

“To confess ignorance is often wiser than to beat about the bush with a hypothetical diagnosis” - Sir William Osler Lancet

Hi everyone!

As 2012 draws near to its end, I would like to give the final Departmental Acknowledgement of the year to a group of unsung heroes.

One thing I have learned since becoming Chair is how much administrative work it takes to run what is both the second biggest Department in the Faculty of Medicine and the second largest Department of Pediatrics in Canada.

This work only gets done because of the hard work day-in and day-out of the staff of the Chair's office; Sylvie Sahyoun, Marlene Davis, the two Fil's (Filomena Goncalves and Filomena Cirella) and Juliet-Ann McArthur. In PGME, we have Alessandra Tedeschi and Olga Dolghi. And Judy Browning in UGME and across the street in PMG and MSSA, Patti Fontaine, Anna Grafton and Willow Scobie, together with the billing staff. It is these folks that take care of the paperwork (and it's a mountain) at the university, hospital and RAMQ levels that enable us to focus on the academic mission. They also are the ones that respond to what is an almost continuous stream of questions and requests and yes complaints. They do so efficiently and with what is often grace under pressure. They have also in the past year dealt with the challenge of getting use to a new "boss" who comes with his own schtick (just ask...) and quirks. I can only do what I do with their enablement. I am also well aware that for many of the staff, frequently these women offer a sympathetic ear of comfort and source of solutions at times of personal stress and hardship.

We all have administrative staff that helps us to succeed. Take the time, not just in the holiday season, to show your gratitude; "please" and "thank you" go a long way to smoothing the path forward.

As noted we will take a hiatus over the holidays and begin again in 2013 with an initial acknowledgment on January 11th.

Happy Chanukah! Merry Christmas! Joyous Kwanza! Festive Diwali! Happy Holidays!

Have a great weekend and all the best for the New Year.

Michael