

## PREAMBLE

For several years, the Users' Committees (also known as Patients' Committees) have existed in centers offering long-term care and in hospitals. In 1991, a number of reforms in the Ministry of Health and Social Services have contributed to significantly change the mandate of Users' Committees. Beneficiaries' Committees became Users' Committees and In-patients' Committees. In order to improve the quality of life for users, the primary function of the Users' Committee was to defend the rights of the patients and to promote higher standards in services offered to patients. In November 2005, the National Assembly adopted Bill 83 (*An Act to amend the Act respecting health services and social services and other legislative provisions*, R.S.Q. 2005, c. 32), which mandated every health and social services institution to set up a Users' Committee and/or an In-patients' Committee in facilities offering long-term care.

**The MUHC Users' Committee and the MUHC In-patients Committees bring together 65 patients and long-term in-patients who work daily to protect your rights and to improve the quality of services.**

# INTRODUCTION

## Patient and family centered care

Following the adoption of Bill 83, the Ministry of Health and Social Services published in June 2006 the *Framework of Duties to Be Assumed by Members of the Users' and In-patients' Committees*. The document outlines the mandate, duties, responsibilities and the operating procedures of these patient-based committees. It emphasizes the importance of the institution to seek the opinions of its users and in-patients with regard to its organizational changes and the delivery of services.

Being inspired by this philosophy, the united Users' and In-patients Committees of the MUHC wish to seek improvements based on the following principles:

- The interest of users must justify any decisions or actions taken by Users' and In-patients committees.
- The representation of all members of the institution without discrimination against race, color, sex, age, religion and disability, etc. is fundamental for respecting all of its users whether or not they reside in the establishment.
- Respect and collaboration among members of the Users' Committee, the In-patients' Committees, management and all other stakeholders is required so that the committees can perform their duties.
- The autonomy of the Users' Committee and the In-patient Committees is essential to the performance of their duties and functions.
- Working in collaboration with all levels of management for the purpose of respecting the rights of users and for improving the quality of services offered by the institution should be encouraged.
- Respect for confidentiality is imperative within both the Users' Committee and the In-patient's Committees. Members must take all necessary means to ensure the confidentiality of personal information to which they have access.

This report takes into account all of these factors and identifies the measures taken by the Users' committee to effectively fulfill its unique role in the institution which has been assigned by the Act. In order to achieve our mandate and in the spirit of solidarity we have joined the *Regroupement Provincial des Comités des Usagers* (RPCU) and the *Conseil pour la Protection des Malades* (CPM), both of which offer workshops and give advice to members across Québec.

## A Message from the Presidency

Our administrative and financial year ended on March 31, 2011. Special circumstances prevented us from producing the report in a timely manner. This has not prevented our members from protecting the rights of patients and improving the quality of the services available to them. Several projects have emerged which have engaged management, clinical staff and patient representatives. One of these projects is *Transforming Care at the Bedside* (TCAB). Many of our members on the six sites have attended conventions organized by the *Regroupement Provincial des Comités des Usagers* (RPCU) and the *Conseil pour la Protection des malades* (CPM). Other members attended an international conference on palliative care which was organized by McGill University.

Since the very beginning, the MUHC Users' Committee based its membership on the hospital sites, which are the Royal Victoria Hospital, the Montreal General Hospital, the Montreal Chest Institute, the Montreal Children's Hospital, the Montreal Neurological Institute and Hospital, and the Lachine Hospital with its long-term facility Camille-Lefebvre. In-patient Committees exist at the Montreal Chest Institute, the Montreal General Hospital and Lachine's Camille-Lefebvre Pavilion. We wish to acknowledge the wonderful work taking place by the members on various site committees, volunteers and the Central Users' Committee. All of these dedicated people have spent many hours to accomplish our mission. Special thanks to all of you!

Let us not forget that there are challenges that lie ahead with the arrival of the new Glen site and the redevelopment at the Montreal General Hospital. Several existing sites will be closed. Soon we will need to reconsider our representation by hospital sites and realign ourselves with a new form of representation based on the missions assumed by the MUHC.

During the coming year an effort must be made to inform our users and staff of our existence by updating our posters, leaflets and the website. We also must increase our efforts to encourage the MUHC to involve patients in decisions that impact their medical care. Toward this end, we are working closely with the hospital administration to improve communication with patients. It is not possible to involve patients in their own health care without good communications. With the goal of empowering patients and improving communication, it is our duty to ensure the future funding for the self-help program *My Toolbox*.

The year 2011-2012 has also presented financial challenges due to a reduction of funding from the Ministry of Health as of April 2011. We were permitted to spend our surplus funds from previous years, a sum of over \$200K on the purchase of equipment for the various departments throughout the MUHC. We were pleased to be able to contribute to the well-being of our patients. Sadly, we must pause to pay tribute to a dedicated patient advocate. For many years James Seeley was an active member on both the Montreal General Hospital Patients' Committee, and he also served on the MUHC Users' Committee. Jim passed away in 2011. His fight for the rights of patients in dialysis will never be forgotten. He will be sadly missed. Thank you Jim!

We would also like to acknowledge the tremendous work of each of the members of the In-patients' Committees, who concern themselves with the living environment of patients who are being accommodated for the long term. Thank you.

Finally, dear colleagues of the MUHC Users' Committee and of the site committees, thank you for your devotion. Together we can make a difference for the patients of the MUHC, and we have already accomplished much thanks to each of our members.

Co-chairs of the MUHC Users' Committee,  
Maria Mastracchio-Lafontaine, Pierre Hurteau

## MEMBERSHIP

### Members

NAME	SITE	REPRESENTATION	FONCTION
Maria Mastracchio-Lafontaine	MNH	Users	Co-chair
Pierre Hurteau	MCI	In-patients	Co-chair
Clarise Samuels	RVH	Users	Secretary
Cheryl-Anne Simoneau	RVH	Users	Treasurer
Constance Goral	RVH	Users	Member
Shirley Steele	MCI	Users	Member
Patricia Cogan	MGH	Users	Member
Paul Horowitz	MGH	Users	Member
Tom McCutcheon	MGH	Users	Member
Jeanette Sharma	MGH	In-patients	Member
Beverly Fields	MCH	Users	Member
Lisa Rosati-White	MCH	Users	Member
Raymonde Deslauriers	LH	Users	Member
Pierrette Leroux	Camille-Lefebvre	In-patients	Member
Johanne Chryk			Administrative Assistant

The MUHC Users' Committee has two non-voting members: our ombudsman Lynn Casgrain and Marie-France Noël, assistant to Ann Lynch, the Associate Director of Clinical Operations of the MUHC.

According to the Act, the Users' Committee has a three-year mandate finishing in November 2012.

## THE USERS' EXECUTIVE COMMITTEE

OFFICERS
Maria Mastracchio-Lafontaine, Co-chair
Pierre Hurteau, Co-chair
Clarise Samuels, Secretary
Cheryl-Anne Simoneau, Treasurer

## REPRESENTATION ON THE MUHC BOARD OF DIRECTORS

MEMBERS OF THE MUHC BOARD OF DIRECTORS
Maria Mastracchio-Lafontaine
Pierre Hurteau

### OTHER MEMBERS SEATED ON MUHC COMMITTEES

COMMITTEE	NAME OF MEMBER	ROLE
<b>Vigilance</b>	Maria Mastracchio-Lafontaine	Chair
<b>Quality and Risk Management</b>	Maria Mastracchio-Lafontaine	Member
	Pierre Hurteau	Member
	Patricia Cogan	Member
<b>MUHC Patient Engagement</b>	Maria Mastracchio-Lafontaine	Member
	Pierre Hurteau	Member
	Constance Goral	Member
	C.-A. Simoneau, B. MacGibbon-Taylor	Member
<b>Revision of By-laws</b>	Paul Horowitz	Member
	Tom McCutcheon	Member
	Patricia Cogan	Member
	Lisa Rosati-White	Member
	Maria Mastracchio-Lafontaine	Member
	Pierre Hurteau	Chair
<b>Board of Directors of the Research Institute</b>	Maria Mastracchio-Lafontaine	Member
<b>Nominating and Corporate Governance</b>	Maria Mastracchio-Lafontaine	Member
<b>IV Pumps</b>	Lisa Rosati White	Member
<b>Elder Friendly Hospital</b>	Patricia Cogan	Member
	Maria Mastracchio-Lafontaine	Member

## COMMITTEE ACTIVITIES 2010-2012

### CALENDAR OF MEETINGS

The MUHC Users' Committee held 19 regular meetings from April 1, 2010 to March 31, 2012.

#### 2010-2011

Due to a transition, no meeting was held from April to May 2010. Regular meetings were held on: June 2, June 10, August 18, October 29, November 26, December 16, January 27, February 21 and March 21. There was a special meeting February 21, 2011.

#### 2011-2012

Regular meetings were held on April 10, May 2, June 6, September 12, October 17, November 14, December 12, January 9, February 13 and March 12. There was a special meeting March 20, 2012.

### OUR ACCOMPLISHMENTS

You will find that our activities are related to the protection and the improvement of the quality of life of MUHC patients. Our members attended training pertaining to their mandate, the organization of the institution, and the role of our members regarding awareness and protection of patients' rights and the mandate to improve the quality of services.

Several achievements are the result of work done by members on site committees. They are mentioned in a section below.

#### **Protection of users' rights and improvement of quality care**

The MUHC Users' committee has been responsible for changes affecting the MUHC. In 2010 a sub-committee was created to review the progress of the CAPS (Clinical Activity Priority Setting) process which will change the future clinical services being offered presently to our patients. This sub-committee invited doctors whose services would be affected by the suggested changes. The CAPS process is ongoing and has just started Phase II. Dr. Tim Meagher came to meet with the Committee where he listened to our concerns. At this point, the MUHC **Patient Engagement** Committee was established. We are waiting for its recommendations.

Members across the MUHC are very involved in the pilot project **Transforming Care at the Bedside (TCAB)**. Led by Patty O'Connor and the MUHC nursing department, a group of nurses, patient attendants and patient representatives are working together with the goal to improve patient care. In other hospitals, TCAB has been proven to increase the time nurses and other professionals spend with patients by improving the physical environment and work process.

The Committee members had many concerns about various issues. Jane Evans, ethicist at the MUHC, gave a very informative presentation on **end-of life-issues**. Dr. Warren Steiner, chief-psychiatrist, gave an update on a new approach to geriatric psychiatry.

The Committee received over a hundred calls and visits from patients requesting information or wishing to complain about the quality of services, delays in receiving services, or the physical environment. Some of these complaints were redirected to the Complaints Commissioner with the patient's consent.

## Governance

In March 2011, a new Executive was elected. The new Executive gave the Treasurer the task of working closely with all site treasurers. On April 1, 2011, the Committee's budget was reduced from \$100,000.00 to \$80,000.00 It was therefore imperative to ensure good financial management. A guideline for reimbursement of travel expenses was proposed and approved. Our six treasurers and chairs received training in English and French by the MUHC Finance Department.

Our next task was to spend over \$200,000.00 of surplus money accumulated by the committee to purchase equipment to improve quality of care on each site.

The arrival of the Lachine Hospital and its long-term facility Camille-Lefebvre to the MUHC came to change the manner in which we conduct our meetings. The meetings are conducted in both languages and the minutes are translated. Our Committee approached the RPCU to ask the government to increase the sum of money given to hospitals providing services in English. The cost of translating our work increases our expenses.

A revision of the by-laws was done by a sub-committee. Additions, corrections and French translation were made in 2011.

## Mandate

At least five of our members attended conferences and conventions given by the *Regroupement Provincial des Comités des Usagers* and the *Conseil pour la Protection des Malades*. The information guided our members in explaining how to carry out their mandate and offered ideas on various ways to accomplish our mission.

## Communications and Public Affairs

In June 2011, at *l'Office de Consultation Publique de Montréal* the two Co-chairs presented a brief to highlight the need to reconfigure in part the site at the Montreal General Hospital. As the hospital undergoes its renovations, it will need to relocate clinics. The aging population will create a greater demand for handicapped parking. Following this event, the two co-chairs also participated in the one-hour open-line radio show *Health Beat on CJAD Radio*.

A number of site committees participated in an awareness week concerning the rights of users, an initiative which was launched by the RPCU in September 2011. In particular, the site committee for The Montreal Children's Hospital, known as the Family Advisory Forum, has to be acknowledged for organizing a public conference for this event and participating in the CJAD radio program *The Kim Fraser Show*.

## Site Committees

Lachine Hospital and Camille-Lefebvre

### Membership

Name	Representation	Role
Yvan Cardinal	In-patients	Chair
Guy Meunier	In-patients	Co- chair
Pierrette Leroux	In-patients	Treasurer
Raymonde Deslauriers	Acute Care	Chair
Marie Simard	Acute Care	Member
Jeannine Lefebvre	In-patients	Member
Bélanger Lise	In-patients	Member
Charles Gingras	In-patients	Member
Yvette Pilon	In-patients	Member
Claire Fournier	In-patients	Member
Lorraine Joly	In-patients	Member

Non-voting members are: Angela Tanasa (Council of Nurses), Jocelyne Faille (Administration), and Ginette Gendron (Secretary).

The Committee meets regularly once a month.

At the meetings, reports from the in-patients at Camille-Lefebvre Pavilion and users from the Lachine Hospital are presented. Some of their complaints deal with the quality of food and parking. The accomplishments of the committee include: memorial plaques, suggestion boxes, music on all floors and attendance at a conference dealing with end-of-life issues. The theatrical play—*Jeannine, the Heroine* was performed in collaboration with the In-patients’ Committee of the Montreal Chest Institute. For next year, the committee wishes to improve its visibility.

**Royal-Victoria Hospital**

**Membership**

Name	Representation	Role
<b>Brenda MacGibbon-Taylor</b>	Users	Chair
<b>Douglas Burns</b>	Users	Co-chair
<b>Clarise Samuels</b>	Users	Secretary
<b>Larry Freedman</b>	Users	Treasurer
<b>Constance Goral</b>	Users	Member
<b>Beverly Fields</b>	Users	Member
<b>Lesley Régnier</b>	Users	Member
<b>Elissa Comolli</b>	Users	Member
<b>Doreen Edwards</b>	Users	Member
<b>Gwen Vineberg</b>	Users	Member
<b>Margaret Wallace</b>	Users	Member
<b>Eva Zietkiewicz</b>	Users	Member
<b>Barbara Freedman</b>	Users	Member
<b>Cheryl-Anne Simoneau</b>	Users	Member
<b>Eligio (Joe) Ojeda</b>	Users	Member
<b>Lisa Rosati-White</b>	Users	Member

Non-voting members are: Dr. Thomas Kolivakis (representative of the Council of Physicians), Carol Common (representing Nursing), Danièle Thibodeau (Ombudsman, RVH), Linda Maruska (Advisor, Quality Management), Kathy Kowal (Manager, Housekeeping Services).

MEETINGS: Meetings are held from September to May, the second Tuesday of each month. In addition, there is an annual dinner meeting in June with invited speaker—10 meetings in all.

**Ongoing major concerns of our committee in which our committee members are actively involved:**

- Dialysis: Doug Burns organized a meeting of RVH dialysis outpatients and concerned others which resulted in the formation of the Dialysis Outpatient Committee. This is a very active ad hoc committee lead by Arlene Field and Evelyn Seligman and has been in meetings with the Agence de santé de Montreal . They have designed a questionnaire to identify the needs of dialysis patients.

- Transport: Lisa Rosati-White, Doug Burns and Constance Goral are involved in this dossier which concerns the efficiency of transportation by hospital porters. For that purpose, the committee was able to hear the porters' views, and shared its concerns with administration in order to improve waiting time for users.
- Handicapped Access: Issues include parking (Constance Goral), wheelchairs and access at entrances (Lisa Rosati-White), and handicapped bathrooms (Margaret Wallace).
- The Chair held a joint meeting with the Ombudsman, administration and technical services to discuss the replacement of doors to the Ross and the Women's Pavilions.
- Housekeeping: Housekeeping tours are done periodically by Doug Burns, Constance Goral, and Clarise Samuels. They recently toured the RVH kitchens (February 2012).
- Patients dismissed by doctors: Clarise Samuels has done some research in this area and presented a discussion paper on this topic.
- Petition to the National Assembly regarding the shortage of family doctors in Quebec (Clarise Samuels).

**RVH committee activities of our members:**

Hotline: Eva Zietkiewicz is responsible for our patients' telephone line and receives between 5 - 10 calls per month about half of which are referred to the RVH Ombudsman.

Brenda MacGibbon-Taylor, Eva Zietkiewicz, Constance Goral, Lisa Rosati-White, Margaret Wallace and Lesley Régnier, aided by Johanne Chryk, manned a table at the main entrance of the RVH for one day during Users' Committee Week to inform patients of their rights and to tell them about patient committees.

**MUHC committee activities of our members:**

Brenda MacGibbon-Taylor: MUHC Geriatric Quality Committee, MUHC Emergency Quality Committee (Adult Sites).

Margaret Wallace: MUHC Transitional Care Quality Committee (long-term patients).

Brenda MacGibbon-Taylor, Lesley Régnier, Lisa Rosati-White, Cheryl-Anne Simoneau, Gwen Vineberg: members of the TCAB team.

Cheryl-Anne Simoneau: Master Trainer, My Tool Box Programme.

## MONTREAL NEUROLOGICAL INSTITUTE AND HOSPITAL

### Membership

Name	Representation	Role
<b>Maria Mastracchio-Lafontaine</b>	Users	Chair
<b>Barbara Finlay</b>	Users	Vice-chair
<b>Thomas McCutcheon</b>	Users	Treasurer
<b>Louise Desmarais</b>	Users	Member
<b>Gregory Korsos</b>	Users	Member
<b>Zénon Olejniczak</b>	Users	Member
<b>Maria Jao Pires</b>	Users	Member
<b>Mario Di Carlo</b>	Users	Member
<b>Nancy Wright</b>	Users	Member
<b>Judy Loader</b>	Users	Member
<b>Francine Adelson</b>	Users	Member
<b>Ann Baxter</b>	Users	Member
<b>Darlene Picard</b>	Users	Member
<b>Lawrence Reach</b>	Users	Member
<b>Constance Goral</b>	Users	Member

The committee invites the following non-voting members: Martine Alfonso (Administrative Director, Neuroscience mission), Pascale Valois (Ombudsman), Beany Peterson (Librarian in the Resource Room for users and their family), and Dr. Deborah Radcliffe-Branch (Director of *My Toolbox*).

The committee meets on the third Wednesday of every month.

### Accomplishments at the MNH in 2011

1. The MNH Users' committee has bought books and pamphlets for patients in the Resource Room.
2. Lobbied for the City of Montreal to repair the slope of the sidewalk facing the wheelchair accessible entrance.
3. Obtained more parking spaces for patients with reduced mobility.
4. Administration accepted to install an awning which will be placed outside the accessible entrance.
5. Arranged to have a larger Resource Room with an enclosed office for the Librarian to ensure patient confidentiality.
6. A cart will be purchased for the neurology floor at the MGH to carry educational material from the MNH for stroke patients.

### Our members have offered their services on different committees

- Barbara Finlay co-chaired with Shirley Steele a working group on CAPS.
- Mario Di Carlo, Francine Adelson, Barbara Finlay and Maria Mastracchio-Lafontaine are involved in TCAB (4<sup>th</sup> Floor, surgery).

- Mario Di Carlo and Maria Mastracchio-Lafontaine participate in a committee reviewing the architectural features and design of the future hospital.
- Maria Mastracchio-Lafontaine is a member of a committee formed to study how the MNH will function on its own once the doors close at the RVH.
- Thomas McCutcheon represents patients in neurology at the MGH.
- Gregory Korsos visits stroke patients at the MNH.
- Mario Di Carlo, Maria Pires, Barbara Finlay and Francine Adelson are involved in *My Toolbox*.
- Nancy Wright, Judy Loader, Ann Baxter, Maria Mastracchio-Lafontaine take care of the greeting program and meet with patients on a daily basis, deal with their questions and complaints, and flyers on users' rights are distributed.
- Barbara Finlay, Louise Desmarais and Maria Mastracchio-Lafontaine visited the Constance Lethbridge Rehabilitation Center to show the MUHC Director of Planning and architects of the Glen site the type of accessibility required for patients in motorized wheelchairs, including access to toilets, sinks and water fountains.

### Montreal Chest Institute

#### Membership (Users and In-patients)

Name	Representation	Role
<b>Suzanne Sirois</b>	In-patients	Co-chair
<b>Pierre Hurteau</b>	In-patients	Co-chair
<b>Shirley Steele</b>	Users	Chair
<b>Marie-Andrée Landry</b>	Users	Treasurer
<b>Gail Campbell</b>	Users	Member
<b>Brian Yaun</b>	In-patients	Member
<b>Robert Creig</b>	In-patients	Member

Non-voting members are: Chantal Souigny (Director of Respiratory Nursing Care at the MUHC), Martin Sills (Nurse Manager of long-term care), Danièle Beaucage, (Head Nurse of outpatient clinics).

All in-patients are invited to our meetings which are normally held the first Tuesday of each month except for July and August. When there are issues that affect all users, both committees meet together. Our meetings are held in room J6.26 which is a family room for in-patients. A computer is available to users, family members and to members of the committee. Users and family members can reach us by **telephone at: 514-934-1934 poste 32509/31968 or by email: Comitedesresidents.ITM@MUHC.MCGILL.CA.**

#### Promotion of Users' Rights and the Protection of Users

The committee receives about thirty complaints per year of which one quarter are referred to the Ombudsman. The remaining complaints are handled by the committee seeking a satisfactory solution with the assistance of staff or administration. To facilitate communication with users and in-patients, the committee installed suggestion boxes on all floors. The

committee had posters placed in all rooms which provided information to all patients and family on how to reach the committee.

### **An Awareness Campaign**

In March 2011, an awareness campaign focused on the users' rights to participate in making decisions that affect them. Based on this theme, a play—**Jeannine, the Heroine**—was created by the Theatrical Company *Le Mimésis* of Montreal, in collaboration with the committee and nursing staff. The group gave two performances which attracted more than seventy-five in-patients, users, family members and staff. The play tells the story of Jeannine Gagnon, a woman in her fifties, who is hospitalized due to chronic obstructive pulmonary disease (COPD). In a comical way, the audience learns all about the rights of users and their right to participate in their own care. Once hospitalized as a long-term patient, Jeannine decides to get involved and becomes the chair of the In-patients' Committee.

As part of the Awareness Campaign, the committee held a bilingual mini-symposium entitled **Taking an Active Role in My Health Care**. Pierre Hurteau invited Professor Hubert Doucet, formerly part of the teaching staff in Bioethics at the Université de Montreal and M<sup>e</sup> Stéphanie Beaulieu, a lawyer of the Public Curator. The third speaker was Patty O'Connor, Director of Nursing at the MUHC and in charge of the project *Transforming Care at the Bedside*.

For promotional purposes, posters, pamphlets and bookmarks were created.

As part of these events, and at the request of the in-patients' committee, the hospital management has agreed to pay special attention to the development and implementation of individualized service plan for users. All in-patients and their representatives have met with a multidisciplinary team.

The committee was represented by Suzanne Sirois and Pierre Hurteau who presented a brief at a Public Hearing on Dying with Dignity. It is available at the following site:  
[http://www.assnat.qc.ca/Archives/ra/39Legislature1/DEBATS/journal/csmd/100909.htm#\\_Toc292200976](http://www.assnat.qc.ca/Archives/ra/39Legislature1/DEBATS/journal/csmd/100909.htm#_Toc292200976).

Pierre Hurteau was invited by the Agence de santé de Montréal to participate in the development of documents to offer support to users' committees and work on ways to promote the complaints system. Users could consult a directory of promotional tools that are found on the following site:

<http://agence.santemontreal.qc.ca/partenaires/comites-des-usagers/#c1800>.

The RPCU organized its Week of Awareness. We participated by placing posters on three floors. Committee members distributed leaflets on the rights of users to people and *My Toolbox* leaflets were placed in the hospital entrance.

The committee is currently working on the creation of the *Superstar Award* event to be held in April 2012.

## Improving Quality of Life

### Meals

With the arrival of new food carts, the committee has worked with Food Services to improve the quality of food. Offering new and more varied menus have been suggested. Serving meals based on themes corresponds to government policies on alternative living environment. Several meetings have taken place.

### Window Washing

The committee has requested for windows to be washed on floors 6 and 7. It was also able to obtain new washrooms for in-patients in the corridors of Floor 6 and 7.

### Air Conditioning

In the summer of 2011, the committee obtained air conditioning in the cafeteria and in the corridors on floors where the in-patients reside.

### Modification of Rooms

The committee obtained for the in-patients a meeting with the Agence de santé de Montréal. It requested to decrease the number of patients in a room from four to two. It was done immediately. At the same time, the committee made the Agence aware of their need to maintain the level of specialized respiratory care for its in-patients after the closure of the MCI in late 2014.

The committee ensures the comfort of its users and the cleanliness of the facility. Window washing remains a priority for 2012.

## The Montreal Children's Hospital Family Advisory Forum (FAF)

### Membership

Name	Representation	Role
Nicole Piggot	Users	Chair
Alfonso Randisi	Users	Treasurer
Lisa Rosati-White	Users	Secretary
Konwatsitsawi Meloche	Users	Member
Sara Silva-Simões	Users	Member
Nathalie Bouchard	Users	Member
Vicky Triassi	Users	Member
Luciano D'Iorio	Users	Member
Seeta Ramdass	Users	Member
Anne Lagacé Dowson	Users	Member
Seymour Smith	Users	Member
Beverly Fields	Users	Member
Robert Bloom	Users	Member
David Hoida	Users	Member

The non-voting members are: Immacolata Gidaro (Coordinator); Lisa Dutton (Coordinator of Public Affairs and Communications); Rosanna D’orazio (social worker); Dr. Patricia Riley, Dale MacDonald, Marie-France Haineault (childlife), and Patricia Boyer (Ombudsman).

The committee meets every month from September to June. The committee can be reached at any time by telephone: **514-934-1934, local 28747**; or by email **fcf\_faf@muhc.mcgill.ca**

The committee has been involved with various issues:

- i) The impact on children and their families when the child is transferred between units, for example moving from intensive care to a regular ward, with the participation of pediatrician Dr. Bardin.
- ii) Quality of food in order to improve nutritional value, including vending machine items, with the participation of nutritionist Cynthia Oliver.
- iii) Planning of services and programs available to the new Children's Hospital, with the participation of Imma Franco, Associate Director of Planning.
- iv) Creation of the Youth Forum, with the participation of Wendy Reis and Bertrand Dupuis, Child Life Educators.
- v) The Advisory Committee held a reception to ensure greater visibility and make itself known to other committees.
- vi) Presentation by K. Meloche on difficulties faced by American Indians and Inuit in the health system and their special needs.
- vii) Discussion with staff about allowing parents to remain with their children when they are put under anesthesia prior to surgery.
- viii) Discussion about the possible impact of a new protocol proposed by the Agence de santé de Montréal regarding neonatal care unit. The problem was resolved.
- ix) Other topics also discussed during the meetings included future of the Asthma Clinic with Dr. Francisco Noya, Director; security issues related to fall prevention with participation of Eren Alexander, RN; services to cultural communities; the activities of the MCH Foundation, outpatient clinics with Dr. Aurore Côté; changes to the information kiosk in the lobby; and organization of a Halloween costume contest.
- x) Survey on the quality of services with questionnaire developed by Imma Gidaro and Nathalie Bouchard.
- xi) Awareness Week for rights of users: kiosk with flyers at the entrance; public seminar on the rights of users with testimonials from parents, a presentation of the Complaints Commissioner and the Director General of the RPCU.

**Several members participated in various committees:**

Nicole Piggott / Joe Caprera: Council for Services to Children and Adolescents (CSCA) to ensure that all needs of children, adolescents and families are met within the MUHC.

Beverly Fields: Ethics Committee, participation in a joint meeting with the ethics committee of Ste-Justine Hospital.

Seeta Ramdass: Multiculturalism and socio-cultural activities.

Lisa Rosati-White: Canadian Family Advisory Network (Secretary), participation at the Annual Conference of the Canadian Association of Paediatric Health Centres, accompanied by Konwatsitsawi Meloche, Nicole Piggot, Beverly Fields and Imma Gidaro.

J. Caprera: Food service and creation of the Farmers' Market at the MCH.

David Hoida: founder of the Youth Advisory Forum.

Robert Bloom: Quality Control Committee and Risk Management; Committee on Patient Engagement.

**Montreal General Hospital**

**Membership**

Name	Representation	Role
Patricia Cogan	Users	Co-Chair
Paul Horowitz	Users	Co-Chair
Thomas McCutcheon	Users	Treasurer
Evelyn Seligman	Users	Secretary
Shirley Steele	Users	Member
Jeanette Sharma	Users	Member
Wendella Hamilton	Users	Member
Jim Rossetti	Users	Member
Norman Fisher	Users	Member
Judy Phillipson	Users	Member

MEETINGS: Meetings are held from September to May, the second Thursday of each month.

The committee has been in a transitional rebuilding stage and recently suffered the loss of long-time co-chair, Jim Seeley. The concern for patients' welfare is at the forefront of all the committee's endeavours:

- Committee members have participated in and been supportive of hospital initiatives and programs such as TCAB (Patricia Cogan and Judy Phillipson) and other programs.
- The committee has been actively involved in the concern for placement of dialysis patients with respect to the new facilities under construction at the Glen site.
- The committee has purchased two new computers and printers for patient use and has helped obtain more handicapped parking spaces in front of the hospital.
- The committee is developing new goals and objectives for the coming year, which include fostering a closer working relationship with other users' committees.

### In-patients' Committee

#### **Membership**

Name	Representation	Role
<b>Jeanette Sharma</b>	In-patients	Chair
<b>Joseph Chernabrow</b>	In-patients	Member
<b>Toni Casserta</b>	In-patients	Member

The non-voting members are Head Nurse of the transitional unit, Chantal Lefebvre, and Tammy Letz, recreologist.

Since September 2011, suggestion boxes were installed. A computer was donated and recreational games were purchased.

A meeting was organized with staff and in-patients to inform them of their needs and to have a follow-up.

The committee organized special meals: smoked-meat, BBQ, and pizza. It is a great opportunity to socialize and exchange ideas.