



SOGC News

THE SOCIETY OF OBSTETRICIANS AND GYNAECOLOGISTS OF CANADA

DECEMBER 2000 - JANUARY 2001

EDITORIAL

The SOGC Council Welcomes A New Public Representative - Senator Lucie Pépin

Dr. Thirza Smith, SOGC President

The SOGC Council unanimously accepted the nomination of Senator Lucie Pépin as Public Representative at its meeting on October 28-29.

Born in Saint-Jean d'Iberville, Senator Pépin studied nursing with a specialization in obstetrics and gynaecology. Her early career focused on women's health, leading to a lifelong dedication to social justice and human rights advocacy, with a special emphasis on women and children.

A pioneer in birth planning, Senator Pépin helped establish Québec's first outpatient birth planning clinic in 1966, as well as assisting shortly thereafter in the creation of a Canada-wide network of hospital-based clinics. From 1972 to 1979, she was National Coordinator of the Canadian Committee for Fertility Research. She also acted as a coordinator for several international organizations including the World Health

Organization, the Population Council, the International Centre for Contraception Research, as well as the Rockefeller and Ford Foundations.

Throughout the 1970s, Senator Pépin taught courses on birth planning and sexuality at the University of Montréal's Faculty of Medicine, in its Departments of Nursing and Sociology. In 1975, Senator Pépin was appointed National Coordinator of the Badgley Commission on Justice and Health, studying the application of the abortion law in Canada.

Senator Pépin's early interest in women's health quickly led to public activism on the broader issues of women's equality. She was instrumental in the coordination of advocacy efforts at the national level, securing legislation which guaranteed women's rights to contraception and abortion, as well as at the provincial level, securing their right to

sign medical authorizations and the legalization of birth planning clinics. Senator Pépin was also deeply involved in advocacy efforts to ensure the entrenchment of women's rights in the Canadian Constitution.

Senator Pépin's involvement in improving the status of women was recognized by the Government of Canada, which, in 1979, appointed her Vice-President of the Advisory Council on the Status of Women, and President the following year.

Senator Lucie Pépin was instrumental in the coordination of advocacy efforts at the national level, securing legislation which guaranteed women's rights to contraception and abortion, as well as at the provincial level, securing their right to sign medical authorizations and the legalization of birth planning clinics.

Since Senator Pépin's appointment to the Senate in 1997, she has pursued her work on human rights and social justice.

Senator Pépin replaces Yvonne Chiu, who served on Council as the Public Representative for the past three years.

The Reproductive Care of Women Living with Hepatitis C Infection

Dr. J. Kenneth Milne, Acting Executive Vice-President

Last month's newsletter brought you the announcement of the SOGC's initiative in the building of an educational platform for a series of educational exercises on sexually transmitted diseases. Funding for the development of this educational platform and the presentation of *The Reproductive Care of Women Living with Hepatitis C Infection* as the first exercise in this series, has been provided by the **Hepatitis C Division of Health Canada**.

Through their generous support, the building of this educational platform will provide the infrastructure for the presentation of the entire series of educational continuing professional development exercises on sexually transmitted diseases.

The pilot for *The Reproductive Care of Women Living with Hepatitis C Infection* will be completed by the middle of December and pilot testing will occur throughout the remainder of December and into early January 2001. Following the pilot testing of this module, we plan to launch a final and completed format of this model on the SOGC Website by the end of March 2001.

The SOGC is indebted to the Hepatitis C Division of Health Canada for their unwavering support and contribution to this very significant educational program initiative.

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EXECUTIVE COMMITTEE

| | |
|---------------------------------|--|
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| Past President | Dr. Robert Gauthier Ste-Justine Hospital Montréal, QC |
| President Elect | Dr. Jan Christilaw Peace Arch Hospital White Rock, BC |
| Acting Executive Vice-President | Dr. J. Kenneth Milne SOGC National Office Ottawa, ON |
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| | Dr. Donna Fedorkow McMaster University Hospital Hamilton, ON |

REGIONAL CHAIRS,
ALTERNATE CHAIRS AND
OTHER REPRESENTATIVES

| | |
|------------------------------|--|
| Western Region | Dr. Michael Bow Grey Nuns Hospital Edmonton, AB |
| | Dr. David Wilkie Vancouver General Hospital Vancouver, BC |
| Central Region | Dr. Marilyn Davidson Royal Unity Hospital Saskatoon, SK |
| | Dr. Michael Helewa St. Boniface General Hospital Winnipeg, MB |
| Ontario Region | Dr. Janice Ann Willett Private Practice Sault St. Marie, ON |
| | Dr. Guylaine Lefebvre Ottawa Civic Hospital Ottawa, ON |
| Québec Region | Dr. Luc St-Pierre Gynaecology Clinic Victoriaville, QC |
| | Dr. Gerald Stanimir Royal Victoria Hospital Montréal, QC |
| Atlantic Region | Dr. Shelagh Connors Queen Elizabeth Hospital Charlottetown, PEI |
| | Dr. Scott Farrell IWK Grace Health Centre Halifax, NS |
| Public Representative | Senator Lucie Pépin The Senate of Canada Ottawa, ON |
| Junior Member Representative | Dr. Lynne McLeod IWK Grace Health Centre Halifax, NS |
| Associate MD Representative | Dr. Bruno Lemieux LaSalle Pavillion LaSalle, QC |
| Associate RN Representative | Ms. Maureen Heaman Faculty of Nursing University of Manitoba Winnipeg, MB |
| APOG | Dr. Salim Daya Research Programme McMaster University Hamilton, ON |

What's New on the SOGC Website

The Junior Members Website

Cathy Croteau, Research & Corporate Planning Officer

I am pleased to announce that the SOGC Junior Members Website is up and running. Our Webmaster, Ms. Debra Leduc, has worked diligently to ensure that all Junior Members would have a part of the site specifically designed to address their needs and announce their projects.

The Junior Members site is accessible through the Members Only section. Once you have entered the necessary login name (the 9 digits of your membership number) and your password (your family name), you will see a Junior Members prompt. A double click on this link will list all junior member activities and projects. Presently, the site has the committee member contact information, the Newsletter, available Fellowship Grants, and other areas of interest. New information will be posted on a regular basis, so keep logging in to see what's new for Junior Members at SOGC.

If you have any comments or suggestions as to what you would like to see on the site, please contact Cathy Croteau directly at ccroteau@sogc.com.



Multiple Births Discussion Group Site

Dr. Jon Barrett, Chair, Sub-committee on Multiples

The recently published SOGC Consensus Statement on "The Management of Twin Pregnancies" is now supported by a discussion forum group on the SOGC members' Website.

As with any other area of obstetrics and gynaecology, having access to the latest information is of utmost importance. Being able to discuss this information with your peers is by far an exceptional added benefit. The SOGC now provides you the tool to pursue such opportunities for discussion through its "SOGC Forum" page.

So take advantage of this opportunity by visiting the SOGC members' site, click on the "SOGC Forum" page, and to ensure privacy, complete the simple registration process.

You can then ask your questions, post topics and replies, or even post some comments on the latest technologies or procedures - and why not "ask the experts"!



Member's Corner:

This box is reserved for news from our members. If you have anything of interest to announce; an award, a move, a marriage, etc., please submit this information to Lynn Bray-Levac at the SOGC office. (lbray-levac@sogc.com)

CONGRATULATIONS TO DR. J. PARBOOSINGH!

The Royal College of Surgeons of Edinburgh has recognized Dr. John Parboosingh for his outstanding contribu-



tion to the field of maintenance of certification and awarded him the Fellowship of the College, *ad hominem*.

Dr. John Parboosingh graduated from Edinburgh University in 1964 and subsequently trained in Obstetrics and Gynaecology. He moved to Canada as Associate Professor of Obstetrics and

Gynaecology at the University of Calgary in 1978.

Dr. Parboosingh has taken an increased interest in medical education with his University and the Royal College of Physicians and Surgeons of Canada, where he is currently Director of Professional Development.

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SOGC News

The SOGC News is published on a monthly basis. Comments and contributions are welcome and should be forwarded to:

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Tel: (613) 730-4192 or
1-800-561-2416
Fax: (613) 730-4314

E-mail: lbray-levac@sogc.com

NEW NAMS PRESIDENT!

Dr. Morrie M. Gelfand, Professor, Department of Obstetrics and Gynaecology at McGill University was elected President of the North American Menopause Society at its September 2000 meeting. Founded in 1989, the North American Menopause Society (NAMS) is the leading non-profit organization dedicated to promoting understanding of menopause and thereby improving the health of women as they approach menopause and beyond. Its multidisciplinary membership of 2000 leaders in this field, including clinical and basic science experts

from medicine, nursing, sociology, psychology, nutrition, anthropology, epidemiology and education, allows NAMS to be the pre-eminent resource on all aspects of menopause for both health care providers and the public.



FELLOWSHIP OPPORTUNITY

C.A.R.E. Fellowship, Queen's University, Kingston, Ontario

July 1, 2001

1 year (option for a 2nd year)

Salaried position as Clinical Fellow & Associate Staff in the Dept. of OB/GYN

Clinical activities will involve:

- 1) specially structured clinics for challenging contraceptive cases,
- 2) clinics dealing with management of contraceptive failure and/or STDs,
- 3) ORs for provision of surgical sterilization,
- 4) teaching rounds and visiting professorships in this area.

Opportunity will exist to further develop expertise in pediatric & adolescent gynaecology. Academic & scholarly work will focus on clinical research as it pertains to family planning and the development of innovative educational programs for patients and physicians such as an Internet-based "Contraceptive Hotline" for physician queries created in conjunction with the SOGC Net.

For further information or to submit an application, contact Dr. Mary Anne Jamieson (maj3@post.queensu.ca) or Dr. Robert Reid (reidr@post.queensu.ca).

Candidate selection will likely conclude by February 1st, 2001.

PROGRAMS

14th International CME
 Marriott Los Sueños,
 Costa Rica
 March 5 to 9, 2001

11th West/Central CME
 Banff Springs Hotel,
 Banff, Alberta
 March 22 to 24, 2001

57th Annual Clinical Meeting
 Delta Hotel,
 St. John's, Newfoundland
 June 14 to 19, 2001

14th Québec CME
 Mont Tremblant, Québec
 September 27 to 29, 2001

20th Ontario CME
 Marriott Eaton Centre
 Toronto, Ontario
 November 29 to December 1, 2001

COURSES

ALARM Course
 Saskatoon, Saskatchewan
 April 6 and 7, 2001
+ Instructor Course
 April 8, 2001

ALARM Course
 Vancouver, British Columbia
 April 28 to 29, 2001

ALARM Course
 Toronto, Ontario
 May 4 and 5, 2001

GESTA Course
 Mont Ste-Anne, Québec
 May 27 and 28, 2001

ALARM Course
 St. John's, Newfoundland
 June 13 and 14, 2001

ALARM Course
 Niagara-on-the-Lake, Ontario
 September 6 and 7, 2001

ALARM Course
 Moncton, New Brunswick
 September 23 and 24, 2001

ALARM Course
 Kamloops, British Columbia
 October 20 and 21, 2001

ALARM Course
 Toronto, Ontario
 November 17 and 18, 2001
+ Instructor Course
 November 19, 2001

ALARM Course
 Toronto, Ontario
 December 2 and 3, 2001

(Cities and dates subject to change)

The Canadian Rockies, a “rendez-vous” for the 11th West/Central CME



The Canadian Rockies are awaiting you for the 11th West/Central CME that will be held at the Banff Springs Hotel in Alberta, from March 22 through March 24, 2001.

Declared a historical site by the Sites and Monuments Board of Canada in 1992, the Banff Springs Hotel is the perfect place to conduct a convention and to have access to a wide range of sports activities.


Let yourself be transported amid this breathtaking scenic beauty.

RESERVE YOUR ROOM


The SOGC has reserved a block of rooms at the Banff Springs Hotel at a special rate: \$197/day for a single or double occupancy. To benefit from this rate, you must reserve your room before February 23rd, 2001. The West/Central Preliminary Program will be distributed mid-January.

Take a look at the Banff Springs Hotel website: www.cphotels.com

14th International CME Program
 A SOGC Continuing Professional Development Program
 March 5 - 9, 2001
A comprehensive OB/GYN Review



Los Sueños Marriott Beach and Golf Resort



Costa Rica

For tour package information and reservation, please contact:
 Carlson Wagonlit Travel (Verdun)
 1410 Stanley Street, Montreal, QC H3A 1P8 Canada
 CME Line: (514) 287-1144 or toll-free 1-800-280-9967
 Fax: (514) 843-5680 or toll-free 1-877-426-1100
 Email: ICME@carlson-ww.com

57th SOGC Annual Clinical Meeting

June 14-19, 2001

For more information
on the
Annual Clinical Meeting,
please visit our website at

www.sogc.org

The Preliminary Program
will be distributed in
January.

NEWFOUNDLAND
& LABRADOR



in St. John's, Newfoundland

PRE ACM INTERNATIONAL WOMEN'S HEALTH SYMPOSIUM

THURSDAY, JUNE 14, 2001

(Delta Hotel, St. John's, Newfoundland)

PRELIMINARY PROGRAM

- 8:00 a.m. Breakfast
- 9:00 a.m. Opening Plenary - **The International and National Perspectives**
Welcoming Remarks:
Dr. André B. Lalonde, Executive Vice-President, SOGC
Keynote Addresses:
The World Bank and Safe Motherhood Initiatives: What are the Links?
Dr. Jerker Liljestrand, Health Specialist, The World Bank
The Involvement of Medical Professionals in Improving Reproductive Health Services
Speaker: *To be announced*
Canada's Contribution to Safe Motherhood
Speaker: *To be announced*
- 12:15 p.m. Lunch
- 1:30 p.m. Highlights:
SOGC'S International Women's Health Activities
- 2:30 p.m. **Clinical Issues Related to International Obstetrics-Gynaecology**
Malaria / HIV/AIDS in Pregnancy
Symphiotomy: Is there a Role for it in Obstetrics?
Reducing Maternal Mortality: Determining the Role of Birth Attendants
Cervical Cancer Screening in Low Resource Countries
- 4:45 p.m. Closing Remarks

More information on
this all day symposium
will be available in the
ACM 2001 Preliminary
Program and future
editions of the
SOGC News.

NATIONAL AND INTERNATIONAL MEETINGS

Maternal and Newborn Health: Framing the Future
January 30 and 31, 2001
Toronto, ON

Obstetric Ultrasound: Setting the Standard for 2001
Colony Hotel, Toronto, ON
February 23-25, 2001
Study Credits:
RCPSC, AMA Category 1, ACOG, SDMS, CSDMS
Information:
Continuing Education
Faculty of Medicine
University of Toronto
150 College Street, Room 121
Toronto, ON M5S 3E2
www.cme.utoronto.ca
Tel: 416 978-2719
Fax: 416 971-2200
e-mail: g.jani@utoronto.ca

BC Reproductive Care Program Partners in Prenatal Care Conference
Delta Pinnacle Hotel
Vancouver, BC
April 26-28, 2001
Information:
Tel: 604-875-3737
Fax: 604 875-3747

North American Society for Pediatric and Adolescent Gynecology (NASPAG) Annual Clinical Meeting
Delta Chelsea Inn
Toronto, ON
May 18-20, 2001
Information: www.naspag.org

World Congress of Perinatal Medicine
Barcelona, Spain
September 23 to 17, 2001

International Women's Health Program

France Lamoureux, Administrative Assistant

HUMAN RESOURCE DATABASE
The International Women's Health Committee of the Society of Obstetricians and Gynaecologists of Canada (SOGC) is updating its Human Resource Database for members who are interested in participating in international health projects and/or have relevant experience.

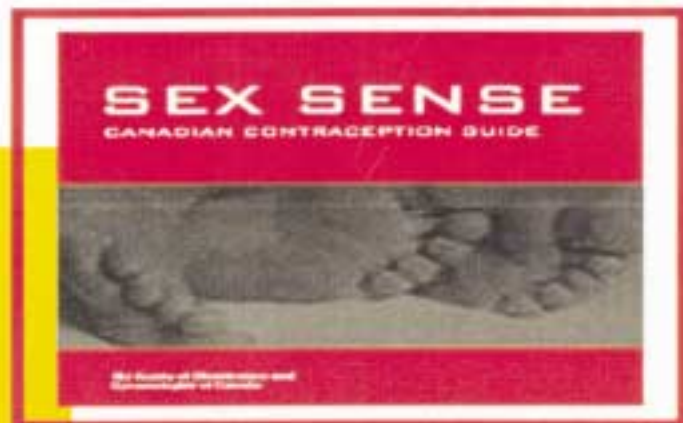
To date, members have been recruited as consultants for needs assessment, trainers for CME activities (i.e. ALARM International Program) and monitoring/supervision activities. When traveling on behalf of SOGC on such assignments, the SOGC assumes all costs related to travel, accommodation and food for the volunteer and ensures that the accommodations are adequate. Depending on the type and length of the assignment, a cultural sensitivity training session may be offered to the volunteer before leaving.

An experience overseas and/or participating in an international project is

a valued one. Your experience is a valuable asset to both the SOGC International Women's Health program and to other organizations who are looking to benefit from your area of expertise.

For further information regarding the international women's health projects conducted/supported by the SOGC, you may log on to the SOGC website at www.sogc.org and go to the International Women's Health page. There will also be a full day pre-symposium for the International Women's Health Program that will take place in conjunction with the Annual Clinical Meeting in June 2001 in St. John's, Newfoundland (please see program on p. 5).

For more information about the Human Resource Database and/or for an application form, please contact France Lamoureux, Administrative Assistant for the International Women's Health Program at: 1-800-561-2416 ext. 229 or by e-mail at: flamoureux@sogc.com.



A complete source of information on sexuality and contraception. This guide will help the individual choose a contraception method that best suits his health and lifestyle.

PHYSICIANS CAN ORDER A COPY OF THIS BOOK (\$12.95, PLUS TAXES, SHIPPING AND HANDLING) BY CALLING OUR TOLL FREE NUMBER 1-877-519-7999.

THE BOOK CAN ALSO BE ORDERED ONLINE AT WWW.SEXSENSEBOOK.COM

A \$3.00 DISCOUNT WILL BE APPLICABLE FOR ALL ORDERS OF 50 BOOKS OR MORE.

An APOG-SOGC Initiative that makes a difference

Dr. Robert Reid, Queen's University

As you are no doubt aware, the SOGC has conducted a national public awareness program on menopause and osteoporosis over the past four years. A key component of the program, the public education forums, has been very successful thanks to the encouragement of the training program directors and the active role of our mentors and residents at Canadian universities.

The SOGC and APOG would like to extend their sincere gratitude to all the mentors from the various teaching centres who participated in this year's resident menopause public forum program. These mentors (see table) were a valuable asset to this program and we recognize the time and effort required.

Feedback from the residents has been very positive. It is clear that the contribution of the mentors was not only important for the improvement of residents' clinical expertise but also towards the development of skills necessary to deal with the management of social and emotional issues with regards to menopause.

This program is also hugely successful thanks to the residents who put to use the information and training received at the "Communications and Media Training Program" last year. In total 40 residents participated in forums across the country (see list of residents in table).

Again this year, APOG and SOGC jointly spearheaded a "Communications and Media Training Program". On November 4th, 41 residents from universities across the country gathered in Toronto to take part in a knowledge building and media training workshop. The training objectives were:

1. to engender in residents a sense of responsibility to participate in broader public education initiatives on important reproductive health issues;
2. to encourage residents to become knowledgeable counsellors and advocates in the important field of health care for the mature woman; and
3. to enhance resident public speaking and media relations skills.

The medical topics for the next set of public education forums will focus on the "perimenopause" and will address issues involving mature women's health in the transitional years leading up to menopause. We plan to hold these public education forums in the Spring of 2001.

This APOG-SOGC initiative is making a difference - for the resident who develops effective communication skills; for the program directors and mentors who provide a productive teaching tool, and especially for

Canadian women who receive the information they need to make informed decisions on their health care.

This APOG-SOGC initiative is possible thanks to the unrestricted educational grant provided by Wyeth-Ayerst Canada.

The Millenium Resident Public Forums on Menopause and Osteoporosis

| UNIVERSITY | MENTOR | RESIDENTS |
|-------------------------------|-------------------------|---|
| University of Alberta | Peggy Sagle | Trevor Cohen Billy Roy Wong Anne Marie Long |
| | Josef Z. Scott | Amy Nakajima Aggie Golosinski Eva Dedoming |
| University of Calgary | Selma Scott | Shu Ching Foong Benjamin Chee-Man Wong |
| University of Saskatchewan | Olufemi A. Olatunbosun | Leanne Dahlgren Mangi Tauh Amy Nakajima |
| University of Manitoba | Gisèle A. Bourgeois-Law | Catherine Ludwick Kimberly Elford Shaundra Popowich |
| University of Western Ontario | James S. B. Martin | Gillian Yeates Felice Lackman Joshua Polsky |
| McMaster University | Donna M. Fedorkow | Amie Cullimore Rory McDonagh Thomas Hannam |
| University of Toronto | Christine M. Derzko | Michelle Wise Nicole Cherry |
| Queen's University | Robert Reid | Melanie Chanda Julie Tessier Rebecca Stulberg |
| McGill University | Robert Hemmings | Shamsa Al-Awar Sayrin Lalji Neal Mahutte |
| Université de Montréal | Serge Bélisle | Sophia Ouhilal Marie-Claude Tanguay Isabelle Bosse |
| | Jacques Lorrain | Nadine Cassiani Mélanie Turgeon |
| Université de Sherbrooke | Youssef Ainmelk | Annie Ouellet Marie-Claude Beauchemin Claude Laplante |
| Université Laval | Michel Fortier | Camille Sylvestre Marie-Claude Beaumont Anick St-Onge |
| Dalhousie University | Robert H. Lea | David Huneault James Graham N. Lynne McLeod |
| Memorial University | Teresa Finn O'Grady | Alison Tennent Stephen Will Sarah Healey |



Foundation News

Robyn Harris, Executive Director, Canadian Foundation for Women's Health

MANY THANKS TO SOGC AND BERLEX CANADA INC.!

For two days in October, the SOGC hosted scientific seminars on the ongoing evolution of pharmacological approaches in reproductive health. The seminars that took place in Montréal and Toronto were not only supported by an educational grant from Berlex Canada Inc., but they also provided an op-

portunity for Berlex Canada to show their support for research in women's health. A total of \$1,000 was raised for the Canadian

Foundation for Women's Health. The mornings started with Professor Emeritus Egon Diczfalussy from the Karolinska Institute in Stockholm, Sweden. Dr. Diczfalussy, who was celebrating his 80th birthday, gave an informative and entertaining talk on the historical perspectives. Also giving enlightening talks were Professor Werner Karl Raff from the University of Dusseldorf, Germany, Professor Günter Stock from Ludwig-Maximilians University in Munich, Professor Andrew Watson of the London Health Sciences Centre in London, Ontario, and Professor Robert Casper of the Toronto General Hospital. Senator Lucie Pépin provided a social and political perspective in her talk and Dr. Gerald Stanimir, Chief of Obstetrics and Gynaecology at the Royal Victoria Hospital in Montréal was on hand to welcome everyone and introduce the speakers. These seminars were well

attended by medical professionals and the media.

RESEARCH GRANTS 2001

A call for proposals will be announced in the February issue of the SOGC News. Areas of research that will be open to funding as well as funds available to be distributed will be announced at that time. Guidelines will be available by the end of December and proposals will be due by March 1, 2001. Please contact the foundation for further information.

The Canadian Foundation for Women's Health - supporting research for the health of women

For information on The Canadian Foundation for Women's Health, please contact:
Robyn Harris
Executive Director
780 Echo Drive
Ottawa, Ontario K1S 5R7
Tel: (613) 730-4192 or
(800) 561-2416, ext. 238
Fax: (613) 730-4314
E-mail: rharris@sogc.com
Website: www.cfwh.org
Charitable Registration Number:
88688 4089 RR0001



(From left to right) Jean-Robert Marcotte, Vice President, Client and Corporate Affairs of Berlex Canada Inc., Robyn Harris, Executive Director of the Canadian Foundation for Women's Health and Dr. François Charette, Vice President of Scientific Affairs of Berlex Canada Inc. at the scientific seminar in Montréal.

Choosing the Best Candidate

Rick Jamison

Whenever you're filling a staff vacancy, either because of turnover or the creation of a new position, it's important to remember that the candidate with the best qualifications is not always the best person for the job.

Let's quickly review the hiring process. After advertising the job, you've received and reviewed more than a dozen resumes. You've developed a chart to measure paper qualifications (education and experience) and, based on this analysis, a short list of interview candidates has been selected. Interviewing any more than four candidates, in my experience, doesn't improve the outcome of the selection process.

With your short list in place, you then begin the actual job interviews. Whether it's your first time interviewing job candidates or you've mastered the process over the years, you should be looking forward to the experience of meeting and assessing your potential employees. As usual, it's best to use open-ended questions, since they prompt candidates to use more than "one-word" answers.

Based on your interviews, it becomes clear that the technical skills of one candidate place her/him at the top of the list. Once you've checked the candidate's references, there's no doubt that

she/he is the most qualified of the interviewees. This candidate did, however, receive a less than glowing review from one of his/her former employers in the area of rapport with co-workers. When you asked the question that should always be asked, "Would you hire her/him again," you received an evasive answer.

When I present the "Starting Your Medical Practice" seminar to medical residents, I emphasize that when marketing yourself as a physician to potential patients, affability and availability is just as important as ability. The same holds true for your support staff. Whether it's dealing with patients, colleagues, third parties or you as the physician, your office will be better off with a competent technician who can get along with other people, as opposed to a superb technician with substandard interpersonal skills.

Offices of all kinds most often reach a staff crisis point because of personality conflicts. By choosing your staff carefully, with equal emphasis placed on interpersonal and technical skills, you'll spend more time on your medical practice and less time practicing your mediation skills as a result of staff conflicts.

Rick Jamison is an MD Practice Management Consultant based in Saskatoon.