

Departmental Acknowledgement

"May your heart always be joyful. May your song always be sung"

Bob Dylan

Hi Everyone,

Last week's Departmental Acknowledgement certainly struck an emotional chord with many as I got a flurry of emails and comments to this effect. On the cusp of an epic move, it truly was a time to look back with nostalgia on the history of our institution. The move is now done and in our past, like 2300 Tupper. The obvious choice for this week's Departmental Acknowledgement goes to those that both planned what will be the physical container for our future for perhaps the next two or three generations and those who made the move the smooth success it was. Thus this week's Departmental Acknowledgement goes to the **entire MCH community**.

It really was an extra-ordinary team effort. From dreaming, conceptualizing, planning and actualizing. All sectors were involved in an inter-digitated manner. I think we realized that none of us are in this alone and the success of whatever "piece of the pie" is ours is highly dependent on the support and cooperation of many others. As a leader, this is the one consistent observation I can make about what transpired. Barriers and silos disappeared as we focused on the collective goal of creating a new healthcare facility for the needs of newborns, infants, toddler, children, youth and their families. There were many many bumps in the long road. Some of our own doing, some totally out of our control. There were, by necessity, doubts and questions about the path we were taking. However once the train had left the proverbial station, we became focused and driven with our eyes on the prize.

It was remarkable to see health professionals across the spectrum - physicians, surgeons, pharmacists, dentists, nurses, rehabilitation specialists, respiratory technicians, etc - function as teams. These groups were ably supported by administrators and clinical support personnel of all stripes. Social work, child life specialists and volunteers ensured that the focus remained on children and their families. The 'back of the house' services, so often taken for granted, such as housekeeping, technical support, food services, and IS all played their roles in a myriad of ways ensuring the continuity of vital services.

Yes, it is not perfect at the Glen. Nothing ever is but what I hear from my patients is how much better it is for them. And ultimately, that will be the only final arbiter that matters.

We are in the midst of a protracted shakedown cruise. Glitches are apparent and will become apparent but in a steadfast way, they will be systematically addressed and minimized. I urge everyone to embrace the virtues of patience, collegiality and tolerance. We are still in the process of building a better place and reaching for excellence is a never-ending process of continual reflection, discovery and improvement.

We can all take a collective sense of pride and accomplishment in what we have achieved: as individuals and more importantly, as part of a vibrant community.

Have a great weekend everyone!

Michael

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