci at the Annual MSA Dinner and Awards in June 2015

It's that time of year to welcome everyone back from Holiday and wish everyone a Happy New Year! On behalf of the Medical Staff Association, I would like to welcome all New staff who have joined us this year. We extend a warm welcome! We have enclosed a list of our new colleagues across all disciplines (see page 9). Please join me and welcome them. (If we missed anyone on the list, we will include them in the next issue)

The MSA General Business Meeting and Art Show is on Thursday, January 28 at the Sheraton Hotel starting at 5:30 pm. It's a special evening. Dr. Tom Ryan will address the meeting this year with a humorous look at our past, present and future.

We lost Dr. Dan Dwyer this year, the ex-chief of medicine and an extraordinary man. He was very close to Dr. Ryan and of course we will remember Dan through the eyes of his colleague. Tom is one of the most gifted speakers on our planet, with an ability to bring insight and joy to all.

The evening is meant for us to enjoy each other's company, share our past experiences and help us look forward to the new year.

Just a reminder, It has been a busy year. We owe a debt of thanks to Dr. John Mernagh for his extraordinary work during his past term as Medical Staff President. John helped us through the Physician Partnership Initiative and was a tireless advocate on behalf of the individual physician. Please join me in expressing our thanks.

Where does that leave us?

Engagement and The Physician Hospital Partnership. The My Voice Matter survey is behind us now. This was followed by the Physician Hospital Partnership focus groups and a World Café. We heard from across all specialties. (We will circulate the focus group comments in a while.)

What did we learn? The areas of concern are many and there is a lot of work to do.

What did the participants ask for? An integral role in management, transparency, communication and dialogue on all decisions that affect their practice.

The participants learned that there is no contract, but a dialogue on what physicians and administrators would need to do, to make our hospital and professional lives thrive.

The PHP committee learned that the process has started, and we will give it the time it needs. It's a good start.

For the new year, 2016, I would like to remind all, that we continue to work on the areas of concern which include Hospital Engagement, Physician-Hospital Representation, (We are your voice at the Board and at the Medical Advisory Committee) and Advocacy. We are also looking for the Next Generation of Physicians to join us on the Medical Staff Association. Change is Constant and it is fun to be a part of it.

Wishing you the best for the New Year and see you at the Winter GBM on January 28, at the Sheraton.

Your MSA Executive Committee
Dr Chris Ricci, President
Dr Dereck Hunt, Vice President
Dr Paul Missiuna, Secretary-Treasurer
Dr John Mernagh, Past President
Members at large: Dr Irene Cybulski, Dr Frank Baillie,
Dr Danielle Charbonneau, Dr Bruce Korman,
Dr Mehran Midia, Dr Paul Miller
Administrative Assistant: Catharine Griffin

Greetings to the Hamilton Health Sciences Medical Staff Association From Dr. John Kelton



Dr John G Kelton

McMaster University's Faculty of Health Sciences has a lot in common with the Medical Staff Association (MSA), besides the fact that many Faculty members, including me, are also members of the association.

In particular, I appreciate the MSA's mandate, "Our Patients Come First," and its dedication to advocating for patients and patient safety. This has been an important focus of health sciences education

at McMaster since the start of the Michael G. DeGroote School of Medicine in the 1960's, when we fundamentally challenged the way physicians are taught by emphasizing patient problems rather than medical situations, and putting the patient at the centre of all learning and care.

Since then, that mantra has driven the curriculum development for all of our programs. We are unique in Canada as a Faculty that trains physicians, nurses, physician assistants and midwives to work together as part of effective health care teams.

I am also impressed that the MSA show-cases the artistic talents of your members. Whether it is performing in the MSA's jazz band or participating in the members' annual art show, being well-rounded in life makes us more effective doctors in our interactions with patients. This is important learning that we stress with students of the Michael G. DeGroote School of Medicine: In fact, every year we take the second year class to the McMichael Canadian Art Collection to make just that point.

I would like to take this opportunity to congratulate this year's MSA award winners, who all hold faculty positions.

The 2015 MSA President's Award for Distinguished Service has gone to long-time and high profile professors Dr. Ronald Barr of pediatrics and Dr. Irwin Walker of medicine, as well as Dr. Michael Greenspan, an assistant clinical professor who has previously taken the Faculty's Sibley Award for excellence in education.

Dr. Robert J. Hutchison, winner of the MSA Humanitarian Award for Community and Global Service, is an assistant clinical professor of obstetrics and gynecology, a department well known for its international outreach.

The Dr. Stephen Garnett Distinction Award winner is Dr. Madan R. Roy, assistant professor and head of general pediatrics, the largest division of that department. He is an active teacher and well known for building partnerships between the hospital and community.

I count all five of these winners as longtime personal friends, and know the awards are well deserved.

I would also like to commend the II outstanding residents of the year, who are making the best of their time at the Michael G. De-Groote School of Medicine and our academic hospital partners.

We are pleased to support the work of the Hamilton Health Sciences Medical Staff Association. On behalf of the Faculty, I wish you all continuing success.

John G. Kelton, MD

Dean and Vice-President, Faculty of Health Sciences Dean, Michael G. DeGroote School of Medicine

Hannah Bell (Registered Nurse)

The MSA Executive Team proudly announces.....

The MSA Annual Charitable Donation for 2016 \$7,500.00

in support of Syrian newcomers to Hamilton will be donated on your behalf to

Refuge: Hamilton Centre for Newcomer Health

http://www.newcomerhealth.ca/

Medical Staff Volunteers at Refuge:

Chair, Board of Directors: Dr. David Chan Executive Director: Terri Bedminster Alain-Remi Lajeunesse (Physician) Hodan Ali (Nurse Practitioner) Andrea Hunter (Pediatrician) Javier Ganame (Cardiologist) Bera Garcia (Registered Nurse) Lois Campbell (Registered Nurse) Brianna Wilson (Physician) Maureen O'Malley (Dermatologist) Mike West (Physician) Carmen Cuming (Mental Health Support) Christian Kraeker (Internal Medicine) Mohamed Khaled (Medical Director) Natty Hunt (Registered Nurse) Claire Kenny-Scherber - Honorary Diana Ahmed (Physician) Nadia Hajir-Amiri (Registered Nurse) Rachel Erstling (Psychiatrist) Elisabeth Canisius (Pediatrician) Abubaker Khalifa (Internal Medicine Resident) Shelley Sender (Physician) Erica Roebbelen (Physician) Sue Grafe (Nurse Practitioner)

Presentation of the donation will take place at the Winter General Business Meeting & Medical Staff Art Show 2016

Thursday January 28 at the Sheraton Hotel starting at 5:30 pm

A perfect time to Celebrate the New (LEAP) Year with colleagues! Sign up now by return email or at 905-527-4322 ext 46770

Tim O'Shea (Infectious Diseases)

Physician Hospital Engagement and the Concept of "Fair Play" An Article reprinted from the Library of the CMPA

Natural justice - an obligation for "fair play"

An article for physicians by CMPA General Counsel Originally published Winter 1994 / Revised April 2008 IL9420-1-E

Of interest to all physicians

A physician was invited to attend a meeting with the Chief of Staff, the Chief of Surgery and the Administrator of his hospital. The letter indicated that the meeting could affect his privileges. Upon attending the meeting the physician was told that a critical audit report had been obtained touching on some of his cases. He was invited to resign immediately or his privileges would be suspended. Understandably upset, the physician refused to resign.

Abstract

When involved in administrative proceedings (e.g. College proceedings, hospital proceedings etc.), an individual is entitled to fairness. The principles of "natural justice" are explained, and a hospital proceeding is used as a case example.

In fairly quick succession the Executive Committee, which included the Chief of Staff and the Administrator, decided to formally recommend to the Board that the surgeon's privileges be revoked. Written reasons for this decision were promised to the physician. The Medical Advisory Committee met to hear the Chief of Staff summarize the conclusions of the audit report, all in the absence of the physician. A subsequent telephone poll of individual members resulted in the Medical Advisory Committee supporting the recommendations of the Executive Committee.

The physician and his legal counsel were invited to attend a meeting of the Board of the hospital. A copy of the audit report was made available prior to the meeting although the written reasons of the Executive Committee never materialized. At the meeting the physician attempted to discuss a number of charts identified in the audit report. He was interrupted by a member of the Board who made it clear that this was a waste of time as the Board was not in a position to understand the medical points he was trying to make. After excusing the physician and his legal counsel the Board then heard from the Chief of Surgery who discussed the audit report and other background information. The Board voted in favour of the revocation of the physician's privileges, with all members of the Executive Committee who had previously taken part in the process voting in favour of the resolution.

Upon receiving notice from the Board that his privileges had been revoked, the physician immediately brought an application for judicial review. It was argued that there had been a denial of natural justice in the procedure and methods used by the hospital in revoking his privileges.

Principles of natural justice

The principles of natural justice and fair process can be reduced to the following central issue: Did the decision-making body, on the facts of the particular case, act fairly to the person whose conduct or rights were under consideration?

The common law requires tribunals to provide a certain minimum of procedural fairness, which includes the right to be heard, to have one's case decided by persons free of bias, and to receive reasons for decisions made.

The Right to be Heard

The right to be heard necessarily encompasses the right of a party to receive notice of the allegations against him/ her. The notice must be sufficiently precise and timely to ensure that the right to present a response is meaningful. The right to an opportunity to be heard does not necessarily imply that there must be a formal hearing. In some instances the ability to make written submissions and rebuttals has been considered sufficient. More often, however, the individual is given the opportunity to attend with legal counsel before the tribunal to present his or her arguments.

Adjudicators Free from Bias

It is not simply sufficient that members of the decision-making body be free from bias. It is also important that there be no reasonable apprehension that bias might exist.

The appearance of bias might arise, for example, where some of the same people participate in each phase of the investigation, hearing and decision-making process. It is important to note however that the law does not go so far as to say every type of prior connection between the decision-maker and the parties will justify a finding of reasonable apprehension of bias. Indeed, decision-makers are often chosen expressly because of their expertise and experience with respect to the matters upon which they will be called to adjudicate.

Reasons

The right to a fair hearing has been expanded to include the right to receive reasons for the decision resulting from the hearing. Such reasons must be sufficiently detailed and adequate so as to enable the individual concerned to not only know the facts that have been relied upon but also the reasoning which underlies the decision which has been reached.

Application for judicial review

The duty of the Court on a judicial review application is to determine whether the suspension or revocation of the physician's privileges was made fairly and in accordance with the rules of natural justice.

In the case which has been outlined the Court found that the physician had **not** been treated fairly for the following reasons:

The physician was not given the opportunity to be heard or even attend before the Medical Advisory Committee.

The Medical Advisory Committee had limited and selective information on which to base a recommendation.

The members of the Medical Advisory Committee did not have the benefit of discussion with each other when asked to vote.

Members of the Executive Committee and the Medical Advisory Committee who were involved in the initial investigation should not have participated in the decision-making process of the Board.

The procedure before the hospital Board was not a proper hearing. It was one-sided and arbitrary in nature. The application for judicial review was therefore granted. The revocation of the physician's privileges was quashed and his privileges were ordered to be reinstated.

DISCLAIMER: The information contained in this learning material is for general educational purposes only and is not intended to provide specific professional medical or legal advice, nor to constitute a "standard of care" for Canadian healthcare professionals. The use of CMPA learning resources is subject to the foregoing as well as the CMPA's Terms of Use.

Summary of the World Café: Outcomes and Next Steps

World Café **Outcomes & Next Steps** PHP-IG December 17, 2015

Hamilton Health

World Café: Process Re-cap - what participants were asked

Up-front Personal Reflection Question:

What makes the conversation relevant and why is a strong hospital-physician relationship important?

Table Discussion Questions (3 x rounds):

- Imagine a future where physicians and HHS leaders trust and listen to each other: what would this look like?
- low do we evidence the outcome of an improved hospital-physician relationship? How will we know it made a difference in 2-3 years?
- Is there a benefit to having a document that outlines the commitment of the hospital to physicians; and the physicians to the hospital? If so, what would be the



Shared Vision: what an Improved Relationship might look like...

Participation (21) - participating in decision making, meetings, right information to

enable input

Satisfaction (11) - higher engagement results/satisfied physicians & staff, ease of recruitment & retention

Resolution (9) – timely resolution through talking, barriers disappearing, processes to address issues

Role Clarity (10) - understand each other's roles, making each other's roles easier, co-leadership, not "us/them" or silos

Outcomes (10) - concrete & improved outcomes, increased innovation

Metrics (8) - timely data, shared agreement, valuable measurement

Patient-Centred (7) – focus

better patient experience/outcomes, patient satisfaction



World Café: The Start of Conversations

Objective Aim:

- · What will a better hospital-physician relationship look like?
- · Benefits of having a 'better' relationship
- · Ways to get there together





Importance - Conversation & Strong Relationship

Collaboration (23)

We can't change or improve without each other"

Relationships (15)

"Unity of great minds and vast array of experiences and knowledge for which we can grow on rogether"

Common Goal (11)

"We are all here for a common goal - excellent patient care and experience, and strong relationships will contribute to this"

Advancing Practice & Patient Care (9)

"Leads to best patient outcomes. Leads to innovation. Improves quality of working life."

Communication (8)

"Each perspective is extremely important. Good relationships breed meaningful communication. Communication will strengthen common gook"

"Difficult times require a solid trusting foundation, Culture change takes time and needs to answer critical questions of trust, benefit, quality improvement"

Validity of Contract (4)

"Shift our paradigm/thinking from "Stakeholder Engagement" to "Shareholder Engagement"

Accountability (3)

"Hospital and Physicians are key stakeholders but with different perspectives and some common interests which have to be considered. Accountability for both groups will build confidence in the obility to communicate and implement key strategies"



Benefits of an Improved relationship:

Participation (15) - all have a voice, are listened to, & collaborate in decision-making

Common Understanding

(13) – common assumptions, understand each other's roles, value all roles/obligations, common

Collaboration (10) - collaborating on projects, efforts to reduce silos, shared rewards system/skill sets

Communication (9) - keeping informed about changes, looping back on issues and consistency

Relationships (9) - personal

experience with people, have each other's backs, social opportunities, constructive feedback

Accountability (7) - shared standards, behaviours addressed & held to existing expectations

Efficiencies (6) - reduce

redundancies, consistent processes, act immediately on improvements, bureaucracy-free

Transparency (5) - rationale provided for decisions, raw data available





Benefits of an Improved relationship: feedback

- 88% believe subsequent conversations between leaders & physicians will help to build their relationship
- · 72% are hopeful the current relationship between physicians & hospital leaders will improve
- 86% felt there is a positive impact on patient care by improving physician-hospital relationships



Agreement might help relationship (Many feel too early)

Benefits:

Roadmap (12) - a roadmap to guide the way, ents, living document

Better understanding to build

trust (11) – manage expectations through understanding, trust & respect in the relationship

Facilitates a conversation (9)-

improves listening, provide feedback, discuss points of view and build shared understanding together

Rules of engagement (8) – agree how to work together (e.g., decision making process), accountability for living shared values

Not Sure:

We have a Code of Conduct

(5) – duplication of Code of Conduct, need to act on holding people accountable to Code

Lack of full involvement (5)

Issues unresolved (4) - issues such as: legal, compliance, cross-appointments need to be worked through

Need a vision (2) - need to determine







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Insights



There is not as much diversity in perspectives as there appears to be. The process must be inclusive. Threat of marginalized people must be removed.

Communication (30)

People assume nothing is happening but really more is gains on: We are connecting "Sake in o feedback loop" Need better mechanisms to communication between frontine Mbs and hospital-face-to-face periodically is important to building this relationship. Candid/transparency is important.

wayne HHS leadership is serious about engagement!"
We're not that far apart - some shared issues e.g., how long it takes to make a change."

'Safe' culture is important to building relationships and trust" "Develop an infrastructure of **culture callision**"

Insights

Relationship (20)

"All parties want to see strong relationships but don't necessarily know how"
"Any agreement will need on ongoing commitment to continually making the relationship better"

Decision-making (16)

"Interest from both the physicians and admin to have dyad leadership—shared accountability for decision making"
"Decisions must be collaborative, not just emails, department chief and department meetings"

Systems (13)

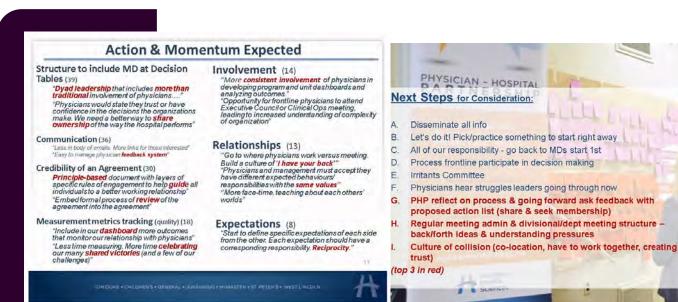
"Admin wants process efficiency as does physicians. Align processes"

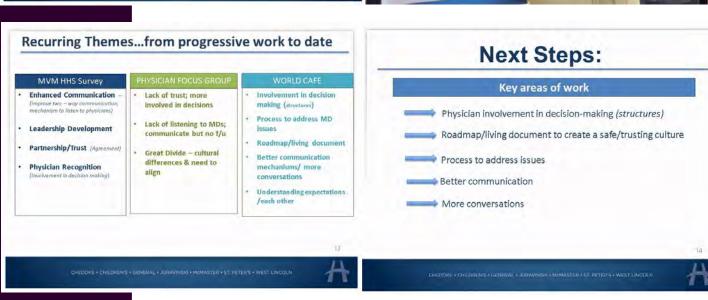
Expectations (6)
"Lack of understanding of incentives, costs and trade-

offs"
"Understanding, expectation and accountabilities should be SOP"











The Medical Staff Association Welcomes Our New Colleagues

Dr. Jamal AL-Asiri, Orthopedic Surgery

Dr. Ahmed A Al Jishi, Neurosurgery

Dr. Michael Bonert Pathology, Laboratory Medicine

Dr. John E Centofanti, Anesthesia

Dr. Rahul Chanchlani, Pediatrics, Nephrology

Dr. Alexander G Chorley, Critical Care

Dr. Alexander Coret, Diagnostic Imaging

Dr. Shariff E Dessouki, Physical Medicine & Rehabilitation Dr. Houman Nafisi, Laboratory Medicine

Dr. Whitney A Dillon, Family Medicine

Dr. Kurt | Domuracki, Anesthesia

Dr. Nada Elmazariky, Critical Care

Dr. Mohamed E Eltorki, Pediatrics, Emergency Medicine

Dr. Rimon Ghattas Medicine, General Internal Medicine

Dr. Andrew Gibson, Critical Care

Dr. Natasha Gill Pediatrics, Emergency Medicine

Dr. Michael J Grattan, Pediatrics, Cardiology

Dr. Robert Hamilton, Pediatrics, Cardiology

Dr. Marisa N Horniachek, Obstetrics & Gynecology

Dr. Liudmila Ivanova, Family Medicine

Dr. Rebekah D Jacques, Laboratory Medicine

Dr. Graham K Jansz, Critical Care

Dr. Joseph I Jeyaseelan, Family Medicine

Dr. Susan Jo, Anesthesia

Dr. Aliya Khan Medicine, Endocrinology

Dr. Celine Kim Pediatrics, Emergency Medicine

Dr. Shahid A Lambe, Urology

Dr. Joan Li, Family Medicine

Dr. David L Lysecki, Pediatrics, Hematology / Oncology

Dr. Heung K Ma, Critical Care

Dr. T G Neal Manning Oncology, Hematology / Oncology

Dr. Lauren Manolakos, Family Medicine

Dr. Matthew C | McRae, Plastic Surgery

Dr. Amber O Molnar, Medicine, Nephrology

Dr. Manisha Mulgund, General Internal Medicine

Dr. Barath Muralitharan, General Internal Medicine

Dr. Naveenpaul Sidhu, Pediatrics, Pediatric Critical Care

Dr. Donika Orlich. Critical Care

Dr. Kaif Pardhan, Pediatrics, Emergency Medicine

Dr. David O Quinlan, Emergency Medicine

Dr. Jaclyn A Quirt, Medicine, Allergy & Immunology

Dr. Muntasir Saffie, Medicine, Respirology

Dr. Kevan Saidi, Surgery, Orthopedic Surgery

Dr. Amir H Salehi, Laboratory Medicine

Dr. Krystyna Z Samoraj, Critical Care

Dr. Sarah A Scattolon, Obstetrics & Gynecology

Dr. Joshua D Shadd, Complex Care, Aging and Palliative Care

Dr. Anjali Shroff, Medicine, Infectious Disease

Dr. Beverley Smith, Oncology, Palliative Care

Dr. Mandy M Y Tam, Family Medicine

Dr. Wilfred Tam, Surgery, Urology

Dr. Jackie Thurston, Obstetrics & Gynecology

Dr. Laura Umbrello, Pediatrics, Emergency Medicine

Dr. Angeli Vohra, Family Medicine

Dr. Nayer M M Youssef, Anesthesia

PAGE 10







A Celebration of Excellence

The Annual Dinner & Awards
2015
at the Art Gallery of Hamilton
Friday June 12, 2015























































PAGE 12









A Celebration of Excellence

The Annual Dinner & Awards 2015 at the Art Gallery of Hamilton Friday June 12, 2015























VOLUME 5, ISSUE I PAGE 13















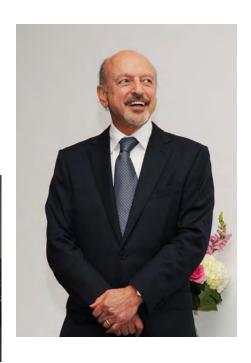












Dr. Dereck Hunt, Vice President of the MSA congratulates the Outstanding Residents Awards recipients for 2015



Dr. Kyla Caners Emergency Services



Dr. Jenna Dowhaniuk Pediatrics



Dr. Paul Lysecki Surgery



Dr. Hassan Mir Medicine



Dr. Avinash Ramsaroop Family Medicine



Dr. Sarah Scattolon Obstetrics and Gynecology

VOLUME 5, ISSUE I PAGE 15



Dr. Carolyn Stark Psychiatry



Dr. Suzanna Todd Anaesthesia



Absent:

Dr. Linda Kocovski Lab Medicine

Dr. Jean Pierre Sarco PM & R

Dr Danielle Walker Diagnostic Imaging

The HAMILTON HEALTH SCIENCES

Medical Staff Association proudly presents....



The Annual Dinner & Awards 2015 at the Art Gallery of Hamilton Friday June 12, 2015



THE MEDICAL STAFF ASSOCIATION Dr Stephen Garnett Distinction Award





Dr. Madan R Roy, PediatricsPresented by Dr Mernagh and Dr Sandra Seigel

THE MEDICAL STAFF ASSOCIATION Humanitarian Distinction Award



Dr. Rob Hutchison, Obstetrics and Gynecology presented by Dr. John Mernagh, MSA President

VOLUME 5, ISSUE I PAGE 17

THE MEDICAL STAFF ASSOCIATION President's Awards 2015





Dr. Ronald Barr, Pediatric Oncology, and Dr Irwin Walker, Medicine, presented by Dr. John Mernagh, MSA President



Dr. Michael Greenspan, SurgeryAlan with Dr Irene Cybulsky, Dr Jerold Zikman and Dr John Mernagh

The Margaret R. Charters Nursing Bursary 2015 awarded at the June MSA Annual Dinner & Awards



The HAMILTON HEALTH SCIENCES

Medical Staff Association proudly presents....



The Annual Dinner & Awards 2015 at the Art Gallery of Hamilton Friday June 12, 2015



The Margaret R. Charters Nursing Bursary 2015 awarded to Sharon Russell RN, BScN, MScN presented by Dr John Mernagh and Kristen Krull

The HHS Medical Staff Association has sponsored the Margaret R. Charters Nursing Bursary annually since it was established by the Hamilton Civic Hospitals' MSA. The Bursary in the amount of \$1,000, is awarded to a registered nurse at HHS who wishes to pursue education related to the practice of nursing at the Baccalaureate or Masters level. The selection committee comprised of the VP, Professional Affairs & Chief Nursing Officer; the Director, Clinical Practice & Education, and the President of the Medical Staff Association, meets each spring to review the nominations.





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

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Dr Dereck Hunt, Vice President

Dr Paul Missiuna, Secretary-Treasurer

Dr John Mernagh, Past President

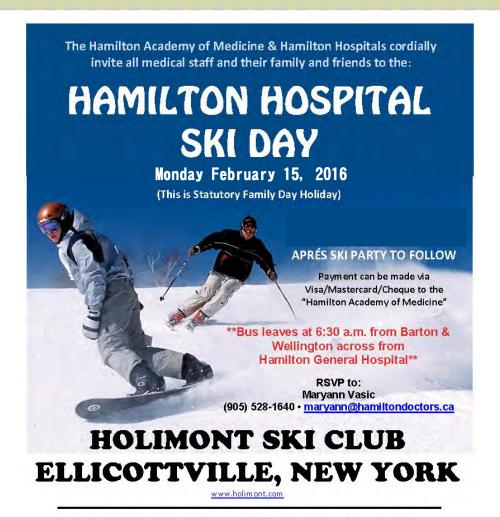
Members at large: Dr Frank Baillie,

Dr Danielle Charbonneau, Dr Irene Cybulski,

Dr Bruce Korman, Dr Mehran Midia,

Dr Paul Miller

Administrative Assistant: Catharine Griffin





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Dr. Chris Ricci • riccio@yahoo.com

Dr. Chris Ricci • <u>nccio@yanoo.com</u>
Dr. Walter Owsianik • <u>wally@hamiltondoctors.ca</u>
June Quaglianello • <u>quagliun@hhsc.ca</u>

- . Deadline for bus tickets February 8, 2013
- Proper ID required to cross border, e.g. passport
- Bus will not wait at border for those without proper ID Driving yourself? Lift tickets can be purchased in the chalet. Mention "Hamilton Hospital Ski Day to receive discount
- Kids under five years of age ski free
- · Please bring American money



GOT TALENT?

Leonardo says, "Physician, reveal thyself."

The HHS Medical Staff Association invites all physicians who dabble in the arts to join the

11th Annual Medical Staff Art Show

Thursday January 28, 2016
at the Sheraton Hotel, downtown Hamilton
Starting at 5:30 pm

- Painting
- Sculpture
- Photography
- > Pottery
- Stained glass
- Woodworking
- Weaving
- Batik
- Writing
- Publications
- > You name it!

If your talents extend beyond the healing arts, contact the MSA Office to find out how easy it is to participate in the All Media Medical Staff Art Show. No fees, no judging, just a collegial sharing of talent among colleagues.

call 905-527-4322 ext. 46770 or email: msa@hhsc.ca

The Renaissance Artists group invites you to join them for the Art Show 2016!

