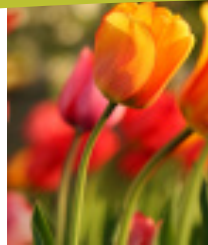


# Department of Medicine

# DoM Newsletter

Spring Edition  
June 2008



## FROM THE DEPARTMENT HEAD

*Dr. John Conly*

### Redesigning the Medical Specialist Referral Process

Recently, the Departments of Medicine, Family Medicine, Cardiac Sciences and Rural Medicine launched a redesigned medical access process for specialist referrals (<http://www.departmentofmedicine.com/MAS/index.html>). Over the course of the last 2 years, under the sponsorship of our Regional Executive and with the consulting assistance of Allison Bichel and using funding from Innovations, two Medical Access Conferences were held in Calgary with broad engagement from many individuals involved in the referral process. The objectives of the Medical Access to Service Conferences were to broadly engage participants in the health system to collectively re-design the referral process between primary and specialized medical services, to support communication and improve patient care. The focus of the conferences was to achieve a regionally integrated service redesign for a broad array of health needs across the continuum of care. Issues identified during the conferences included the variability of referral policies, lack of standardization in the referral process for individuals impacted by the referral process (primarily Family Physicians, Medical Specialists, Office/Clinic Staff and Patients) and the need to collectively redesign the referral process between primary care and medical specialists in order to support efficiency and communication.

The four departments subsequently worked with groups of physicians and other healthcare providers to redesign and improve access to medical specialists with the support of the Region and funding coming from Alberta Health and Wellness. Shannon Erfle has taken on the role as project manager and the resulting process led to a document which provides the details for Central Intake Clinics, along with a newly designed referral form which we hope will transform the referral process.

The key changes to process include the following:

- The introduction of a single flexible standard referral form for all involved specialties, replacing a number of existing separate forms, and aiming to increase the ease of making referrals for family physicians while ensuring specialties get the minimum information they require to triage patient referral
- The introduction of Central Intake Clinics for a number of specialties with the goal of streamlining the receipt of referral and triage processes, getting patients to the right specialist in the right timeframe
- Standard processes and target times for the Central Intakes, including acknowledging receipt of referrals within two days, triaging referrals within seven days of receipt, and clarifying responsibility for arranging tests for triage and consultation (contact to inform the patient and referring physician about a specialty consultation booking is the responsibility of the specialty clinic)
- Increased flexibility in that the format of the referral submission is not important with the key being to ensure all listed required information for the relevant specialty is included and that the patient's requirements for care are specified

It is hoped that the newly redesigned referral process will improve the referral system and provide much needed access to medical specialists over the ensuing months to years. Members of the Department are encouraged to visit the website and become familiar with the new referral process.

#### Our Vision

*"Building the medical network of the 21st century, a network without walls, without boundaries, without limits to quality patient care, research and education"*

#### Our Mission

*"To be widely recognized for advancing health and wellness, leading innovation, creating technologies and disseminating knowledge"*

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## FROM THE VICE CHAIR, PHYSICIAN WELLNESS AND VITALITY

**Dr. Jane Lemaire**

It is great to be officially back on the job after a sabbatical leave during the 2007 calendar year. I have decided on a name change for the DOM portfolio committed to physician wellness. Despite a valiant but perhaps misguided effort on my behalf, the initial title of Vice Chair, Career Development, did not sufficiently capture the concept. The revised title is that of Vice Chair, Physician Wellness and Vitality, DOM. "Wellness" anchors the title within the current lexicon, and I love the word vitality as it suggests energy, sustainability, and the importance of our work. Thank you to all those who provided feedback concerning the name change, and in particular to Susan Mide Kiss for her enthusiastic and patient guidance.

Jean Wallace, (Professor Sociology and adjunct Professor Medicine) and I have a definite philosophy: the research should lead to change. In early May, we introduced the **Well Doc?** Initiative, the goals of which are to actively promote and facilitate physician wellness and to educate physicians, health care administrators and the public about the importance of this topic so that ultimately, we can do the best job caring for our patients. **Well Doc?** is a series of modules based on your ideas from the **SEEKING BALANCE** study. We started modestly, with a small kiosk and healthy snacks to kick off the event in the doctors' lounge at Foothills Hospital. The first **Well Doc?** module represents a pilot study exploring the association between physician nutrition and cognitive function during the work day. Our team also includes Dr Delia Roberts, who has completed her PhD in Exercise Physiology and has researched this topic while studying helicopter pilots, heli ski guides, mill workers and tree planters, and Kelly Dinsmore, a current Masters student studying exercise physiology. This project is supported by the Department of Medicine, the Calgary Health Region Wellness and Citizen Engagement portfolio (Mona Pinder, Joanne Stalinski and Donald Barker), and the Faculty of Kinesiology (Dean Wayne Giles). We had hoped to recruit 15-20 physicians for the study, and within two and a half days in the doctors' lounge, we had thirty volunteers and had to turn more away. Most exciting was the interest and dialogue generated. "Look at the bad food I find myself eating", "How can I eat better?", "These cookies you are handing out taste great, how can they be good for me?" "I don't have easy access to healthy food" ...and many many more comments. I also had the privilege of simply hanging about in the doctors' lounge for 4 days, which is a pretty fun thing in itself. As I observed and participated in the social interactions I was reminded that this type of collegial interaction is recognized as a buffer to stress, a fact substantiated through several research studies including the **SEEKING BALANCE** study of our own members of the DOM.<sup>1</sup>

Have a great summer, and take some time to restore! If you have any feedback or questions, please give me a call or send me an email.

Jane Lemaire  
220-4506  
[lemaire@ucalgary.ca](mailto:lemaire@ucalgary.ca)

1. Wallace JE, Lemaire J. On physician well being — You'll get by with a little help from your friends. *Soc Sci Med* 2007 Jun;64 (12):2565-77.



**Well Doc?** initiative, doctors' lounge at the Foothills Medical Center. Left to right, Kelly Dinsmore (Faculty of Kinesiology), Mona Pinder (CHR Wellness and Citizen Engagement portfolio) Dr Jane Lemaire, Dr Delia Roberts (Faculty of Kinesiology). Missing, Dr Jean Wallace (Faculty of Social Sciences).

## NEWS FROM THE DIVISION OF HEMATOLOGY

### Dr. Douglas Stewart

#### News:

Under the direction of Dr. Man-Chiu Poon, the Adult Inherited Bleeding and Rare Blood Disorders Clinic opened in November 2007 at the Foothills Medical Centre. This clinic will likely expand to include patients with Hemoglobinopathies in the fall of 2008, when Dr. Farzana Sayani has joined the staff.

#### Upcoming Event:

The Calgary Hematology/BMT Conference is scheduled to take place October 23 and 24, 2008

#### Research:

Dr. Nizar Bahlis received an Alberta Cancer Board pilot grant (\$35,000.00) as well as a Multiple Myeloma Research Foundation grant (\$75,000.00)

#### Recruitment:

Dr. Farzana Sayani and Dr. Michael Wong have been recruited to the Division and will be starting this summer. Dr. Sayani's practice will be based at the Foothills Medical Centre and Dr. Wong's practice will be based at the Peter Lougheed Centre. Dr. Mona Shafey will begin a 2 year fellowship with the BMT Program as a Clinical Scholar within the Department of Medicine ARP starting in July 2008.

#### Awards:

Dr. Doug Stewart is the recipient this year of the Department of Oncology Overall Academic Excellence Award for 2007.

Dr. Russell Hull received the prestigious Jobst Lecturer award as an invited lecturer to the Division of Vascular Surgery at the University of Michigan.

Dr. Deirdre Jenkins received the CMSA Letter of Excellence for teaching in the fall of 2007 and Certificate of Merit from CAME (Canadian Association of Medical Education) in May 2008.

Dr. Man-Chiu Poon was nominated in 2007 for the 2006 University of Calgary President's Internationalization Award. In 2007 he also received the 2006 Canadian Hemophilia Society International Contribution Award. In addition, he recently became a Distinguished Emeritus Member of the American Society of Hemophilia.

Dr. Allan Jones was the recipient of yet another Gold Star Award for Undergraduate Education.

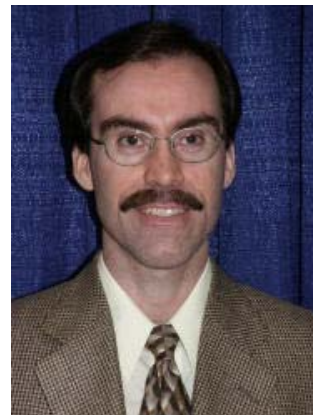
Dr. Graham Pineo has been awarded Distinguished Emeritus Status by the Executive Committee of the American Society of Hematology.



Dr. Graham Pineo



Dr. Deirdre Jenkins



Dr. Douglas Stewart

**NEWS FROM THE DIVISION OF GASTROENTEROLOGY****Dr. Samuel Lee and Dr. Sylvain Coderre (Co-Acting Heads)****News:**

The Forzani and MacPhail Colon Cancer Screening Centre, located on the 6<sup>th</sup> floor of TRW, opened in January 2008. It is currently running at about 80% of capacity and will perform approximately 10,000 screening colonoscopies in its first full year.

Ron Bridges resigned as Division Head in December 2007, to take up a position as Associate Dean, Clinical Affairs. Drs Sylvain Coderre and Sam Lee are currently the division's interim co-chiefs. A search is underway for a full-time head.

**Recruitment:**

Giovanni Sansoe, Clinical Associate Professor, expected summer 2008, from Turin, Italy.

**Promotions:**

Alex Aspinall was promoted from Clinical Scholar to Assistant Professor, expected Spring 2008

**Awards:**

Dr Jose Geraldo Ferraz won the "Best Basic Science by a Clinical, Adjunct or Research Faculty" Dean's award for the 2007 year.

GI Motility Research award (private donor): sizable donation will allow establishment of clinical and basic/translational research program in gut motility, spearheaded by Martin Storr, Chris Andrews and Keith Sharkey.

**NEWS FROM THE DIVISION OF DERMATOLOGY****Dr. Richard Haber (Division Head)****News:**

Dr. Habib Kurwa has accepted an ARP position in the division of Dermatology. Dr. Kurwa will be doing Mohs micrographic surgery for head and neck skin cancer. Dr. Kurwa last worked at St. John's Institute of Dermatology at St Thomas' Hospital in London, England.

Dr. Régine Mydlarski is returning to the Division of Dermatology following a maternity leave after the birth of her second son, Adrian Alexandre. She will be resuming her immunobullous disease clinic, solid organ transplant clinic and research career. Dr. Mydlarski is an invited keynote speaker at the upcoming Canadian Dermatology Association 83<sup>rd</sup> Annual Conference being held in Montreal, Quebec June 27-July 2, 2008.

**Upcoming Events:**

The Division of Dermatology, University of Calgary will be well represented at the Canadian Dermatology Association 83<sup>rd</sup> Annual Conference with Dr. Laurie Parsons doing an oral presentation at the Wound Healing Session and Dr. Richard Haber doing an oral presentation at the Pediatric Dermatology Session and presenting 3 posters.

**Promotions:**

Dr. Catherine Zip was promoted to Clinical Associate Professor in 2008.

Dr. Derek Woolner was promoted to Clinical Assistant Professor in 2008.

Dr. Adrian Gili was promoted to Clinical Assistant Professor in 2008.

**Mohs Micrographic Surgery**

John Forzani (left, holding scissors) and Keith MacPhail cut the ribbon at a ceremony at the Forzani & MacPhail Colon Cancer Screening Centre

## **NEWS FROM THE DIVISION OF GENERAL INTERNAL MEDICINE**

### **Dr. Robert Herman (Division Head)**

We recently completed our University of Calgary Annual Review for GFT faculty, for which I am pleased to report the following accomplishments for the 2007/2008 reporting year.

#### **Research:**

- 10 GFT members contributed to 55 manuscripts published in peer-reviewed scientific journals, 3 manuscripts in non peer-reviewed journals, 8 invited papers, 5 technical reports, 5 book chapters, 27 abstracts and gave 45 presentations at national conferences
- Over a hundred presentations were made at accredited CME events in Calgary and abroad.
- Cumulative competitive research funding amounted to over \$23.4 million dollars with an additional \$6.4 million in administrative support.

#### **Education:**

- The division provided over 170 hours of classroom teaching, over 140 hours of teaching administration and over 250 hours of bedside clinical teaching to U of C Undergraduate Learners.
- For Residents and Graduate Students, these numbers were 54 hours, 310 hours and 250 hours, respectively.
- They were directly responsible or sat on the Advisory Committees of 8 Residents, 8 MSc Students and 5 PhD candidates.

#### **Recruitment:**

- Drs Oliver Haw For Chin (RGH), Mike Fisher (PLC), Amber Fripp (PLC) Pin Li (FMC), Aleem Bharwani (FMC) and Jennifer Williams (GIM/GI at RGH) were successfully recruited in 2008.
- Dr Deanna Tiechrob joined as a Locum and Dr Jessica Simon was given a cross appointment with GIM and Palliative Care.

#### **Clinical Innovations:**

- Reorganization of the GIM Ambulatory Clinics with dramatic improvement in efficiency, patient access and patient encounters.
- Implementation of the TIME Project in the Emergency Department at Rockyview General Hospital
- Opening of the Chronic Complex Care Clinic at the Peter Lougheed Centre under the supervision of Dr. Peter Sargious

**NEWS FROM THE DIVISION OF GERIATRIC MEDICINE****Dr. David Hogan (Division Acting Head)****News:**

- The development of a 5-year strategic plan for the Calgary Health Region on Seniors Health.
- Working with external consultants (McKinsey & Company) hired by the Calgary Health Region and Alberta Health to create a report titled "Optimizing Senior Care".
- A Divisional retreat this past February where a number of important issues were dealt with.

**Recruitment:**

Dr. Karen Fruetel has been successfully recruited as the new Head of the Division of Geriatric Medicine. She should be arriving by September, 2008. Dr. Fruetel particular academic interest is in medical education.

**Awards:**

Dr. Jayna Holroyd-Leduc received a CIHR grant for a study titled "Preventing Delirium among hospitalized older hip fracture patients".

**NEWS FROM THE DIVISION OF ENDOCRINOLOGY AND METABOLISM****Dr. Alun Edwards (Division Head)****News:**

The past few months has seen the activities of several members of the Division recognized at local, faculty and national or international levels. It is pleasing that the breadth of achievement is so highly appreciated. The number of achievements is noteworthy as our relatively small Division continues to provide clinical care with innovation and meets the increasing educational needs, this briefing being written as the undergraduate course nears its end for this year.

**Awards:**

Dr David Hanley on his assumption of the presidency of the Canadian Society of Endocrinology and Metabolism in October 2007.

Dr Greg Kline for receiving a Research Award for Adjunct and Clinical Faculty, Faculty of Medicine.

Dr Otto Rorstad for the Department of Medicine's Professionalism Award

Dr David Lau as a leader of the national endeavour to publish Clinical Practice Guidelines for the Management of Obesity

**Research:**

Publications by Dr Ron Sigal (DARE study in Ann Int Med) and Drs Sue Pedersen (resident) and Greg Kline (Diet-Plate Study – Arch Int Med) received widespread attention in the lay media across North America in late 2007.

Dr Doreen Rabi on her success in being awarded her first two research grants at the start of her academic career from the CIHR and Heart and Stroke Foundation. Doreen holds a Young Investigator award from the CIHR GENESIS multidisciplinary research team

**Clinical Innovations:**

In July, clinical activities will become focused on the application of the Central Triage system: no easy task for a Division caring for a wide variety of conditions. Thanks are due to Norm Wong for his energy on this project

**Recruitment:**

Welcome to Jane Garratt who has bravely accepted the task of Triage Nurse Coordinator for the Division.



**Caring for a patient with a fractured hip**

## REPORT FROM THE INTERNAL MEDICINE RESIDENCY PROGRAM

### Dr. Otto Rorstad - Program Director

The Internal Medicine Residency Program has been very active in educating Specialists and Clinical Teachers to meet the present and future health care needs of society. At present our Program has 62 residents in the “core” PGY 1 to 3 years and the General Internal Medicine PGY 4 to 5 years. The Subspecialty Residency Programs within the Department of Medicine contribute an additional 29 residents soon to join the medical workforce as independent specialists. Starting July 2008 the Program will gain 13 graduates of Canadian Medical Schools and 3 Alberta International Medical Graduates (AIMG), all 3 who had been employed by the Calgary Health Region Clinical Assistant Program. The model of International Medical Graduates entering the Clinical Assistant Program and then subsequently Residency education funded by the Provincial Government AIMG Program has been very successful. Our Internal Medicine Residency Program has accepted 13 AIMG residents since 2004, representing a substantial incorporation of International Medical Graduates into our health care system. Parallel to the increasing number of graduating medical students, the number of Government-funded Internal Medicine Residency positions in July 2009 will increase to 14 PGY-1 positions (from the historical base allocation of 10). In 2010 the base allocation will increase to 15 positions.

A very successful Annual Resident Retreat was held in Canmore on the March 7-9, 2008 weekend. The Retreat Theme was medical worklife balance and keynote speakers were Drs. M. Gautam, University of Ottawa, and Dr. Jane Lemaire, University of Calgary. Other educational presentations were by Dr. Maria Bacchus on “Advanced Clinical Skills”, Dr. Oliver Haw For Chin on Medical Jeopardy Quiz and a variety of small group teaching sessions on physical examination skills.

The 21<sup>st</sup> Annual Resident Research Days were held on May 12 and 13, 2008 under the able leadership of Drs. Elizabeth MacKay and Brenda Hemmelgarn. Dr. Sharon Straus was the keynote speaker on the topic of the Rational Clinical Examination. A large number of excellent posters and oral presentations were made by residents with the following being selected for special recognition in various categories.

Best Resident Abstract:  
*Honorable Mentions to:*

Dr. Dan Niven  
Dr. Joslyn Conley  
Dr. Idan Roifman

#### **Residents Choice:**

Best Poster Presentation:  
*Honorable Mentions to:*

Dr. Jay Hochman  
Dr. Matt Lauzon  
Dr. Natsha Sabur

Best Oral Presentations:  
*Honorable Mentions to:*

Dr. Dan Niven  
Dr. Glen Hazlewood  
Dr. Joslyn Conley

Best Basic Science Project Presentation:  
*Honorable Mentions to:*

Dr. Patrick Champagne  
Dr. Kathryn Scobie  
Dr. Magdalena Sarna

Best Medical Education:  
*Honorable Metions to:*

Dr. Tara Lohmann  
Dr. Adam Bass  
Dr. Karmon Helmle

Best Clinical Research Presentation:  
*Honorable Mentions to:*

Dr. Joslyn Conley  
Dr. Dan Niven  
Dr. Kerri Johannson

Quality Assurance/ Quality Improvement:  
*Honorable Mentions to:*

Dr. Ben Thomson  
Dr. Jay Hochman  
Dr. Jen Grossman

Clinical Vignette:  
*Honorable Mention to:*

Dr. Melissa Kallas  
Dr. Nicole Schneider – Macrae  
Dr. Mitesh Thakrar

*Please welcome our new chief residents are: Adam Bass, Patrick Champagne, Kerri Johannson and Dan Niven.*



**Erika Penz thanking faculty and residents at the 2008 Annual Residents Retreat**



**Internal Medicine Residents at the Annual Residents Retreat practicing yoga as part of their retreat theme: "Life Balance"**



**Internal Medicine residents enjoying some fun time at the Annual Residents Retreat Dinner and Karaoke night**

## FROM THE VICE CHAIR, STRATEGIC PLANNING AND MEDICAL AFFAIRS

*Dr. Maria Bacchus*

Creating the future of health care is a goal of the Calgary Health Region and the vision behind the new South Health Campus (SHC). This new facility will combine leading-edge health care with the latest in technology, research and education in an environment that focuses on providing a healthy, healing atmosphere for patients and staff. Phase 1 opens in late fall 2011 with projected 290 bed equivalents and projected capacity for 200,000 ambulatory visits per year. The final phase in 2017/2018 will complete the full build of a 248,000 square-metre facility with 644 inpatient beds and capacity for 800,000 outpatient visits. The new South Health Campus will help redefine the way health care is delivered within the community.

In addition to increasing capacity, some of the goals of the campus include:

- Developing new models of care
- Integrating care across the continuum
- Promoting wellness
- Creating a culture of innovation
- Centre for research and education
- Empowering and connecting the community
- Attracting outstanding professionals

These goals align with many of the strategic directions of the Department of Medicine. In this Newsletter, John Conly and Shannon Erfle describe an innovative model of care, the Medical Access to Service initiative, which aims to improve access to care through central referral (<http://www.departmentofmedicine.com/MAS/index.html>). The Complex Chronic Disease Management Clinic is another example of a collaborative model of care which is designed to maintain our patients' health in the community. In addition, Jane Lemaire reviews some of her projects which promote physician wellness. Of note, all of these projects are being evaluated to determine their effectiveness, both in the short and long term. It's important that evidence informs decisions about our future direction and this is a key guiding principle for the services that will be provided at SHC.

In any system redesign, there are challenges and benefits. I encourage you to share your experiences with new models of care so that we can learn from your work. Part of SHC planning will include a Clinical Design team where members will use their experience and vision for the future to inform and influence how we deliver care to the SHC.

If you wish to share your thoughts, please feel free to contact me at [maria.bacchus@calgaryhealthregion.ca](mailto:maria.bacchus@calgaryhealthregion.ca) or 944-3324.

Best wishes for the summer.

Yours Sincerely

C. Maria Bacchus

## FACULTY OF MEDICINE AWARDS

### 2007 Clinical and Adjunct Award Recipients 2007

Dr. Troy Pederson (Postgraduate Medical Education)  
 Dr. Alain Tremblay (Clinical Research)  
 Dr. Gregory Kline (Clinical Research)  
 Dr. Jose Ferraz (Research (Basic Science Research))  
 Dr. Ronald Hons (Long Term Education Contribution)

## **NEWS FROM MEDICAL ACCESS TO SERVICES**

### **Shannon Erfle - Project Manager**

In May 2008 the Departments of Medicine, Family Medicine, Rural Medicine and Cardiac Science introduced a single standard referral form for most medical specialties, replacing a several clinic-specific referral forms that have been used to date.

The aim of the project is to increase the ease of making referrals for family physicians, while ensuring the specialties consistently get the information they require to triage those referrals.

The project is part of the 2-year \$4.2 million Medical Access to Service initiative which aims to implement changes to medical services which improve access, safety, quality and effectiveness. The work of this initiative also builds upon the successes of the \$7 million ARP Innovation Initiatives project, which will ultimately include the implementation of central intake systems across most specialized medical services, the development and pilot of a service model for patients with chronic complex needs, and the implementation of access and efficiency models, like the single referral form project.

Efforts to redesign and improve access to medical specialists are in response to family physicians, specialists, and other health care providers frustrated with the current form referral process and the form itself.

Family physicians will receive a package of information via post in May, including the new form, the list of specialty clinics and areas using the form, and details on usage. Information will also be provided to staff in all specialty clinics adopting the standard form. The information is also available on the Department website at [www.departmentofmedicine.com/MAS/index.html](http://www.departmentofmedicine.com/MAS/index.html).

## **REPORT FROM MEDICAL SERVICES**

### **Valerie Wiebe - Executive Director**

#### **Teaching Research and Wellness Centre (TRW):**

The project to relocate UCMG Clinics to the TRW has been cancelled, due to escalating construction costs and the budget constraints the Region is currently facing.

Services previously scheduled to move to the TRW Building will continue to serve patients out of their current locations. The UCMG clinics will be renovated to ensure patient/staff safety and quality services.

#### **Richmond Road Diagnostic and Treatment Centre (RRDTC)**

The plan to transition select UCMG clinics (GIM, DERM, Rheumatology, Endocrine) to the RRDTC is pending approval of the operational budget. Space allocation of vacated space at UCMG will be reviewed by Capital Planning. Organizationally, the RRDTC project remain with Carol Gray, Community Health Services Project with Michilene Gimmick, Director Community Health Centres & Services will be leading the project. Ed Mantler/ Valerie Wiebe will continue to support the UCMG clinics that are re-locating with respect to Steering and Operational committees.

#### **Rockyview Hospital:**

Although no new beds have been funded, two existing medical units will relocate only. No new beds will be implemented at this time.

- On June 2, 08 Unit 73 will relocate to Unit 93/94.
- Upon completion of renovations, Unit 59 will relocate to 73 on June 12.
- Unit 59 will be remaining vacant.

**FROM THE DESK OF****Christine Blinn, Manager, Administrative Support Services**

The past six months have continued to be busy and challenging for administrative support services. The Calgary labour market remains extremely competitive and we continue to face many challenges recruiting skilled medical administrative support staff. I've been working on new models for staffing our medical offices to ensure that we can meet the clinical and academic demands of our physicians. These new models and workflow strategies are also impacted by the roll out of Central Intake and Referral Clinics, EMIS (electronic medical information system) Clinibase/SCM and Cerner scheduling. Space also remains at a premium therefore we are not only redesigning how our work is done but also evaluating workstation requirements and hours of work that could be adjusted to accommodate FTEs sharing workstations.

Planning is also underway to relocate several of Medicine's specialties; Dermatology, Endocrinology, General Internal Medicine and Rheumatology to Richmond Road Diagnostic Treatment Centre for March 2009. This relocation will include physicians, administrative support services and outpatient clinic services. The move will give us the opportunity to implement our new workforce strategies and outpatient health care delivery service models currently being developed in conjunction with Medical Services.

I would like to thank Ninfa Fernandes, Rhoda Borsig, Jennifer Glow and Marge Tracey for their assistance during Administrative Assistants Week this year. They made sure everyone received their flowers and also participated in planning and implementing our first annual daily draw contest, everyone had fun and by all accounts it was a huge success. We are already planning for next year's event!

**Welcome to our new recruits to Department of Medicine Administrative Support Team.**

Katherine Samy – administrative assistant – Medicine Administration  
 Ruby Jackson – administrative assistant – Medicine (Dr. Bacchus)  
 Cathy Toupin – administrative assistant - ARP Administrative Team  
 Dale Rashleigh – financial coordinator – ARP Administrative Team  
 Anna Yu – administrative assistant – FMC – Hematology Thrombosis Research Unit  
 Melisa Thiele – administrative assistant – PLC – Gastroenterology  
 Harsimrat Minhas – administrative assistant – PLC – Hematology/Endocrinology  
 Ileisa Roberts – clerk – PLC  
 Amy Mahon – administrative assistant – Multi site (float)  
 Rhonda Kennedee – administrative assistant – RGH - Rheumatology  
 Dana Duffy – administrative assistant – RGH - Respiratory

**Welcome to our new and our returning summer students:**

Lauren Clayden – administrative assistant - FMC  
 Kylie Decoste –clerk - EMIS  
 Aman Adatia – clerk – EMIS  
 Alysha Sunderji – clerk – PLC  
 Becky Mitchell – clerk – FMC

**Congratulations- Promotions and Transfers:**

Jeanne Sheldon – FMC – Hematology  
 Donna Bohn – Operations Solutions Coordinator – ARP  
 Shari Derksen – Physician Recruitment and Commencement – ARP  
 Wendy Zimmerman – Manager – ARP  
 Jennifer Glow – Coordinator - PGME  
 Mischelle vanThiel – Acting Regional Manager – Medicine  
 Louise Kosmack – Assistant Administrative Support Manager – Medicine



**Christine Blinn**  
 Manager, Administrative Support



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**Farewells:**

- Elizabeth Adolf
- Mary Burcher
- Selena Gill
- Christine Galan
- Elena Hristova
- Nicole Jacowiez
- Aggie Snider
- Samantha Mallyon
- Sue Gaffar
- Dana Pinnock



I take this opportunity to wish all of you a great summer, enjoy and be safe!

Christine

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