



**Le Comité des usagers**  
du Centre universitaire de santé McGill

The McGill University Health Centre  
**Patients' Committee**

# **ANNUAL REPORT**

## **2013-2014**

*Récipiendaire du Prix d'excellence 2012*  
du Regroupement provincial des comités des usagers

*Recipient of the 2012 Award of Excellence*  
from the Regroupement provincial des comités des usagers



## MEMBERS

MEMBER'S NAME (ELECTED)	SITE / MISSION	REPRESENTATION	FUNCTION
Pierre Hurteau	MCI	In-patients	Co-chair
Linda Jurick	GERIATRIC MISSION	Users	Co-chair
Lisa Rosati-White	RVH	Users	Secretary
Constance Goral	RVH	Users	Treasurer
Doug Burns	RVH	Users	Interim Treasurer
Paul Horowitz	MGH	Users	Member
Tom McCutcheon	MGH	Users	Member
Evelyn Seligman	MGH	Users	Member
Raymonde Deslauriers	Lachine	Users	Member
Pierrette Leroux	Camille-Lefebvre	In-patients	Member
Eva Zietkiewicz	RVH	Users	Member
Seeta Ramdass	MCH	Users	Member
Alfie Randisi	MCH	Users	Member
Mario Di Carlo	MNH	Users	Member
Kieran Gibbs	CANCER MISSION	Users	Member
Johanne Chryk			Administrative Officer

<b>THE EXECUTIVE COMMITTEE</b>
Pierre Hurteau, Co-chair
Linda Jurick, Co-chair
Lisa Rosati-White, Secretary
Constance Goral, Treasurer
Doug Burns, Interim Treasurer

## REPRESENTATION ON THE MUHC BOARD OF DIRECTORS

Pierre Hurteau
Mario Di Carlo

### **MUHC SITES:**

Lachine General Hospital - LGH

Montreal Chest Institute - MCI

Montreal Children's Hospital - MCH

Montreal General Hospital - MGH

Montreal Neurological Institute and Hospital - MNI and MNH

Royal Victoria Hospital - RVH

### **CHAIR'S MESSAGE**

If I had to summarize in one word the year 2013-2014, I would opt for "consolidation".

We have become a more effective working group. This is notably reflected in our ability to work in cohesion with a strategic vision. Thus, we have established mechanisms and methods to achieve our goals.

For example, for the first time in our history we are able to present statistics by category of complaints received for the entire year. This allows us to target our interventions close to those of the administration in view of improving the quality of services and the well-being of the user. We are equally reliant on a Communications subcommittee with the objective of better articulating our strategic interventions in the media. The Treasury also worked very hard to standardize our budget and financial practices, and in according any follow-up and results to be more accessible. We also broadened our efforts to develop the project of "patient engagement", and we are actively involved in defining the criteria in the hiring and selecting of the future coordinator for this project.

In the meantime, we have been able to participate quite actively on various committees of the MUHC committed to the transition towards MUHC 2015, notably the GPOs (*Grands projets d'optimization*) that touch upon Ambulatory Care and the makeup of staff, but also in other transition committees like the creation of a satellite Hemodialysis unit and the relocation of the long-term Respiratory care unit of the Montreal Chest Institute.

Therein is 'patient engagement' in action.

Many challenges await us in the coming year when the Glen opens its doors. We are actively preparing for this big change and we are determined to ease the transition for users with our active

collaboration with the efforts made by the Administration in this direction, but in particular we look after the protection of the rights of users especially as some can be affected by reductions in service and divestment of these to other health service centers. This is also the reason for which we have created, in partnership with the CHUM (*Centre hospitalier universitaire McGill*) and the CPM (*Conseil pour la protection des malades*), the coalition of Users' Committees of Montreal.

In conclusion, I say a big Thank You to all our members of the MUHC Users' Committee as well as to all committee members on the various sites. They volunteer themselves in the service of users to protect their rights and seek the improvement of the quality of services.

Thank you to all who devote themselves tirelessly in participating on various committees at the heart of the MUHC. I also salute the goodwill of the MUHC administration that sincerely believes in the participation of the user in the realization of its mission.

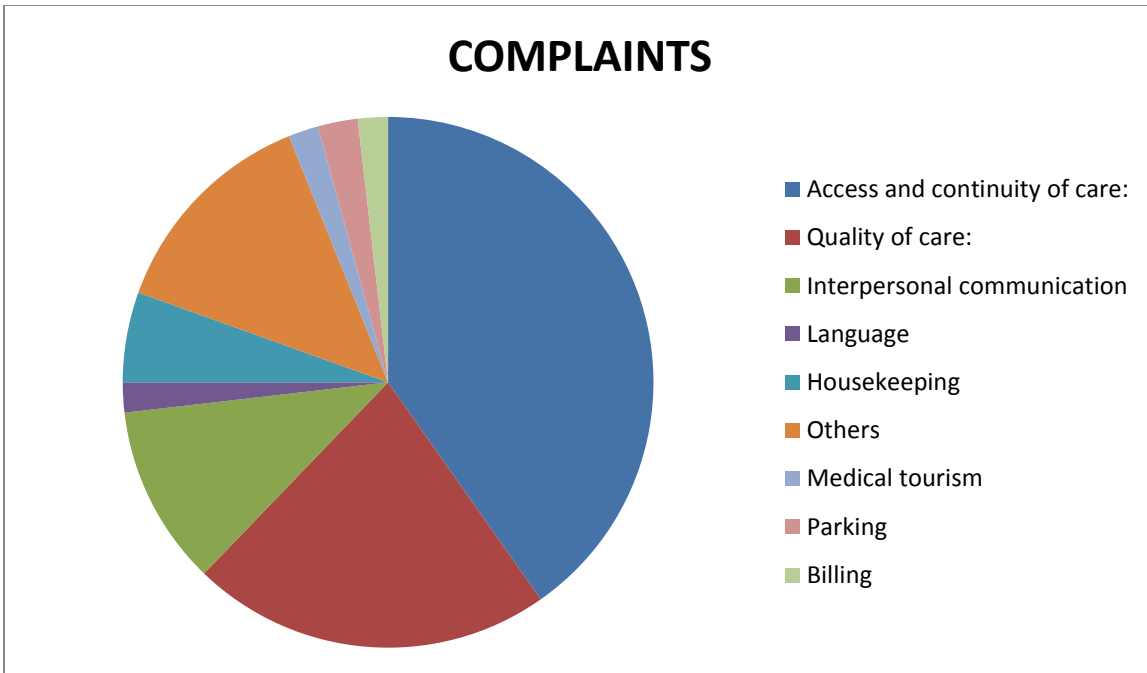
Pierre Hurteau  
Co-Chair

### **CALENDAR OF MEETINGS**

FREQUENCY: Monthly, 10 times / year  
LOCATION: Glen Conference Room, 5100 de Maisonneuve West  
DURATION OF MEETINGS: 3 hours

### **COMPLAINTS**

Access and continuity of care:	66
Quality of care:	36
Interpersonal communication:	18
Language:	3
Housekeeping:	9
Others:	22
Medical Tourism:	3
Parking:	4
Billing:	3
<b>TOTAL:</b>	<b>164</b>



*Note: Two Complaint cases involved more than one category.*

### **ACCOMPLISHMENTS**

**April 2013:** Submission for MUHC Patients'/Users' Committee website

**May 2013:** MUHC 6 GPOs (Grands projets d'optimisation) :  
Staff mix, Operating rooms, Lachine, Ambulatory, Medical imaging, Labs  
We have lobbied to have patient representation on *each* GPO committee.

**May 2013:** Pilot Patient Satisfaction Survey – RVH Surgical 9.

**May 2013:** Committee posters created to inform the public about the function of patients' committees and where they can be contacted.

Petition – to the National Assembly of Quebec, protesting the shortage of family doctors, particularly in the City of Montreal. This was presented by Henri-François Gauthrin, MNA Verdun.

**September 2013:** Creation of a Patient Engagement Committee to follow-up on the recommendations of the Patient Engagement Liaison Officer position endorsed by the MUHC Board of Directors.

**September 27-October 4, 2013:** Patients' Awareness Week

Theme: Patient Engagement members were present at kiosk tables with information set up at each site.

**September 2013:** "My Toolbox" - Chronic Disease Self-Management program

Guest speaker: Dr. Debra Radcliffe-Branch Public presentation held at 5100 de Maisonneuve West, Glen Hall.

**October 15, 2013:** Annual General Meeting (AGM) open to the public, and held during our monthly meeting.

**December 2013:**

Motion: To create a Communications protocol subcommittee of the MUHC Patients'/Users' Committee to:

- address publicly, and coordinate and monitor vital health issues affecting MUHC patients in collaboration with staff and other groups and individuals as necessary
- increase awareness of the issues affecting patients both internally within the MUHC and externally with the public
- relaying experiences and successes of patients
- determine how patient representatives advocate and promote events within the MUHC and externally with the public.

**Bill 60 – Quebec Charter of Values**

(Approved Motion sent to the MUHC Board of Directors)

*The mandate of the MUHC User's Committee is to represent patients' rights and to ensure that they receive the best care possible. One strength of our institution is the diverse population which we serve, and the commitment and dedication of the professionals and employees who serve them. The staff come from many different religious and cultural backgrounds.*

*In our hospitals they can be seen wearing hijabs, turbans and kippahs. Many have worn these head coverings their entire adult lives and consider them an integral part of their identity.*

*They believe that the government's demand for them to remove their religious headgear is a repudiation of their religious faith. This part of Bill 60 is unjustifiably discriminatory and represents a denial of religious freedom.*

*The MUHC is in danger of losing the services of these professionals and employees. The MUHC's stated decision to apply for an exemption would only give the personnel who wear religious*

*headgear the time to seek employment elsewhere.*

*The MUHC Users' Committee is strongly opposed to that part of Bill 60 which expects employees in the health sector to remove head coverings that are a religious symbol. We recommend that the MUHC Board of Directors categorically refuse to accept the implementation of the policy of exemption.*

#### **February 2014:**

**Budget Protocol Revision:** The MUHC Patients'/Users' Committees' reporting and recording procedures were modified to simplify the expense reporting and provide improved control. The individual site committees' cost centers were eliminated in the MUHC Finance Departments General Ledger, with all costs and expenses to be collected in a single cost center. The individual site committees will record and maintain control over each of their individual committee's expenditures. Approved procedures were defined. A detailed description of the modifications to the procedures was drafted and approved by the Central Patients'/Users' Committee, for informing the officers of each site committee.

#### **Revision of MUHC Patients'/Users' Committee BYLAWS**

#### **March 2014:**

Because the Royal Victoria Hospital is scheduled to close in April 2015, a new dialysis facility will become mandatory to accommodate patients in their need for this vital life-sustaining treatment. One our members has been closely involved with the outpatient dialysis Committee in order to: (a) survey patients to assess their needs, (b) visit various dialysis centers, (c) be informed about meetings with government officials, and (d) oversee the creation of a new dialysis satellite site. The Dialysis Steering Committee and several dialysis workgroups, in collaboration with MUHC health professionals, are finalizing a decision on the location of the satellite. To fiscal year-end date, this decision has not yet been finalized, and this project is ongoing.

#### **Annual voting to elect the MUHC Patients'/Users' Committee Executive.**

Result: Term: **March 2014 – March 2015**

**Co-Chair:** Pierre Hurteau

**Co-Chair:** Mario Di Carlo

**Secretary:** Lisa Rosati-White

**Treasurer:** Norman Fisher (appointed)

MOTION: That the Cancer Mission have an “inactive” status until a new committee is created and its Chair selected.



## **CONFERENCES / EVENTS**

Some members attended one or more of the following:

**April 10, 2013:** Anglophone network of the RPCU (Regroupement provincial des comités des usagers) held at the Father Dowd Residential Center.

**May 3, 2013:** RPCU information session given to our members at the MUHC. 5100 de Maisonneuve W Glen hall

**September 24, 2013:** Anglophone network of the RPCU held at the MAB (Montreal Association for the Blind – Mackay Center).

**October 23 – 25, 2013:** RPCU Annual General Convention, Montreal.

**February 9, 2014:** Mario Di Carlo video - Patient Engagement  
<https://col127.mail.live.com/?tid=cvJ4g3EwYTuH8UqRAowr1jrw2&fid=flinbox>

**March 26, 2014:** Anglophone network of the RPCU held at the KSCS Kahnawake Cultural Center

## **GUEST SPEAKERS**

**April 2013 – March 2014:** Monthly report from Lynne Casgrain, MUHC Ombudsman, on the status of complaints made by patients.

### **APRIL 2013**

Ann Lynch, MUHC Director of Clinical Operations and Nursing Affairs

**Topic:** An update on the expected MUHC budget cuts.

### **MAY 2013**

Terrence Meehan, MUHC Director of Logistics

Mathieu Jetté: Coordinator MUHC Emergency Measures

**Topic:** Impact of cuts on patient care

### **JUNE 2013**

Ann Lynch, MUHC Director of Clinical Operations and Nursing Affairs

**Topic:** Update on the GPOs (Grands projets d'optimisation)

Julie Liebman, MUHC Legacy Committee

**Topic:** Information on the preservation of historical objects and documents of the MUHC

### **OCTOBER 2013**

Jean Huot, MUHC Director of Information Services

Jeff Smith, MUHC Supervisor Adult sites, Archives access and Medical Records

**Topic:** Preparation & transfer of medical records, files and charts to the Glen.

“Streamline” is a module of Oasis, a scanning process of all medical reports/records.

### **NOVEMBER 2013**

Patty O’Connor, MUHC Director of Nursing, co-chair Staff mix GPO (Grands projets d’optimisation)

Johanne Brodeur, MUHC Director of Human Resources, co-chair Staff mix GPO

Jane Chambers-Evans, Nursing Clinical Specialist, Ethics Chair – adult sites

**Topic:** Integration Nursing Assistants (INA) rollout: Impact on patient care

### **DECEMBER 2013**

Normand Rinfret, CEO MUHC

**Topic:** Gave an overview of the MUHC financial status and the Annual General Meeting of the Board of Directors held on December 3<sup>rd</sup> as well as the status of the MUHC position on the Charter of Values to be submitted to the Quebec government before December 20th.

Dr. Deborah Radcliffe-Branch, Director: My Toolbox

Diana Braia, Coordinator: My Toolbox

**Topic:** My Toolbox - A Chronic Disease Self-Management program

A PowerPoint presentation was given “Living a healthy lifestyle with chronic conditions”.

The “My Toolbox” program is a free 6-session workshop designed to help individuals develop the skills needed to better manage the day-to-day challenges of living with a chronic health condition.

<http://mytoolbox.mcgill.ca/en/index.php>

### **JANUARY 2014**

Ann Lynch, MUHC Director of Clinical Operations and Nursing Affairs

**Topic:** Update – GPOs (Grands projets d’optimisation), Patient Engagement liaison

## **PARTICIPATION ON MUHC COMMITTEES**

- Vigilance committee of the Board
- Communications committee of the Board
- Nurses' Council on Quality and Nursing Executive combined committee
- Committee On Quality And Risk (COQAR)

- Clinical Operations ad hoc committee
- GPOs (Grands Projets d'Optimization)
- Ambulatory care Steering committee
- Nephrology Quality Assurance committee
- Dialysis Transition Planning Steering committee
- Dialysis Transition Satellite, Repatriation, and Modus Operandi workgroups
- Patient Education Committee (PEC)
- PAINFREE initiative
- Transforming Care At the Bedside (TCAB)
- Planning committee for the Institute for Strategic Analysis and Innovation (ISAI)
- My Toolbox instruction - Self Management workshops for patients living with Chronic conditions
- Communications subcommittee of the MUHC Patients'/Users' Committee
- Job description planning for the Patient Engagement liaison position
- Ad hoc End of Life committee
- MCI-Camille Lefebvre Transition committee
- All respective Site Patients' committees

## PARTICIPATION ON COMMITTEES EXTERNAL TO THE MUHC

- Coalition montréalaise des comités des usagers (CMCU)

### MEDIA

April 8, 2013: Evelyn Seligman and Arlene Field - *Opinion: 'New Policy ignores concerns of dialysis patients'* . Article appeared in the Montreal Gazette and on their website.

February 9, 2014: Mario Di Carlo - Advisor/Leader: Community Engagement: An indispensable contribution to our health care system. Exploring opportunities for the New MUHC, *Health Innovation Report No.7*

February 22, 2014: Pierre Hurteau - *Opinion : Où est passé la compassion envers les patients atteints de cancer ?* Article appeared on the MUHC website, Newswire, and Josée Legault's blog

February 26, 2014: Lisa Rosati-White - *Opinion: 'Cancer patients want control over where they get care'* Article appeared in the Montreal Gazette and on their website.

March 24, 2014: Podcast - CJAD: Doreen Edwards, two time cancer survivor and founder of VOBOC; Paul Horowitz, Co-chairman of Montreal General Hospital Site Committee /Member of

