



**Hôpitaux Shriners**  
pour enfants®  
**Shriners Hospitals**  
for Children®

**Canada**  
Pediatric Specialty Care

Volume 5, number 3 | **AUTUMN 2010**

# THE ORTHOPEDIK

*Helping Kids Defy the Odds*



■ Christian, 6 years old [page 5]

## Reggie Hamdy, M.D. Named New Chief of Staff

[Emmanuelle Rondeau] Dr. Reggie Hamdy joined Shriners Hospitals for Children® – Canada in 1994 and was named Assistant Chief of Staff in 1998. He is also Associate Professor of Surgery with full tenure; Program Director of the Residency Program and Chairman of the Promotion & Tenure Committee at McGill University. He is a pediatric orthopaedic surgeon at Shriners Hospitals for Children® – Canada, The Montreal Children Hospital, CHU Sainte-Justine. He is licensed to practice in Quebec, Ontario and Newfoundland in Canada.

Reggie Hamdy was born and raised in Alexandria, Egypt and completed his medical degree at the University of Alexandria. He fulfilled his pre-residency training at McGill University and his post-graduate training and residency at the University of Ottawa. He completed his fellowship training at the Hospital for Sick Children, Toronto and the division of Orthopaedics at Brown University, Providence (Rhode Island).

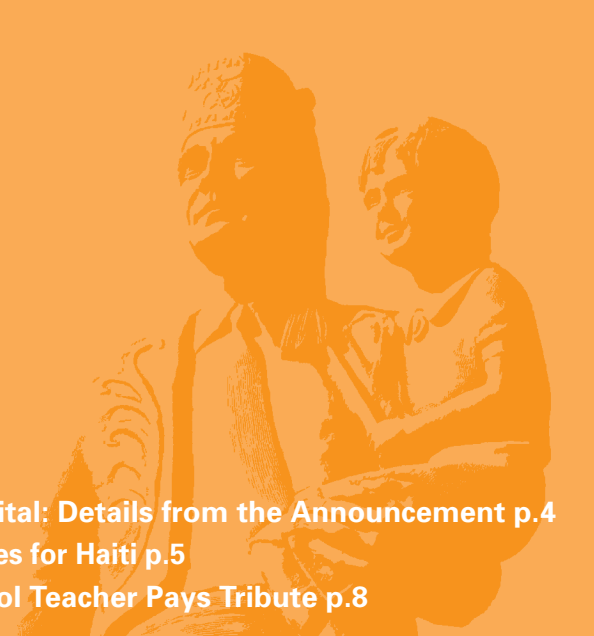
Dr. Hamdy also currently holds the positions of Director of Orthopaedic Clinical Research and Chairman of the Clinical Research and Outcome Committee at Shriners Hospitals for Children® – Canada as he is passionate about both clinical and basic science research. He is also the Director of the Orthopaedic Residency Training Program of McGill University.

### Comments from the Chief of Staff

*"I take on this challenge with great excitement. We are building for the future. Not only are we planning for our new hospital, but we are also building our expertise, recruiting new talents, expanding our services to meet the needs of children in their local communities."* [continued on page 2]

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*"The start of my new role coincided with sad news. Mr. Ronald Snow, Emeritus Chairman of the Board passed away after a long illness. I have known Mr. Snow for more than 16 years and every second I spent with him was a lesson in life. He was a great man but with a very humble and gentle way. Besides being a true gentleman in every respect, he also had a great vision for the future of our hospital. The loss of Mr. Snow to his dear wife Marilyn, his family, his friends, our hospital, the Shriners organization, the children for whom he gave so much of*



**Dr. Reggie Hamdy, Chief of Staff**

*his time and love, is enormous. For me personally, I lost a second father. I am sure he will continue to watch over us from above. He will always be remembered."*

*"I would also like to pay tribute to Ted Hunter, M.D. one of Shriners Hospitals for Children® – Canada outstanding and most esteemed anesthetists, who passed away unexpectedly this September. This loss was another shock to all of his hospital family. He was a great physician, but above all he was a joyful, humane, hard worker and always considerate of others".*

*Our prayers and thoughts are with their families.*

## Administrator's Message

A wind of change and renewal has swept through Shriners Hospitals for Children® – Canada in the last few months. Of course, we can hardly contain our excitement following the announcement of the preliminary plans to build our new hospital at the Glen Campus alongside the McGill University Health Centre. The location, adjoining our longtime collaborators at The Montreal Children's Hospital will certainly help us to provide superior pediatric orthopaedic care to even more patients. Since the announcement in July, work to complete the functional planning of our new hospital has continued at a rapid pace. In the planning process we are focusing on meeting the needs of today's patients, as well as planning ahead to be able to meet the needs of the next generations of patients.

Over the summer months, François

Fassier, M.D., who had been Chief of Staff at the hospital since 2001 stepped down from this administrative mandate. Dr. Fassier has provided outstanding leadership for our hospital. To his patients he is a friend and somewhat of a magician; to the medical community he is a internationally recognized innovator in pediatric orthopaedics. Dr. Fassier will continue to practice at Shriners Hospitals for Children® and will also continue to act as our ambassador through his work with our Outreach Clinics as well as a new endeavour planned for Haiti.

Reggie Hamdy, M.D., who has been acting as Assistant Chief of Staff was selected to take on the role of Chief of Staff. Dr. Hamdy is a skilled surgeon specializing in lower limb conditions; he is responsible for developing an award-winning Clinical Outcomes Research

Program and is also a tenured professor at McGill University.

Our hospital is unique because of dedication of special volunteers; the Shriners who built it, and continue to support the care of children on a daily basis. Unfortunately, in the last few weeks, we lost one of those special leaders, Mr. Ronald S. Snow, Emeritus Chairman of the Board of Governors. Gary Morrison, also Emeritus Chairman of the Board of Governors pays tribute to this quiet hero.

I invite you to share this issue with friends, family and colleagues.

**Céline Doray**

**The Orthopedik** is a quarterly publication of **Shriners Hospitals for Children® – Canada**  
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We want to hear from you! If you would like to ask us a question or suggest a topic for an article in an upcoming edition of the Orthopedik, please contact us at [gfouellet@shrinenet.org](mailto:gfouellet@shrinenet.org) or 514-282-6990.

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# Remembering a Quiet Hero

[Gary Morrison] On the morning of September 2<sup>nd</sup>, 2010, Shriners Hospitals for Children® – Canada lost one of its most cherished and respected leaders, Ronald S. Snow.

Ron was a Master Mason since 1986, a Past Potentate of Karnak Shriners in Montreal (Quebec) and served for 11 years on the hospital Board of Governors covering the period 1993 to 2003. During 7 of those years, he was Chairman.

When there were questions about the hospital's future, under Ron's guidance, and his decision to reach out to the Quebec Government, the City of Montreal, McGill University, the McGill University Health Centre, a communications consultant and the community, the tide was turned in 2004, at the Annual Imperial Session in Denver (Colorado), saving the hospital from imminent closure. The team thus formed continued to work together for many years.

His credibility, strength of conviction and decisiveness enabled Ron to play a key role throughout his tenure, leading by example in his typically quiet, respectful and distinguished manner.

Ron cared deeply for the staff and the patients, and always sought to find ways to improve conditions and quality of services. The needs of the children drove his commitment.

Notwithstanding all that he accomplished for the good of the hospital, the children and the community, Ron never sought praise or recognition. He shied away from the limelight, believing that only the cause was important.

In keeping with his sense of planning, Ron wrote a personal mission and creed. His creed was based on many Masonic

principles and basic human values... succeeding at home first, never compromising with honesty, defending those who are absent and hearing both sides before making a judgment.

His mission was twofold: to live his life with integrity and to make a difference in the lives of others.

Those words say much about the man, his philosophy of life and the basic human principles that guided him. But they were

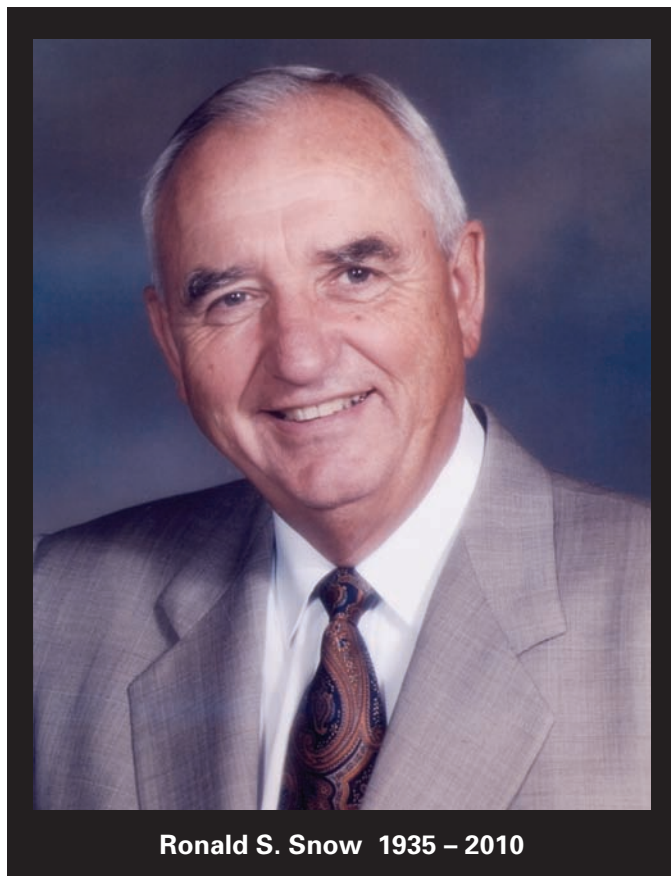
not simply words to Ron; they were his everyday objectives that drove his passion for his family and for the Hospital.

It is in keeping with such passion, that when the press conference was held last July to announce the construction of a new Shriners Hospitals for Children® – Canada to be built on the Glen Campus, Ron attended with his wife Marilyn, so that they could be a part of that important moment. Being there was not an easy feat physically for him, and he knew that he would not be a part of the groundbreaking ceremonies, but Ron was there so that he could watch life being given to his dream for the children.

Ron succeeded in his personal mission. He definitely lived his life with integrity and indeed made a difference in the lives of others.

As one past Board member said: "He gave of himself in so many ways. One of the good guys in this world." That he was.

Ron, you will be truly missed. We commit to keeping alive your passion for the hospital and the children we serve. Rest in peace, friend. |



Ronald S. Snow 1935 – 2010

## Shriners Hospitals for Children® – Canada Announces New Building Plans!

[Emmanuelle Rondeau] It has been a long awaited announcement and was a proud moment for Shriners everywhere. On July 15, 2010, the Shriners Hospitals for Children® – Canada conference room overflowed with dedicated supporters, staff and media as Shriners Hospitals for Children® leadership along with key partners assembled to give a progress report on the construction plans for a new

of-the-art rehabilitation services, which will include a motion analysis laboratory, will benefit from triple the space they currently occupy.” Close proximity to the MCH with whom there is and always has been extensive collaboration will facilitate shared services. “We foresee that this new location will allow us to continue to recruit and retain some of the best pediatric orthopaedic

offering the land to build the new hospital. The construction project of the Shriners Hospital is part of the investment we have made to upgrade our infrastructure in the health care system, to provide the best care to Quebecers, and doing so in a quality environment,” concluded Health and Social Services Minister, Dr. Yves Bolduc.



Front, side and back renderings of the new hospital

[André Ibghy Architectes]

hospital facility in Montreal. During the press conference, President of the Board of Trustees Douglas Maxwell, and Trustee Ralph Semb confirmed the construction of a new hospital on the Glen Campus adjacent to the Montreal Children’s Hospital (MCH) of the McGill University Health Centre (MUHC). Preliminary renderings of the new hospital were revealed to media and assembled supporters of the Montreal institution in the presence of Health and Social Services Minister, Yves Bolduc, M.D., Associate Director General of the MUHC, Normand Rinfret, and Member of the Executive Committee Responsible for Economic Development, Infrastructure and Roads - City of Montreal, Richard Deschamps.

Robert Drummond, M.D., Chairman of the Board of Governors at Shriners Hospitals for Children® – Canada announced that “the new hospital will have 22 single patient rooms and four operating rooms. Our research laboratories will almost double in size, increasing to 25,000 square feet. State-

surgeons, researchers and allied health care professionals so that we may continue to offer the best possible care to children from Quebec, Canada, the United-States and around the world.”

“Our government fought hard, led by our Premier, to ensure that the hospital stayed at home, here in Quebec, when other proposals were made. Our government has met its commitments to Shriners Hospitals for Children® – Canada by

“The presence of a Shriners Hospitals for Children® in our city has always been a great source of pride. This is not just another hospital. It is a great ambassador for Montreal and for Quebec. The development of the new Shriners Hospital confirms the leadership of our city in the areas of health and biomedical science. We are pleased to see this project move forward due to the collective effort of all partners,” declared Richard Deschamps. |



With great pride Health and Social Services Minister Dr. Yves Bolduc and member of the Board of Directors of SHC, Jerry Gant unveiled the preliminary renderings for the new hospital.

### Quick statistics:

- Total hospital space – more than 158 000 square feet
- 22 single patient rooms
- 4 operating rooms
- 25,000 square feet dedicated to research
- 18,000 square feet for outpatient clinics
- 18,000 square feet for rehabilitation services

## Hospital Team Set to Leave for Haiti

[Gemma Bélanger] On Saturday December 11th, a team from Shriners Hospitals for Children® – Canada composed of an orthopaedic surgeon, physiotherapist, occupational therapist and a nurse will depart for Haiti for one week to participate in the Healing Hands for Haiti (HHH) program of visiting medical teams. This visit is being coordinated through Colleen O’Connell, M.D. a physiatrist affiliated with the Stan Cassidy Center

for Rehabilitation in Fredericton, New Brunswick and liaison for the HHH team Canada.

This is the first time that a team from Shriners Hospitals for Children® will partake in a mission with this organization. The team they will see children with cerebral palsy,

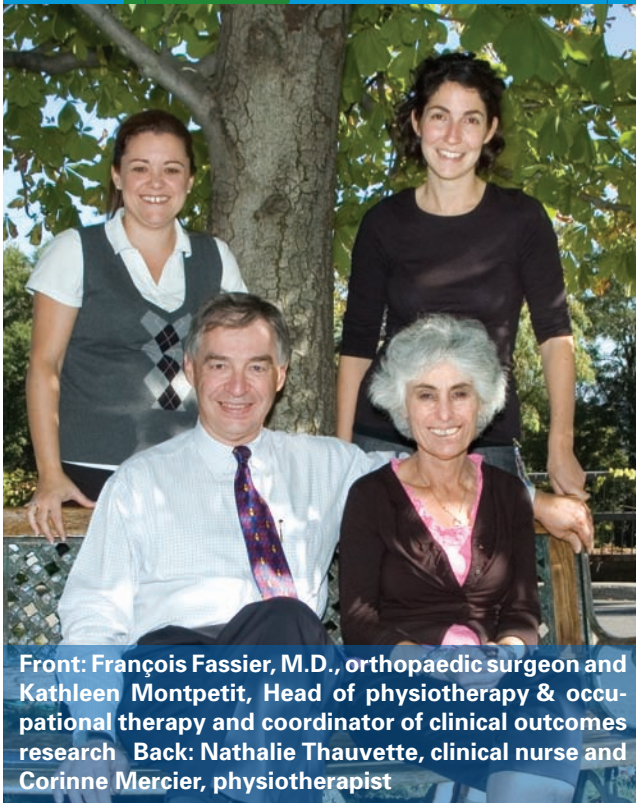
developmental delays and amputees and will bring with them mobility aids, splinting and prosthetic materials. The objective of the visit is to teach local health care teams basic rehabilitation skills and run outreach clinics. The team will begin seeing patients at HHH rehabilitation center in Port au Prince and possibly travel to Jacmel.

When the earthquake hit in January 2010, there had already been a serious need for rehabilitation in Haiti. This is now underlined and emphasized with the huge displacement of families,

poor nutrition among other issues resulting from the disaster.

Healing Hands for Haiti is a not-for-profit, non-governmental institution that provides quality physical rehabilitation and focuses on empowering Haitians with disabilities. They are committed to rehabilitation education, clinical treatment, disability prevention and increasing public awareness of disabilities and rehabilitation. Established in 1998, the program is composed of 15-20 medical teams from all over North America who return regularly for 1-2 week assignments. They focus on bringing physical medicine and rehabilitation education and training programs to Haitians students and health care workers to help enable a fully independent self-sufficient Haitian health care system.

For progress reports as of December 11th log-on to [www.shrinershospitals.org/Canada](http://www.shrinershospitals.org/Canada) |



Front: François Fassier, M.D., orthopaedic surgeon and Kathleen Montpetit, Head of physiotherapy & occupational therapy and coordinator of clinical outcomes research Back: Nathalie Thauvette, clinical nurse and Corinne Mercier, physiotherapist

## Answering Questions from our Readers – Follow up on cover photo

**Q:** What happened to young Christian from Haiti?

**A:** Many of our readers saw the Radio-Canada and CBC news reports this spring regarding a young boy from Haiti (cover photo) awaiting entry into Canada for surgery at Shriners Hospitals for Children® – Canada. You asked us if this boy had received the care he needed. We asked

Chief of Staff, Dr. Reggie Hamdy to give us an update.

“We are happy to report that Christian arrived in Montreal in June, was seen in Clinic and was scheduled for surgery on August 24th. He had severe deformities of both lower legs that excluded the possibility of any reconstruction. Following the surgery and the required healing time,

he began intensive rehabilitation and was fitted with his first prosthesis. Over the next few weeks he will be learning how to stand and walk for the first time in his life,” explained Dr. Hamdy.

We will continue to follow Christian’s progress over the coming months and share his full story in an upcoming issue of the Orthopedik. |

## Improvements Suggested by Inpatients and their Families...

[Kathryn Fournier] Patients undergo complex sets of activities related to policies, processes, procedures, checklists and skills that the hospital staff depends on in order to improve patient safety and quality of care.

Patients also value non-clinical factors in their overall hospital experience, such as the type of communication, emotional connection and trust, all of which have a significant impact on satisfaction, as well as patient safety.

We “mine” our patient satisfaction surveys to identify patient concerns and service problems. In turn we are using the findings to promote a family-centered-care approach, and build strong partnerships with patients and their families to improve care and promote safety.

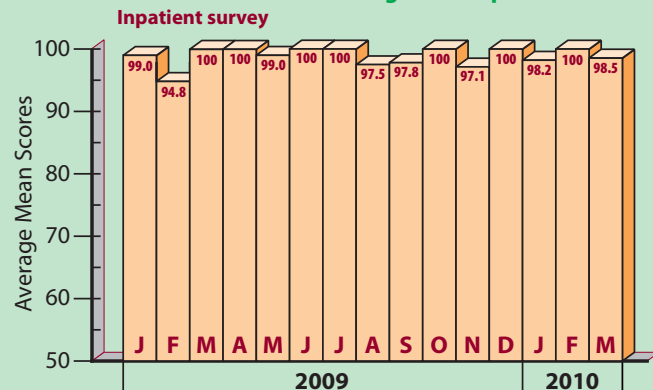
We have had a patient satisfaction questionnaire in place since 2002 and suggestion boxes throughout the hospital for over 20 years. Patient satisfaction questionnaires are sent to inpatients and their families on a weekly basis to solicit their perception of the care and services they receive from the moment they walk in the door until they leave. All comments from both the questionnaires and the suggestion boxes are reviewed and tracked over the year for trends.

Two of the questions we ask of the inpatients and their families provided outstanding overall average mean scores for the period of January 2009 to June 2010:

- Trust you had in child’s physician: **97.1**
- Skill of the Operating / Recovery Room Nurses: **97.5**

The valuable comments from patients and their families are imperative to improving the quality and safety of services and the satisfaction of all. Despite these outstanding results there were issues that the patients and families asked us to focus on. Here is what we have done:

“Likelihood of Recommending Our Hospital to Others”



### PATIENT AND FAMILY CENTERED CARE

- Internet access offered to patients and families
- New parent beds were purchased
- Patient isolation audit was conducted
- Teachers visit patients in isolation rooms
- Age appropriate activities made available
- Recycling bins put in place
- Special activities organized for the patients and families
- School teachers available to teach in French, English, Italian and Spanish
- Easy access to snacks for patients 24/7
- Cafeteria hours extended
- Books, magazines and newspapers available
- Video games provided for patients

### COLLABORATION AND COORDINATION OF CARE

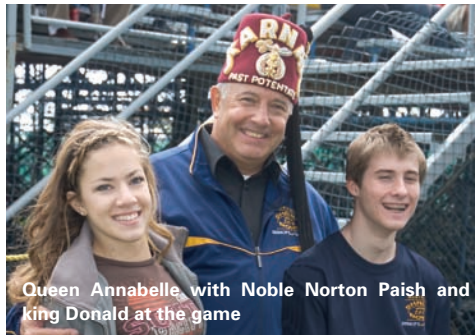
- Operating room utilization improved (more patients booked in the operating room)
- Preadmission clinic prior to surgery is now an extension of the inpatient unit
- Unit staff now coordinates the preadmission clinic for improved continuity of care

### PATIENT SAFETY

- Hand washing techniques were reviewed with staff and monitored
- Patient safety posters were put in place (incorporating hand washing, patient and staff identification and medication taken at home)
- Fall prevention posters developed and put in place
- Posters and pamphlets made available as teaching tools for patients and families
- Improved communication and monitoring of patients. |

## The Shrine Bowl Tradition Continues

[Gemma Belanger] On September 25<sup>th</sup>, 2010, the Concordia Stingers and the Bishop's Gaiters played in the 24<sup>th</sup> annual Montreal Shrine Bowl. Following the success of the Shrine Games in the US, in 1987, Grant Peterson of the Karnak Shriners (Montreal) along with Jim Geary organized the first Montreal edition. Since its inception and the event has raised more than \$739,000 in donations to Shriners



Queen Annabelle with Noble Norton Paish and king Donald at the game

playing video games and would even like to design them one day or perhaps become a scientist. He enjoys spending time with friends. One of their favorite pastimes is watching his friend's brother's football team, the St-Lazare Stallions.

### QUEEN – Annabelle

Annabelle was born with severe scoliosis. At the age of two she had her first of 13 surgeries at the Shriners Hospitals for Children® – Canada.

Today, Annabelle is an outgoing, friendly 17 year old who graduated from Letendre College this past spring. She plans to attend Cegep Montmorency in the fall of 2011 to study nursing. The reason she chose nursing is because she always felt comfortable in a hospital setting. She wants to help people throughout their hospitalization, something she is quite familiar with herself.

Annabelle's parents, siblings and her best friends (the Musketeers, as they call themselves) have made things like her surgery and hospital visits a lot easier to deal with. She says that, without them, she wouldn't be the girl she is today; "They always made me smile and never looked at me differently. To them I am totally normal, which is the way that I see myself too!"

For more information and photos of the event visit [www.montrealshrinebowl.com](http://www.montrealshrinebowl.com).



Event Honorary Chairman, former Alouettes Centre Brian Chiu

### KING – Donald

When Donald was born 10 weeks premature, his parents were told that he would be in a wheelchair his whole life. Shortly after, he was diagnosed with spastic diplegia, a type of cerebral palsy.

Donald's parents brought him to Shriners Hospitals for Children® – Canada, when he was three. He underwent a dorsal rhizotomy; followed by Botox injections treatments to reduce the spasticity in his lower extremities. Despite his initial prognosis, Donald has learned to walk, ski, and sail, and hopes to take up snowboarding. "He is a smiley, happy kid who falls but gets back up and keeps on going" says his mother, Robin Richardson.

Today, Donald is like most other 15 year old high school students. He enjoys

Hospitals for Children® – Canada. The event has evolved and continues to grow thanks to a dynamic organizing Committee now lead by Norton Paish.

Each year, the event honours two patients who serve as inspiration to the players on the field. The 2010 Shrine Bowl King and Queen were Donald and Annabelle.

## New at the Maple Sugar Bowl...

[Gemma Belanger] On August 7<sup>th</sup>, 2010, the Shriners Hospital for Children® – Canada was invited to have an information stand at the 57th annual Maple Sugar Bowl in Windsor (Vermont). The two high school football teams playing this year were Vermont and New Hampshire. The match was close but New Hampshire won the game with an impressive 34-20.

Since its inception, this event, organized by the Mt. Sinai (Montpelier, VT), Cairo (Rutland, VT) and Bektash (Concord, NH) temples, has raised over \$4.5 million

dollars. Money raised from this event is donated to three Shriners Hospitals for Children®, Canada, Springfield and Boston.

Thank you very much to Mr. Wes Lord of Bektash Temple who facilitated our presence at the event.

*Please note that hospital representatives are available, upon request, to host information stands and/or for speaking engagements to promote the hospital at events. To request further information or make arrangements please contact the public relations office at 1-800-361-7256 ex 6990 or (514) 282-6990.*



Information officer Emmanuelle Rondeau plays true or false quiz in order to inform the public about the hospital