

TALES

TEACHING
AND
LEARNING
EVERYDAY AT
ST. MICHAEL'S HOSPITAL



VOLUME 9

March 2007

Old Friends and New Beginnings

By Tim O'Connell (4th year medical student)

We're now in springtime, and the annual ritual of the residency match is over. The hospital's seasonal rhythm repeats itself - the 4th-year students have discovered their future, and are now 'post-CaRMS' - maybe a little bit happier, maybe a little bit less studious - but certainly excited at the prospect of almost 2 months off. The hospital will soon lose its CC4s at the end of April, and the 3rd year students, now almost 6 months into their clerkship are starting to get the hang of things - a little more confident, a little more capable, starting to see what life 'as a doctor' is really like.

For the CC4s, springtime brings a mix of emotions: excitement at new cities, new hospitals, new studies; fear of the challenges that lie ahead; sadness to leave familiar surroundings, familiar faces. And St. Michael's has left its mark on the lives of the students. This institution has a profound ability to produce affection in its students for the places and people that work to make everyone feel welcome.

No matter where the CC4s end up next year, they will meet other alumni of U of T, of St. Michael's, of the Fitzgerald academy. And the people who meet us will know - that this student will be a little more compassionate, a little more patient, a little more easy-going - the mark of a student who has done their clerkship at "St. Mike's". And as Thoreau wrote, "Nothing makes the earth seem so spacious as to have friends at a distance; they make the latitudes and longitudes" The CC4s send their thanks to the wonderful people of this hospital for making the world a lot better and a bigger more spacious place - always to be our friends, nearby and at a distance.



Leading with Innovation
Serving with Compassion

ST. MICHAEL'S HOSPITAL

A teaching hospital affiliated with the University of Toronto

Patient Education Program Provides New Resources to St. Michael's Hospital

by Farrah Schwartz

Education at St. Michael's Hospital has often focused on educating the healthcare providers. But patient education is an important part of achieving the hospital's mission of providing exemplary physical, emotional and spiritual support to our patients and their families.

We have an exciting new program at the hospital that is dedicated to improving the way that we educate our patients, their families and support networks. The Patient Education Program is working to address the gaps that are currently in patient education across the hospital.

The Program is steered by the Patient Education Committee. Chaired by Farrah Schwartz, the Patient Education Specialist, the Committee includes representatives from the clinical programs, professional practice, medical education and other areas of the hospital.

We have developed resources to assist staff with the development of patient education materials. There is also a new approvals process in place for patient education materials developed internally at the hospital. Information can be found on the SMH Intranet at

<http://smhinet/Intranet/patienteducation/index.asp?xn=72>.

Patient education will also have a new 'look and feel', with materials on a dedicated patient education template that will let our patients know the information they're getting is reliable and up-to-date.

We are also working to develop new staff courses in patient education, develop resources to help staff evaluate the education they are doing, and improve how we communicate about patient education across clinical programs. We will also be engaging in a strategic planning process in 2007.

If you have any questions or want help with the development of your patient education materials, contact Farrah Schwartz at (416) 864-6060 x3831 or schwartzf@smh.toronto.on.ca.

TALES

The Residents Next Door

By Junell D'Souza and Rasha Kiswani

A Medical Resident is a well known title in a teaching hospital, but what about an Administrative Resident? St. Michael's has welcomed close to 60 MHA, MHSc and MBA candidates as administrative residents since the 1980s. After major revamping in 1993, the program's profile was established and students have since come from universities across North America, including Dalhousie, Ottawa, Toronto, Western, McMaster, Cornell and Yeshiva. The program has recently expanded, with the Chief Information Officer's portfolio taking its first Administrative Resident, under the direction of Anne Trafford, CIO.

This four-month semester co-op program is coordinated through the office of Robert Fox, Chief Planning Officer and former Administrative Resident. "This program is the number one choice for health administration students across Canada," explains Rob. "The placement is well publicized among students and is highly coveted." The placement is largely shaped by residents' interests and objectives. Residents often return for consecutive work terms or post-graduate employment, demonstrating how this position offers rewarding and valuable learning experiences.

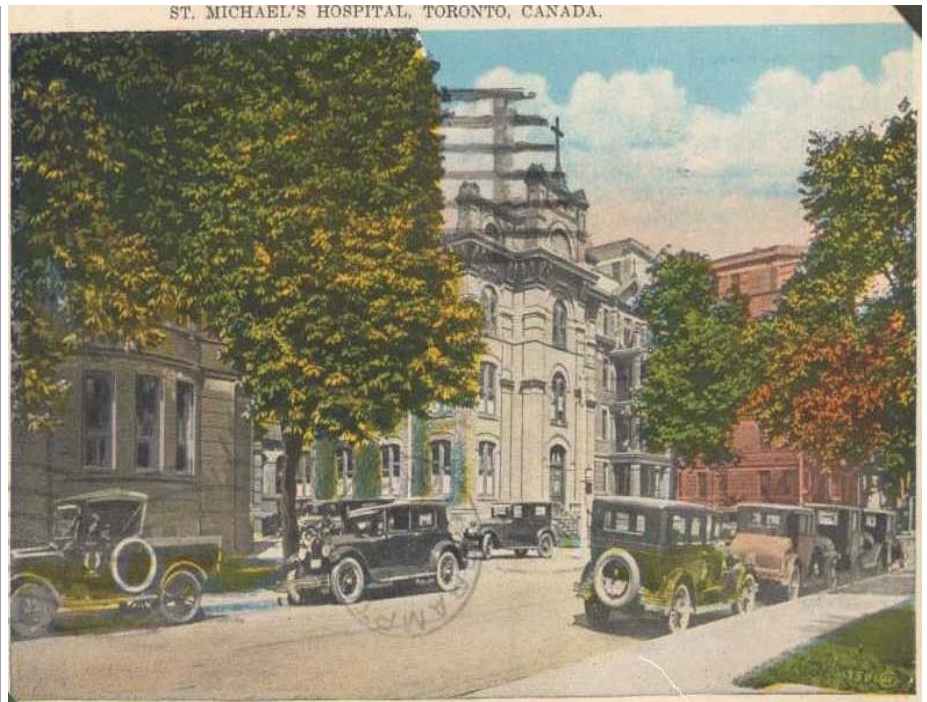
Administrative Resident Testimonials:

"... we are honoured to have an all-access pass to the hospital's operations from the executive to front-line staff levels. We have witnessed inspirational leadership while attending meetings involving the Board of Directors, the Senior Management Committee, the Ministry of Health and Long-Term Care and those specific to our portfolios," - **Rasha Kiswani**, current Administrative Resident.

"We've observed exceptional teamwork and clinical expertise during time with the Emergency Department staff. We are looking forward to shadowing patient flow managers, environmental assistants, and lab technologists during our final month. We will also tour external organizational partners of the hospital. The various projects we have worked on have provided hands-on experience and enhanced our skill set," - **Junell D'Souza**, current Administrative Resident.

"We have learned a great deal from our experiences due to St. Michael's welcoming staff, its commitment to education, and special culture. We'd like to extend a big thank you to everyone who has made this experience memorable," - Junell D'Souza and Rasha Kiswani.

Questions and suggestions about postgraduate education at SMH are always welcome - they can be directed to Dr. Bandiera at ext. 6948 or Angella Chambers, Administrative Assistant, Clinical Education at ext. 5475.



St. Michael's Hospital: Looking back

Dr. Farhan M. Asrar M.D., MSc.

St. Michael's Hospital (SMH) was founded in 1892 in a Church on Bond Street. SMH was receiving medical students from as early as 1894 and negotiated a formal agreement with the faculty of medicine at the University of Toronto in 1920. Over the years, SMH has led the way with a number of firsts;

- 1894 It opened the first Catholic Nursing School in Canada.
- 1912 one of the first x-ray machines in Toronto was installed at SMH.
- 1917 one of the first blood transfusions in Canada took place at SMH.
- 1976 It is the first hospital to have a full body scanner, the Automatic Computerized Transverse Axial scanning (ACTA) which is capable of producing cross sectional pictures of the entire human body on a colour television monitor.
- 1983 SMH becomes the first hospital in Canada to use the ultrasound technique to see and treat the human embryo.

And even today SMH continues to carry on the high-caliber of medical care, education and research. (Reference: Official website of St. Michael's Hospital)

Brief bio:

Dr. Farhan M. Asrar, recently completed a graduate degree at the Faculty of Medicine, UofT and is currently pursuing a medical residency.

He is a keen collector of arts, antiques and documents and these postcards are part of his private collection under a specialized section entitled 'Medicine through Stamps'.

TALES IS CREATED BY: Editor, Glen Bandiera 416-864-6060 ext.6948 or bandierag@smh.toronto.on.ca