

Le Comité des usagers
du Centre universitaire de santé McGill

The McGill University Health Centre
Patients' Committee

ANNEX 2

MCGILL UNIVERSITY HEALTH CENTRE USERS' / PATIENTS' COMMITTEE (MUHC UC/PC)

2021-2022 ANNUAL REPORT

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Centre universitaire
de santé McGill



McGill University
Health Centre

TABLE OF CONTENTS

	<u>PAGE</u>
1. INFORMATION ABOUT THE INSTITUTION	3
2. MESSAGE FROM THE CO-CHAIRS	4
3. PRIORITIES AND ACHIEVEMENTS OF THE PAST YEAR	6
4. THE COMMITTEE AND ITS MEMBERS	6
5. CONTACT INFORMATION	8
6. ACTIVITIES OF THE MUHC UC/PC	8
7. MUHC UC/PC MEETINGS	11
8. COLLABORATION WITH THE OTHER ACTORS IN COMPLAINT EXAMINATION SYSTEM	11
9. GOALS ESTABLISHED FOR NEXT YEAR	15
10. CONCLUSION (ISSUES, RECOMMENDATIONS AND PROJECTS)	15
11. FINANCIAL REPORT	16
12. ACTIVITIES OF THE RESIDENTS' COMMITTEE OF THE CAMILLE-LEFEBVRE PAVILION	17

1. INFORMATION ABOUT THE INSTITUTION

The McGill University Health Centre (MUHC) is a non-merged institution.

The MUHC is comprised of the:

Allan Memorial Institute - Allan

Lachine Hospital and Camille Lefebvre Pavilion - Lachine

Montreal General Hospital - MGH

Montreal Neurological Institute and Hospital - Neuro

MUHC Reproductive Centre

And the Glen Site:

Cedars Cancer Centre - CCC

McGill Academic Eye Centre - MAEC

Montreal Chest Institute - MCI

Montreal Children's Hospital - MCH

Research Institute - RI

Royal Victoria Hospital - RVH

2. MESSAGE FROM THE CO-CHAIRS

The year 2021-2022 was another challenging year for the MUHC Users' Committee (UC) for a few reasons. Firstly, the pandemic was ongoing and COVID-19 measures remained enforced. Normal MUHC operations and its ability to deliver services to the population continued to be disrupted. Thus, all UC meetings and activities had to take place entirely virtually again, and members were not on site to see for themselves how the institution was managing.

Secondly, the UC has been having considerable ongoing internal conflicts since several years now which peaked in June 2021, following the dissolution of the Coordinating Committee and subsequent elections for a new Executive. Dealing with this unfortunately took up a great deal of the UC's time and energy.

Nevertheless, despite the challenges, the Officers of the UC continued to do their due diligence in dealing with the day-to-day issues, held regular monthly meetings to discuss Committee business, as well as an Annual General Meeting to present last year's annual report and even a Festive Season meet and greet.

Reports from administration representative Keith Woolrich, Michael Bury from the Ombudsman's Office, and site/mission subcommittee representatives were standing items on the agenda at monthly UC meetings. Various guests were also welcomed: Patricia Lefebvre, Associate Director General, for an update on the COVID-19 vaccine program; and Dr. Carolyn Freeman, radio-oncologist, Astride Bazile, Nurse Professional Development Educator and Joanne Power, Nurse in advanced clinical practice, Gynaecologic Oncology for an update on the Cancer Care Mission's Transition of Care Program.

As part of Patients' Rights Week 2021 the UC invited all members to a presentation on Access to healthcare for members of the Deaf community: an introduction. Background information was provided about the needs of Deaf users (who use sign language) in accessing healthcare services. A brief illustrated introductory video was presented, followed by details about how to use sign language interpreters effectively. Resources and information about using in-person or virtual interpretation services was also be provided. The presentation was given by Drs. Paige and James MacDougall, of the *Canadian Deafness Research and Training Institute* (CDRTI).

The *Conseil pour la protection des malades* (CPM) held a 3-hour online seminar on the future of long-term care, and the *Regroupement provincial des comités des usagers* (RPCU) held two workshops: 1) The Functions of Users' Committees, and 2) The Role of Users' Committee Members.

Most members have not been in the institution in person in 2 years, except perhaps for the rare in-person appointment. Nevertheless, they were able to monitor the situation to a certain degree by attending: 1) the UC meetings and listening to the reports and updates, 2) the public MUHC Board of Directors meetings and 3) the regular MUHC COVID-19 lunchtime webinars on how the institution and its users were being affected by the evolving pandemic and what was being done to cope. In addition, we communicated relevant information to all the site/mission subcommittees members by email.

The UC also received numerous calls and emails throughout the year from users and families needing assistance and/or wishing to lodge a complaint, which were responded to in a timely manner. The complaints

were shared with the relevant site/mission subcommittees, thus informing them of the various problems being experienced by the users at their site/mission.

Besides monitoring the situation and managing individual requests for assistance and complaints, the UC and its subcommittees did accomplish to move forward on a few concrete projects for the benefit of certain groups of users:

The MUHC Users' Committee brochure was finally printed in three Indigenous languages -- Cree, Inuktitut and Kanien'kéha (Mohawk) -- as well as French and English in December 2021. The brochure was a collaborative effort between members of the Cree, Inuit and Kanien'kehá:ka (Mohawk) communities and various UC and subcommittee members. Due to the pandemic, the brochure could not be distributed until we received confirmation from the MUHC Infection Control and Communications in April 2022. The pamphlet has generated much interest and enthusiasm.

Also of note, the UC continued championing the rights of users from the Deaf community. The UC organized a meeting so that Drs. Paige and James MacDougall, of the Canadian Deafness Research and Training Institute (CDRTI), could present their Final Report (2020) entitled "*Equitable Access to Healthcare Services: Understanding the Needs of the Deaf Community*" to the MUHC Administration, Dr. Ewa Sidorowicz, Director of Professional Services, and Colleen Timm, Director of Multidisciplinary Service.

After the presentation, a discussion on the topic as it relates to MUHC healthcare services took place and ideas were discussed on how the inequities could be addressed. Later in the year, the Committee approved a \$15,000 grant to the CDRTI for a special project that aims to develop educational webinars/videos about the barriers faced by Deaf users at the MUHC and provide staff and professionals with clear guidelines on how to contact and work with Sign Language interpreters. Having access to Sign Language interpreters is a matter of health equity for Deaf patients and is recognized as such by the Supreme Court of Canada.

Certain site/mission subcommittees focussed on improving the institution's physical environment by, offering recommendations to administration for better signage, improved lighting at entrances, greater availability and improved storage of wheelchairs, bathroom renovations to accommodate users with mobility issues, and for the improved management of trash and mask disposal.

The UC stands with the Coalition for Quality Health and Social Services (CQHSS). The Coalition is dedicated exclusively to advocating on behalf of all Quebecers in support of amendments to Bill 96 to ensure that nothing in Bill 96 prohibits, obstructs, or impedes, in any way, effective communications between health and social service providers and beneficiaries.

Lastly, several members/former members passed away during the year: Egidio Sabelli (RVH UC) in June 2021, Nicole Savoie (UC and MNH UC) in July 2021, Annie Bomok (MGH UC) in September 2021, and Pierrette Leroux (UC and Lachine and Camille Lefebvre Pavilion UC & RC) in October 2021. They were all devoted patient advocates and left this world much too soon. In their memory and honour, we will continue to carry the torch by informing users of their rights, guiding, and defending them if their rights are not respected, and striving to improve their experience as users of the MUHC. Memory Eternal!

The statement below was broadly publicized in the spring of 2022 on the MUHC Intranet and Plasma screens; MUHC Users' Committee Web page and Facebook page.

“On behalf of the MUHC patients and families, the MUHC Users' Committee wish to express our heartfelt thanks to the entire MUHC staff community for their exemplary care during these difficult and challenging times.

You have distinguished yourselves in some of the most difficult conditions that any of us have ever faced. Countless numbers of patients have found this pandemic easier to endure because of your dedication to your professional and personal ideals. You brought hope, relief and well-being to numerous people.”

In conclusion, the MUHC Users' Committee will continue to advocate for all our patients and their families, regardless of their culture, ethnicity or race, beliefs, traditions, practices, gender, or sexual orientation. By working collaboratively, we can learn from each other, build trust and achieve a more accessible, harmonious, respectful and safe health care environment for all.



Elizabeth Markakis, Co-Chair
MUHC Users' Committee

Nicole Savoie, Co-Chair (deceased July 2021)
MUHC Users' Committee

3. PRIORITIES AND ACHIEVEMENTS OF THE PAST YEAR

Accessibility

Progress continued in improving accessibility of the MUHC's built environment for wheelchair users. Initiatives included renovations, improved wayfinding, and the provision of additional wheelchairs onsite for ambulatory clinic patients.

Special attention was paid to the Deaf and hard-of-hearing community, with ongoing projects from the Canadian Deafness and Training Institute.

4. THE COMMITTEE AND ITS MEMBERS

About the McGill University Health Centre *Central* Users'/Patients' Committee

The MUHC *Central* Users'/Patients' Committee has seven (7) site and mission subcommittees. Each site and mission subcommittee has two (2) representatives, for a total of fourteen representatives on the MUHC *Central* UC/PC. Members were elected in May 2019 for a term of three (3) years and will remain in office until elections in Spring 2022, unless they lose their membership status for various reasons.

The MUHC UC/PC has two representatives from each of the following site and mission users'/patients' subcommittees:

Sites:

Lachine Hospital and Camille-Lefebvre Pavilion - Lachine
 Glen-Royal Victoria Hospital - RVH
 Montreal General Hospital - MGH
 Montreal Neurological Hospital - Neuro
 Montreal Children's Hospital - MCH Family Advisory Forum (FAF)

Missions:

Cancer Care Mission - CCM
 Medical Mission - MM

NAME		SUBCOMMITTEE	ROLE
First	Last		
Nicole	Allard	Camille Lefebvre	Member/Resident (Designated Mar 2021) (Resigned Jan 2022)
Brenda	MacGibbon	CCM	Member (Appointed Feb 2021)
Name	Withheld	CCM	Member (Appointed Nov 2019) Co-Chair (As of Dec 2020. Resigned June 2021.)
Seeta	Ramdass	FAF	Member (As of May 2019 elections) MUHC Board Representative (As of March 2018)
Amy	Ma	FAF	Member (As of May 2019 elections) Secretary (As of June 2021)
Mari Jo	Pires	Lachine	Member (Appointed Feb 2021) Treasurer (As of Feb 2021. Re-elected June 2021)
Evelyn	Seligman	MGH	Member (As of May 2019 elections. Resigned June 2021.)
Robert	Gaudreau	MGH	Member (Appointed June 2021)
Tom	McCutcheon	MGH	Member (As of May 2019 elections)
Pierre	Hurteau	MM	Member (As of May 2019 elections) (Resigned Aug 2021)
Bonnie	Destounis	MM	Member (Appointed Sept 2021)
Hafeez	Subhan	MM	Member (As of June 2019)
Nicole	Savoie	Neuro	Member (Appointed Feb 2021) Co-Chair (As of June 2021) (Deceased July 2021)
Lia	Moretti	Neuro	Member (Appointed Sept 2021)
Elizabeth	Markakis	Neuro	Member (Appointed June 2020) Co-Chair (As of Feb 2021. Re-elected June 2021)
Maureen	Kiely	RVH-Glen	Member (Appointed Oct 2020)
Emanuel	Kolyvas	RVH-Glen	Member (Appointed Feb 2021) Secretary (As of Feb 2021. Resigned June 2021)

MUHC UC/PC Executive: April 2021 - June 2021

Co-Chair	Elizabeth Markakis
Co-Chair	Name withheld
Secretary	Emanuel Kolyvas

Treasurer	Mari Jo Pires
Board Member	Seeta Ramdass

MUHC UC/PC Executive: June 2021 – March 2022	
Co-Chair	Elizabeth Markakis
Co-Chair	Nicole Savoie (Deceased July 2021)
Secretary	Amy Ma
Treasurer	Mari Jo Pires
Board Member	Seeta Ramdass

5. CONTACT INFORMATION

FUNCTION	NAME		CONTACT INFORMATION		
	First	Last	Phone No	Email	Address
Co-Chair	Elizabeth	Markakis	514-934-1934 ext. 31968	elizabeth.markakis@muhc.mcgill.ca	MUHC UC/PC Glen Site, D 04.7514 1001 Décarie, Mtl, QC H4A 3J1
Person in the institution responsible for the MUHC UC/PC: Director, Quality Department	Keith	Woolrich	514-934-1934 ext. 43943	keith.woolrich@muhc.mcgill.ca	MUHC Quality Department Room 610.1 8300 Décarie, Mtl, QC H4P 2P5
MUHC UC/PC Administrative Assistant	Siobhan	Ua'Siaghail	514-934-1934 ext. 31968	patients.comm@muhc.mcgill.ca	MUHC UC/PC Glen Site, D 04.7514 1001 Décarie, Mtl, QC H4A 3J1

6. ACTIVITIES OF THE MUHC UC/PC

1. Inform users /patients about their rights and obligations

- Through 'complaints' process
- Bilingual users'/patients' rights posters
- Patients' Committee roll-ups at Site entrances
- Participated in training for users'/patients' committees (RPCU)

Due to pandemic restrictions, we were unable to hold information tables in 2022. We do hope our volunteers will be allowed on-site soon, with the goal to recruit new members to the committee, as well as to inform the public and staff of our role in the MUHC.

During the pandemic, the UC created a Facebook page which was very successful. During 2021-2022, we had thousands of visitors, nearly 150 subscribers and over 130 likes. The page allows our readers and visitors to obtain important information on the COVID-19 pandemic, on crucial issues in the health network as well as general information on health problems and new treatments available,

and important ongoing research. The page also provides important information about the MUHC, as well as the activities of the Users' Committee.

2. (a) Promote quality improvement of the users'/patients' living conditions

Participation on Legislated MUHC Committees

- Board of Directors of the MUHC
- Vigilance

Participation on other MUHC Committees

- OPAL Steering Committee
- Telephone Access Committee
- Patient Education Steering Committee
- Accessibility: Committee for the Psycho-social Integrity of Persons with Disabilities
- Patient Partner Committee
- Hand Hygiene Ad hoc Committee
- Visioning Committee
- MGH UC Complaint & Assistance Representative
- Covid Patient Experience Group
- Controlling Specific Infections Successful Strategies Committee
- Stroke Committee
- MUHC Board Committee on Action on Inclusion, Diversity and Equity (C-AIDE)

Affiliation with non-MUHC committees

- Conseil pour la protection des malades (CPM)
- Canadian Deafness Research and Training Institute

2. (b) Assess the degree of users'/patients' satisfaction regarding services obtained

The MUHC UC/PC office was open, mornings, from 9am to 12pm and, afternoons, from 1pm to 5pm, Monday to Friday. Throughout 2021-2022, the actual physical office was closed but could be reached by phone or email and contacts were responded to in a timely manner.

3. Defend the collective or individual rights and interests of users/patients

Media activities:

- **April 14, 2021:** The Canadian Press. Seeta Ramdass interviewed. Article by Jacob Serebrin entitled *Confusion about vaccine booking in Quebec*. <https://www.theifp.ca/news-story/10373284-confusion-about-vaccine-booking-in-quebec/>
- **March 30, 2022:** Global News. Amy Ma interviewed and quoted (video and print). News items by Dan Spector entitled *Patient groups skeptical of Quebec's health-care reform plan*. <https://globalnews.ca/news/8722758/patient-groups-skeptical-of-quebecs-health-care-reform-plan/>

Communiqué:

- Excerpt from the October 6, 2021 communiqué on Joyce's Principle:
The MUHC Users' Committee wholeheartedly supports the adoption of Joyce's principle in its entirety. Joyce's Principle aims to ensure equitable access to all health and social services without discrimination. Joyce's Principle should guarantee protection for Indigenous people who are victims of systemic racial discrimination.

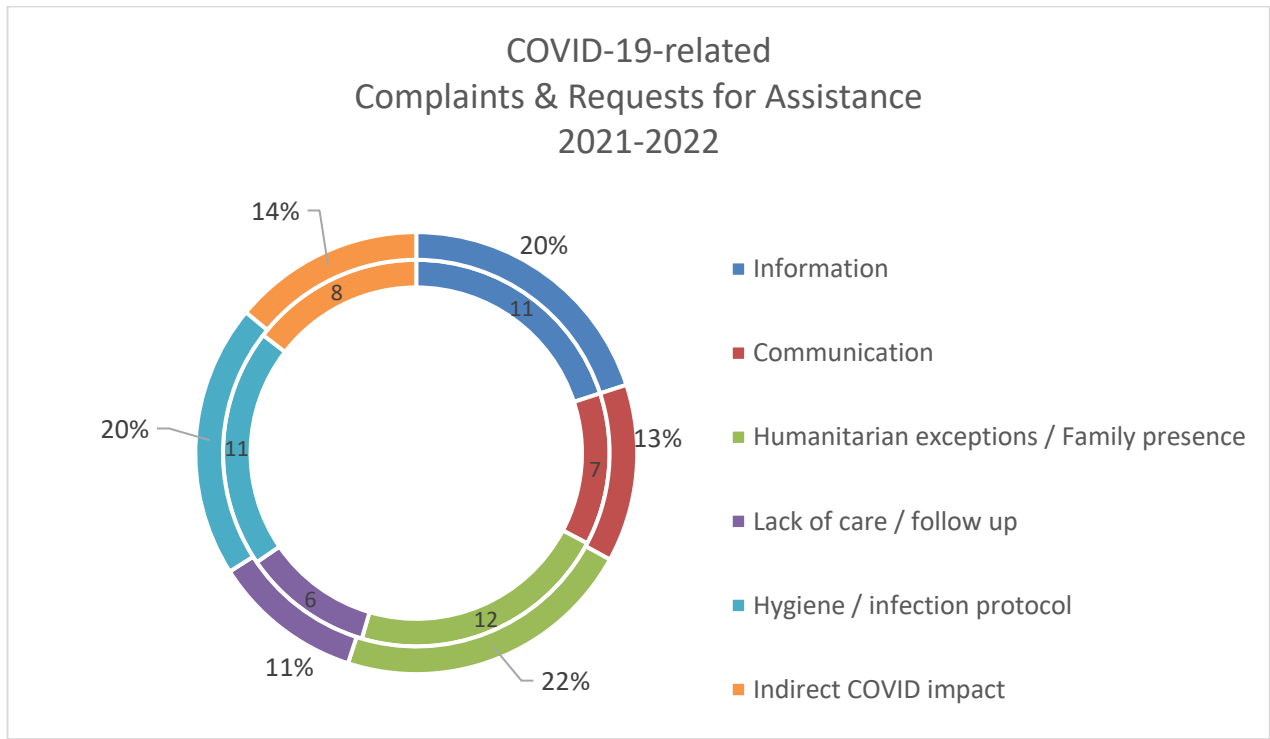
4. Accompany and assist, on request, a user/patient in any step he/she undertakes including when he/she wishes to file a complaint

Our Committee received 151 complaints and 133 requests for assistance, 29% of which were for issues around access to care. Complaints in the rights category remained steady at around 21% for current fiscal year. There was a marked increase in complaints relating to care and services provided, comprising 24% of complains and requests this year, up from 14% last year. A decrease in complaints and requests relating to interpersonal relationships was observed, making up only 5% of complaints and requests this year, down from 14% last year. There was a 12% decrease in complaints and requests for assistance handled by our office, totalling 284, down from 322 last year.

The number of complaints and requests related to Covid dropped by half, from nearly 42% to just under 20% of 284 complaints and requests.

The top three areas were essential care partner restrictions (e.g., preventing someone from being with at the side of their loved ones); hygiene protocol (e.g., no social distancing); and information (e.g., requests for covid test results).

COVID-19-related Complaints & Requests for Assistance	Number	Percentage
Communication	7	13%
Humanitarian exceptions/family presence	12	22%
Hygiene/infection control	11	20%
Indirect COVID-19 impact	8	14%
Information	11	20%
Lack of care/follow up	6	11%
TOTAL	55	100%



5. Ensure, as appropriate, the proper functioning of the Residents' Committee and ensure that they have the necessary resources to perform their duties

The Camille Lefebvre residents' committee continues to face challenges in recruiting new members from inpatients and family. Nicole Allard resigned in January 2022 and the residents' committee was unable to find a replacement all this time.

6. Evaluate, where applicable, the effectiveness of the measure put in place pursuant to the provisions of section 209.0.1 of the "Act respecting health services and social services"

- Does not apply

7. Representation / Coordination / Harmonization

Training

- Eric Boucher from the *Regroupement provincial des comités des usagers (RPCU)* answered members' questions about the purpose and functioning of users'/patients' committees.

Harmonization

- Meetings were held with an external mediator appointed by Dr. Gfeller to work on improving the functioning of the MUHC Central Patients Committee.

7. MUHC UC/PC MEETINGS

Frequency: 10 monthly meetings

Length: 2 hours

Attendance: Elected, appointed, and designated members

Annual General Meeting: The Annual General Meeting (AGM) was held via Zoom on December 6, 2021.

All MUHC UC/PC meetings were virtual via Zoom. Most subcommittees met regularly via Zoom.

8. COLLABORATION WITH THE OTHER ACTORS IN COMPLAINT EXAMINATION SYSTEM

Collaborated with the Complaints Commissioner:

- Informed patients and families of the following:
 - Their rights
 - Their recourses if they thought their rights were not respected or their healthcare was compromised
- Assisted patients and families, upon request, in filing formal complaints with Complaints Commissioner's Office
- Monthly meetings, and some subcommittee meetings, were attended by Complaints Commissioner or Delegate.
- Reports were presented, with discussion regarding trends noted among complaints and requests for assistance received from patients and families.

Complaints & Requests for Assistance received by the MUHC Users’/Patients’ Committee 2021-2022:

	Shared with (or also received by) Ombudsman	Not shared	Not known	Totals
Complaints	118	25	2	145
Requests for Assistance	21	110	8	139
Messages of gratitude	9	5	0	14
Totals	148	140	10	298

Complaints and Requests for assistance by Site :

Site	Number
Cedars Cancer Centre	21
Camille Lefebvre Pavilion	1
Adult Ophthalmology Clinic	1
Lachine General Hospital	6
Lachine General Hospital ER	1
Montreal Children’s Hospital	7
Montreal Children’s Hospital ER	1
Montreal Chest Institute	4
Montreal General Hospital	51
Montreal General Hospital ER	11
Montreal Neurological Hospital	9
MUHC (non-site specific /not specified)	73
Other	9
Reproductive Centre	3
Royal Victoria Hospital	66
Royal Victoria Hospital ER	20
Total	284

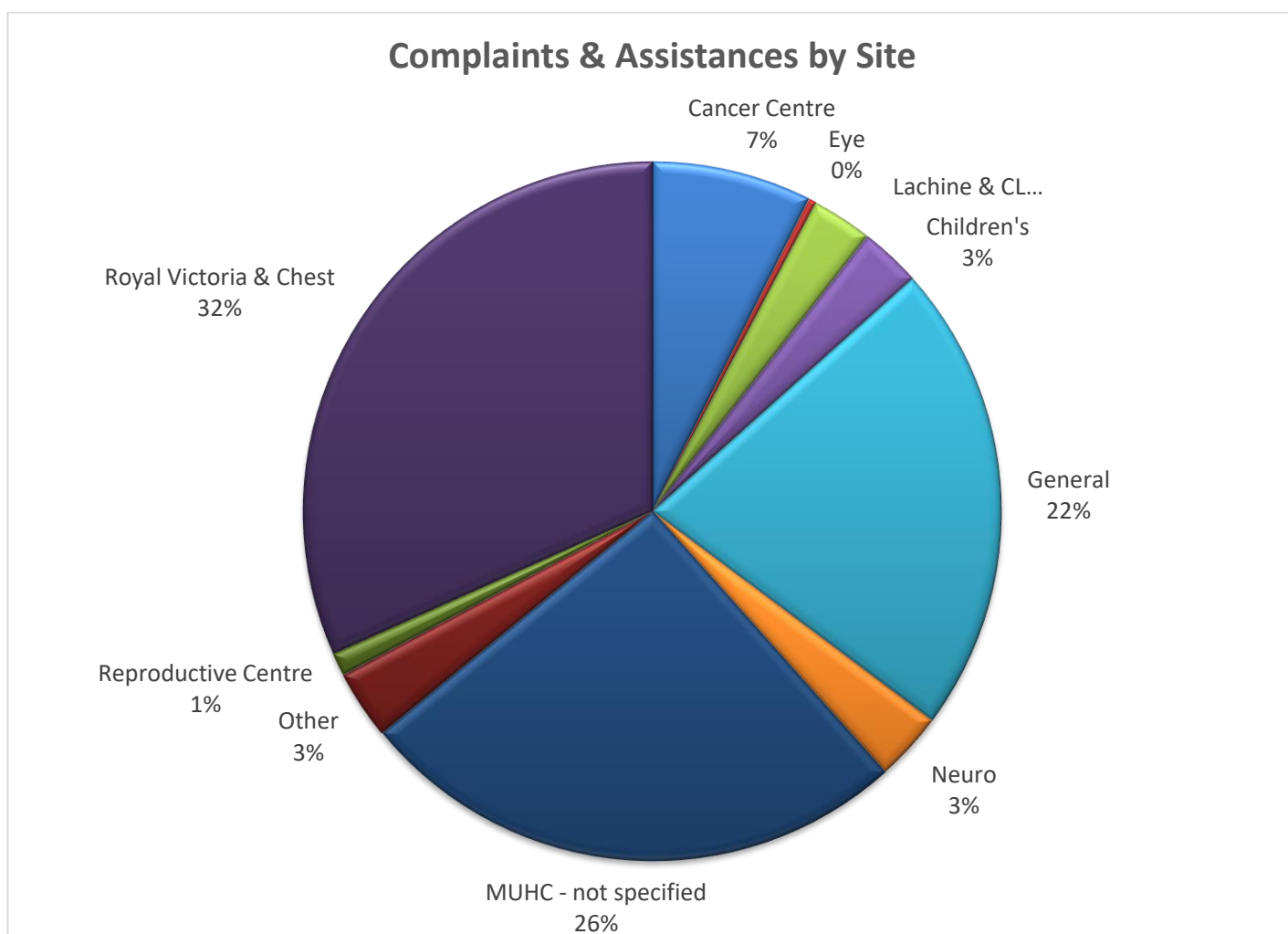
Complaints/Requests for Assistance received at the MUHC Users’/Patients’ Committee:

Type of communication	Number
Complaints	151
Requests for Assistance	133
Total	284

Complaint Categories:

Below are the complaint categories as defined and summarized by the *Ministère de la santé* for the purposes of the SIGPAQS¹ system of collecting data.

Category of complaint – 2021-2022	Percentage	Number
Access	29%	44
Care and services provided	24%	36
Interpersonal relationships	5%	7
Organization and material resources	15%	22
Financial	7%	10
Rights	21%	32
Other	0%	0
Total complaints	100%	151



¹ SIGPAQS : Système intégré de gestion des plaintes et amélioration de la qualité des services (L'application Web SIGPAQS permet une gestion intégrée et rapide des activités liées à l'examen des plaintes formulées par les usagers du réseau de la santé et des services sociaux. Elle est utilisée principalement par les commissaires aux plaintes et à la qualité des services.) (The SIGPAQS Web application allows for integrated and rapid management of activities related to the examination of complaints made by users of the health and social services network. It is used mainly by the Complaints and Service Quality Commissioners)

Definitions of complaints categories based on the MSSS's SIGPAQS

Access: Delays, refusal of services, transfer, lack of services or resources, linguistic accessibility, choice of professional, choice of establishment, other.

Care and services provided: Technical and vocational skills, assessment, professional judgment, treatment or intervention, continuity, other.

Interpersonal relationships: Reliability, respect for the person, respect for privacy, empathy, communication with the entourage, violence and abuse, attitudes, availability, identification of personnel, other.

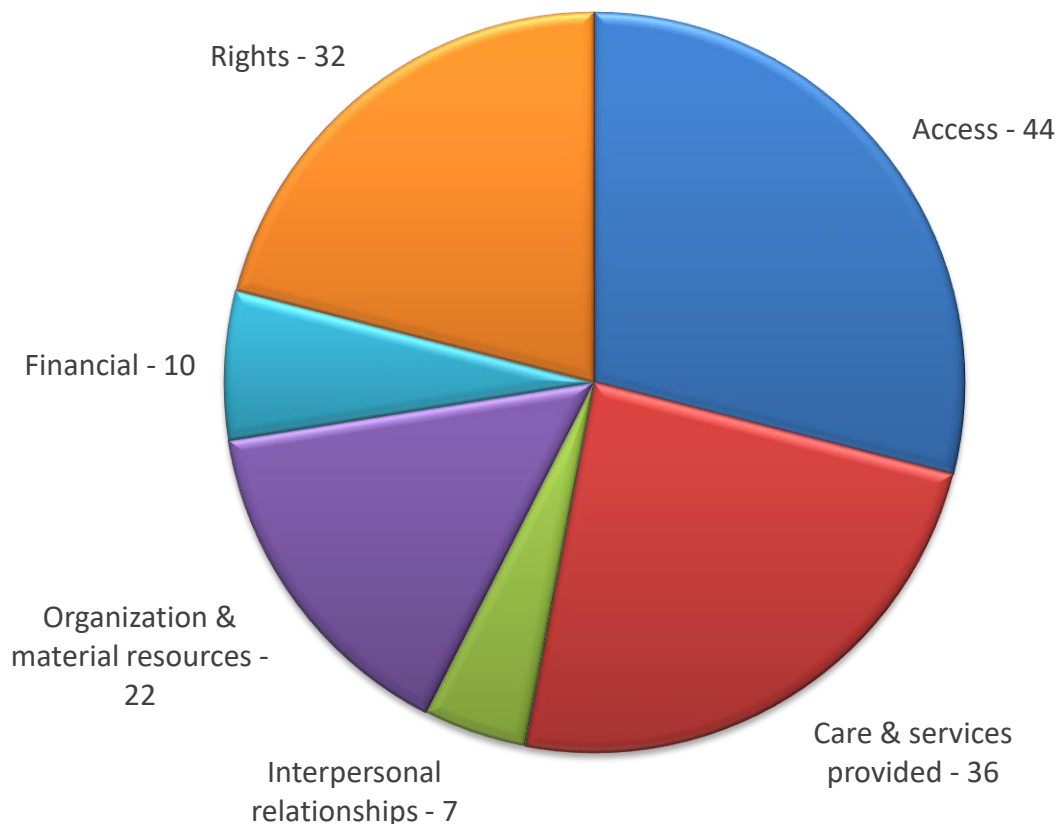
Organization and material resources: Food, intimacy, client mix, spatial organization, hygiene and sanitation, comfort, and convenience, living environment rules and procedures, life conditions adapted to ethno cultural and religious characteristics, safety and protection, relations with Community, equipment and materials, parking, other.

Financial : Rooming, billing, contribution to placement, traveling expenses, drug costs, parking costs, benefit received by users, special needs, material and financial assistance, allocation of financial resources, claim, sollicitation, other.

Rights: Information, user's file and complaint file, user participation, consent to care, access to a protection regime, consent to experimentation and participation in a research project, right to Representation, right to assistance, right of appeal, other.

Other request objects: Complaints that don't fit in any of the above categories.

2021-2022 Complaints by Type



Requests for Assistance:

Patients, families, employees, etc. may contact MUHC UC/PC offices to request information regarding:

- Patients' rights
- Filing a complaint
- Navigating the system
- Direction to appropriate resources
- Accompaniment

9. GOALS ESTABLISHED FOR NEXT YEAR

At the time of writing, Quebec has come off the sixth wave of the pandemic. Masks are no longer mandatory with some exceptions. Despite the progress of the vaccination roll-out, the immediate future remains uncertain in the hospital setting. In the medium term, we will have to assess the impact of the pandemic on people waiting for surgery, but also on diagnostic and other services for the population. It is likely that there will be an increase in the number of serious illnesses in people who could not be diagnosed sooner, not to mention the long-term effects on people who have been hospitalized as a result of a Covid-19 infection.

The Committee will also ensure that the problems of telephone access to medical imaging clinics and services, which existed before the pandemic but have since been exacerbated by it, are quickly addressed. Patients regularly complain about difficulties reaching clinics.

The request for assistance/complaints form will become available to be filled out online from the Committee's website by users wishing assistance and or lodge a complaint.

10. CONCLUSION (ISSUES, RECOMMENDATIONS AND PROJECTS)**Covid**

During the pandemic, no MUHC site was spared in experiencing delays to test results, procedures, and access to specialists. We will continue to closely monitor the backlog of surgeries and how the MUHC plans to catch up. The Patients Committee wishes to have an active role in shaping these plans so that our most vulnerable patients and families receive the health care to which they have a right.

Visibility

There is a lack of awareness among the general public and those who use the MUHC about the Patients Committee and its mandate. We will continue to work within the MUHC and reach out to community partners to make our presence known.

Accessibility

Accessibility issues remain a priority to the Committee. Patients frequenting clinics and ambulatory services and who have mobility issues continue to face multiple difficulties when they come to the hospital for appointments. Many parts of the MUHC are simply not equipped with appropriate equipment, and space is often too restrained to accommodate larger wheelchairs. A possible solution would be to outfit high-traffic clinics and services with Hoyer lifts or adapted examination tables that allow wheelchair users to transfer at seat height.

Fixing the current situation would address health equity gaps, as people with disabilities often receive sub-standard level of care due to lack of accessibility in the hospital. As an example, wheelchair users are often unable to get mammograms or other procedures, thus resulting delayed or missed diagnoses.

Resource person

With unique challenges introduced during the global pandemic, the Patients Committee is in the process of re-evaluating the roles and responsibilities of the resource person. Numerous user and residents' committees across the province are looking into what qualities and background would best suit a support person that is required to take the initiative and exhibit more independence and autonomy than what is the current status quo.

Harmonization

Due to continued internal conflict the present report does not include reports from the following subcommittees RVH, FAF and CCM.

11. FINANCIAL REPORT

See Annexes 3A, 3B and 4.

12. ACTIVITIES OF RESIDENTS' COMMITTEE OF THE CAMILLE-LEFEBVRE PAVILION

See Activity Report of the Camille-Lefebvre Pavilion Residents' Committee on following page.

COMITÉS DES USAGERS DU CUSM - GUIDE DU RAPPORT ANNUEL **du 1 avril 2021 - 31 mars 2022**

1. NOM DU SOUS-COMITÉ :

Comité Usager Hôpital Lachine et Pavillon Camille-Lefebvre Lachine

2. MOT DU PRÉSIDENT

Le comité des usagers s'est adapté à la situation de la Covid19, afin de poursuivre son rôle comme les années antérieures.

Comme président, je remercie et félicite le personnel et les équipes du Centre Camille-Lefebvre et de l'hôpital qui ont assurés et maintenu les services aux usagers.

3. PRIORITÉS ET RÉALISATIONS DE L'ANNÉE ÉCOULÉE

Indiquer les grandes réalisations et priorités mises en place par le comité des usagers au courant de l'année.

- Le comité à recruter 3 nouveaux membres : Pierre Hurteau, Danielle Carter et Franco Di Vita
- Avons créé une adresse courriel : comitedesrésidents-usagers-lachine@muhc.mcgill.ca

4. COMPOSITION DES MEMBRES

M. Yvan Cardinal, Président

Mme. Mari Jo Pires- membre du comité central CUSM

Mme. Nicole Allard, membre du comité central CUSM

M. Yvon Brisson- membre

M. Pierre Hurteau- membre

Mme Danielle Carter, membre

M. Franco Di Vita, membre

Mme. France Nadon, Gestionnaire 2 est

Mme. Judith Morlese, Gestionnaire 3 – 4 est

Mme. Pina Ventulieri, Gestionnaire des services thérapeutiques

Mme. Kim Feci, AIC 2e

M. Kham Bouphanouvong, AIC 3-4 est

M. Michel Bury-Commissionnaire aux plaintes CUSM

Mme Kariman Ellesy, Travailleur social, Pavillon Camille Lefebvre

Mme. Chantal Souligny-Directrice des soins infirmières du CUSM

Mme. Antoinette DiRe/Colleen Timm- Directrice des services multidisciplinaires, sites adultes (DSM), la mission de la santé mentale, et responsable du parcours des patients NSA/SAPA

5. BILAN DES ACTIVITÉS DES COMITÉS DES USAGERS

Les comités des usagers décrivent les actions prises en lien avec leurs six fonctions. Les comités de résidents décrivent les actions prises en lien avec leurs trois fonctions (en grisées dans l'énumération ci-dessous).

- a) Le comité a adressé certaines préoccupations reliées à la condition de vie des usagers.
- b) Le comité a accompagné les usagers qui ont déposés des plaintes.

6. TENUE DES RENCONTRES

Toutes les rencontres étaient en virtuel.

26 mai, 2021

27 octobre, 2021

1 décembre, 2021

26 janvier, 2022

23 mars, 2022

7. COLLABORATION AVEC LES AUTRES ACTEUR DU RÉGIME D'EXAMEN DES PLAINTES

À l'exception du comité de résidents, le comité des usagers mentionne des situations qui ont nécessité la collaboration du commissaire aux plaintes et à la qualité des services, du Centre d'assistance et d'accompagnement aux plaintes (CAAP) de sa région, ou des autres acteurs du Régime d'examen des plaintes du réseau de la santé et des services sociaux.

Le commissionnaire des plaintes, M. Micheal Bury a assisté aux rencontres et/ou était inclus dans la diffusion des procès-verbaux.

Le comité a participé à la résolution d'un certain nombre de préoccupations exprimées par les usagers et leurs au cours de la dernière année.

a) CONFÉRENCIERS INVITÉS :

Aucun

b) PARTICIPATION À UN PROJET / PARRAINAGE :

Le comité est membre du Conseil de Protection des Malades du Québec

c) PARTICIPATION DES MEMBRES AUX COMITÉS DU CUSM :

- Mme Nicole Allard a indiqué son intérêt à se joindre au comité central du CUSM
- Mme Mari-Jo Peres est membre du comité central du CUSM

d) CONFÉRENCES ASSISTÉS :

Aucune

e) RÉALISATIONS ET PROJETS PRÉVUS POUR L'ANNÉE PROCHAINE

Nous poursuivons nos efforts afin de recruter des nouveaux membres, incluant des usagers du CH Lachine

Trousse de bienvenue pour les nouveaux résidents (projet mis en suspend dû à la Pandémie cette année)

f) RAPPORT FINANCIER :

Aucune dépense

g) CONCLUSION (ENJEUX ET RECOMMANDATIONS)

Le président du comité effectue un retour sur les réalisations, constats, enjeux et recommandations de l'année qui vient de s'écouler.

8. AUTRE (TOUT AUTRE PERTINENT):

Rien à signalé