



Le Comité des usagers
du Centre universitaire de santé McGill

The McGill University Health Centre
Patients' Committee

ANNUAL REPORT

2013-2014

ANNEX

SITE COMMITTEES

REPORTS

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



Camille-Lefebvre Patients/Long-term residents Committee 2013-2014

ANNUAL REPORT OF ACTIVITIES AND FINANCES

NAME	ADDRESS
Centre d'hébergement Camille-Lefebvre	637 13 TH avenue
	Lachine, Quebec
	H8S 4K4

MEMBERSHIP

Name	Fonction	Representative	Status			
			Patient	Representative	Family volunteer	volunteer
Yvan Cardinal	Chair	x				
Guy Meunier	Co-chair	x				
Raymonde Deslauriers	In-patient/users representative L.D.					x
Angela Tanasa	Head of unit	x				
Bruno Pourdrier	Head of unit	x				
Pierrette Leroux	In-patient/users representative C.D					
Jeannine, Lefebvre	In-patient/users representative C.D					
Normand, Fisher	Treasurer					x
Linda Jurick	MUHC					
Jocelyne Faille	Director Lachine Campus	x				

Mrs. Lorraine Joly, Mrs. Yvette Pilon, Mr. Mario Chiasson (long-term residents)
 Mrs Élane Trottier member

Representative(s) to the Board of Directors

1.

2.

Name :**title :****Tel.**

local:

MEETINGS**Annual general meeting – Date : June 12, 2014**

Patients Committee meetings : One meeting monthly

**PRIORITIES AND ACHIEVEMENTS 2013-2014** (Attach a statement if space is insufficient)

1. Keep track of requests from long-term residents / users

Statement of Revenues and Expenses

REVENUES

Balance on March 31, 2014	5000.00
Grants	
Interest	
Other income (please specify)	
Line 1	TOTAL : 5000.00

EXPENSES**1. Inform long-term resident/ patients of their rights and obligations**

• Information session	\$
• Elections	\$
• Taxis	\$537.90
• Training	\$
• Conferences + accommodation + meals	\$683.84
• RPCU Congress (October 22 to October 24, 2013)	\$747.34
• Expenses	\$
• Promotional material (brochures, posters, ...)	\$
• Printing	\$
• Speaker	\$
• Carpool	\$93.00

	• Catering	\$400.51
Line 2	TOTAL :	\$2,462.59

2. Promote the improvement of the quality of living conditions of long-term residents/patients		
3. To assess the level of satisfaction of long-term residents/patients		
	• Meetings	\$
	• Professional fees	\$
	• Satisfaction survey	\$
	• Assessment tools	\$
	• Other	\$
	•	\$
	•	\$
Line 3	TOTAL :	\$

4. Defend the rights and interests of long-term residents/patients or at the request of a long-term resident/patient defend the rights and interests as a long-term resident/patient		
	• Professional fees	\$
	• Legal advice	\$
	•	\$
	•	\$
Line 4	TOTAL :	\$

5. Accompany and assist a long-term resident at the request of a long-term resident/patient in any action undertaken, including when lodging a complaint		
	Transportation charges	\$
	Fees	\$
	Other expenses (specify)	\$
	Other expenses (specify)	\$
	Number of interventions :	\$
Line 5	TOTAL :	\$

MANAGEMENT AND ADMINISTRATION		
	• Publication of operating rules	\$
	• Production of report	\$
	• Postage	\$
	• Stationery, office supplies	\$

• Travel expenses (transportation, meals, etc.)	\$
• Membership fees (CPM; AQDR; CAAP; etc.)	\$
• Telephone, fax	\$
• Salary	\$
• Other expenses (specify) (meeting expenses)	\$
Line 6	TOTAL : \$

EXPENSES NOT RELATED TO MANDATE	
• Leisure	
• Donations, gifts, etc.	\$
• Immobilization	\$
• Other expenses (specify) Bank costs	\$
Line 7	TOTAL : \$

SOMMARY		
Line 8	TOTAL INCOME (Include the total of line 1)	\$5,000.00
	TOTAL EXPENDITURES (Include the total of lines 2-8 inclusive) :	\$2,462.59
	Surplus (deficit) BALANCe :	\$2,537.41
		\$5,000.00

OBJECTIVES AND ACTIVITIES IN 2013-2014 (Attach a statement if space is insufficient)	
1.	Increase the visibility of the committee
2.	Transfer of long-term residents of the Chest Institute to Camille-Lefebvre Pavilion planned for January 2015
3.	Improved menus and nutrition service new activities for recreation
4.	Installation of new beds and patient lifts in rooms at the Camille-Lefebvre Pavilion
5.	Recruitment of new volunteers

Chair's message (Attach a statement if space is insufficient)

So let me begin on behalf of the long-term residents/users Committee of Lachine, to recognize the dedication of all members and their valuable advice during the past year as well as their participation at our monthly meetings by bringing expertise and knowledge.

The rights and welfare of our long-term residents/users remains our priority.

Chair	:	Yvan Cardinal	Secretary	:	Élise Courville
Address	:	637-13th Avenue Lachine	Date		
Telephone	:	(514) 637-2351 local 77171			

**MONTREAL CHEST INSTITUTE INPATIENTS AND PATIENTS COMMITTEE
ANNUAL REPORT April 1, 2013 - March 31, 2014**

Chair's	remarks
	The year was marked primarily by the participation of our committee in various activities of transition to the future MUHC, particularly in regards to the transfer of the long-term respiratory care unit to the Camille-Lefebvre Pavilion in January 2015.
-Member List	
Cléroux Lorraine (deceased) Robert Creig (deceased) Suzanne Sirois (deceased), Co –chair Brian Yaun Pierre Hurteau, Co-chair Richard McGregor Leboeuf, representing users in acute care	
- Frequency and duration of meetings	
A monthly meeting that lasts 1:30 hours	

-Achievements

We have worked with food services to include a list of substitute meals and provide a small plastic lectern where the menu is inserted and placed on the bedside table of every long-term patient. It may be offered to acute care in-patients, when needed.

- Conferences – Events

International Symposium on Palliative Care

Regroupement provincial des comités des usagers (RPCU) annual conference

Conseil pour la protection des malades (CPM) annual congress

Annual Conference of the McGill RUIS

- Participation: MUHC Committees

MCI - Camille-Lefebvre Transition Committee which meets once a month to ensure the transition to Camille-Lefebvre Pavilion both on the logistics and clinical plans. Ensure that long-term patients continue to receive the same quality of general care, and more specifically respiratory care, inform residents about the details of the actual move, introduce them to the new site and make visits possible for families, ensure that a skilled workforce is available in the new center. The Transition Committee, with the participation of the long-term patients' committee held two meetings with users and their families to answer their questions. The users' committee also participated in the communication plan for the transition. A meeting with the long-term patients' committee was held at Camille-Lefebvre to prepare the welcome of new members from the MCI into their committee. The committee also worked to ensure that the language rights of residents are respected in their new environment.

- Projects (Ongoing or completed)

Participation in the project Transforming Care at the Bedside (TCAB) for the patients on the 5th floor (hospitalization)

- Guest Speakers / Invited Speakers: Topic / Subject

Can Support presented a range of services they offer to people in Oncology.

The Complaints Commissioner came to explain its role and the mechanism of complaints and appeal.

Sodexo: revision of the menus.

-Finance

A total spending of \$1546.00 for office supplies, catering, and attendance to conferences

- Complaints

1- Access and continuity of care	0
2- Quality of care	4
3- Interpersonal communication	
4- Language	1
5- Housekeeping	6
6- Others (dietary)	2

Montreal General Hospital Users' Committee

Annual Report

Chairs' Remarks -

This has been a challenging year for our committee. Members have participated in key hospital committees and have been strong advocates for patients. The MGH will be undergoing a transition period during the next few years. With the closure of the RVH there will be many renovations and changes to departments and clinics which are presently housed at the MGH. Our committee intends to take an active role in representing patients, in advocating for their rights and welfare in order to help them during this challenging time.

List of Members -

Tom McCutcheon Co-Chair
Paul Horowitz Co-Chair
Evelyn Seligman Secretary
Norm Fisher Treasurer
Judy Phillipson
James Rossetti
Philippe Ouaknine
Annie Bomok
Sabino Grassi
Johanne Chryk- Administrative Officer

Frequency and Duration of Meetings -

Our Committee meets on the second Thursday of every month at the MGH between 12 pm and 2:30 pm.

Format of Meetings –

We often have guest speakers at our meetings. The greater part of our meetings consists of the dissemination of information and the reporting by our committee members of items of interest from their participation in other committees. Reports are generally followed by discussion.

Conferences -

One of our members represented the committee at the Comité de la Protection des Malades conference in Laval.

Participation in MUHC Committees -

Our members were active participants in the following committees:

Agent de Liaison Search Committee
TCAB - Emergency Department
TCAB - Hemodialysis Unit
Communications Sub-committee of Board of Directors
Communications Sub-committee of MUHC User's Committee
MUHC Central User's Committee
Nephrology Quality Assurance Committee
Dialysis Transition Steering Planning Committee
Dialysis Transition Satellite Workgroup
Dialysis Modus Operandi Workgroup
Dialysis Repatriation Workgroup
Paint Free Initiative
MGH Transition Committee

Projects

Through their committee work our members have been active participants in the planning for the transition in dialysis at the MUHC.

We have had input into the plan to improve communications between the MUHC and the public.

Our newly elected Treasurer is working at improving our accounting system within the MUHC and all site committees.

A close liaison has been established with the Psychiatry in-Patient Department. We encouraged more patients to participate in the Physical Health Program entitled "Help One

Step at a Time".

Our intention for the following year is to conduct meetings in different parts of the hospital and to communicate with patients and hospital staff..

There is a need for a Resource Centre for patients and family members. Our committee will be exploring the possibility of establishing one at the MGH.

We intend to have a close working relationship with the Volunteer Department.

Guest Speakers – 2013

April – Ramona Rodriguez, Manager, Infection Control Department, MGH

August – Stephane Montpetit, MGH Nurses' Union

September – Pascale Valois, Ombudsman, MGH

October – Linda Jurick, Co-Chair, MUHC Users' Committee

Lisa Rosati-White, Secretary, MUHC Users' Committee

November – Dr. Ewa Sidorowicz, Director of Professional Services, MUHC

Ann Lynch, Associate Director, Clinical Operations, MUHC

Mario diCarlo, Co-Chair, Montreal Neuro Hospital Users'

Committee, Co-Chair, MUHC Users' Committee

Lisa Rosati-White, Secretary, MUHC Users' Committee

Marie-France Noel, Assistant to Ann Lynch

Patricia Cogan

2014

January – Pascale Valois, Ombudsman, MGH

February – John Theo, Operations Manager, Internal Transport, MUHC

Sabino Grassi, Treasurer, LHL Patients' Committee

Lisa Rosati-White, Secretary, MUHC Users' Committee

March – Angie Perillo, Nurse Manager, Psychiatry, MGH

Finances -

Our committee was allocated a total of \$5,000 to spend. We have spent \$4,852.85.

Patients'/Families' Complaint Phone Line

Following is a breakdown of the types of calls that were received:

- 1 – Access to and continuity of care – 35
- 2 – Quality of care – 17
- 3 – Interpersonal communication – 7
- 4 – Language – 1
- 5 – Housekeeping – 1
- 6 – Others – 13
- 7 – Medical tourism – 0
- 8 – Parking - 1
- 9 – Billing - 1

There is much work to be done in the following year as the MUHC undergoes a Redevelopment. We would be pleased to welcome new members to our committee.

Family Advisory Forum The Montreal Children's Hospital Annual Report 2013-2014

Introduction

This report describes the activities and projects of the Family Advisory Forum (FAF) of the Montreal Children's Hospital for the year April 1 2013- March 31 2014. The FAF is a sub-committee of the McGill University Hospital Centre's (MUHC) Central Users' Committee. It is represented at the Council for Services to Children and Adolescents (CSCA) through 2 members of the executive committee. The FAF exchanges annual reports and information with both groups. The FAF is accountable to the Users Committee of the MUHC and it's government set mandate.

Mandate

The FAF is there to inform patients and families of their rights and obligations and to defend or assist them if needed as outlined by the Regroupement Provincial des comites des usagers. In addition FAF strives to advance the practices of Patient and Family Centered Care and to help improve the quality of living conditions and overall satisfaction of the hospital experience for the children and families of the Montreal Children's Hospital (MCH.)

FAF Members

The FAF is a committee of families and staff, committed to representing patients and families in a collaborative effort with the MUHC, MCH and its community. Members are

volunteers who meet monthly, 10 months of the year, and participate on MCH and MUHC committees and Task Forces. MCH staff and physicians are also included to contribute and help guide the committee members, their projects, and actions. The FAF has 4 executive representatives voted in every 2 years and one staff liaison- the Patient and Family Centered Care Coordinator (PFCC) Imma Gidaro (ending in Oct 31, 2013.) The Chair of the FAF - Joe Caprera from 2012 to February 2014, Vice Chair, Wendy Longlade Chair from February 2014 to present, Secretary Linda Jurick, and Treasurer Alfie Randisi until February 2014.

The FAF is open to any MCH patients and their families who wish to make a valuable and beneficial impact to all patients and families of the MCH.

*See list of members at end of document

FAF Projects 2013-2014

- 1. Annual Patient Right's week-** FAF representatives set up 2 information booths to distribute and speak with as many users and staff throughout the hospital. A face painting artist was available on 2B for the children. A lecture done at WIAIH by Wendy Longlade, PFCC Coordinator Imma Gidaro and MCH Ombudsmen Patricia Boyer.
 - 2. Parent Present at Induction-** This project has since become a committee, chaired by Sabrina Drudi from Child Life. It has seen a marked increase in the number of patients benefiting from the PPI initiative since Jan. 2012. Claudette Woodgate and Robert Bloom are the FAF representatives and are also users of the PPI program.
 - 3. Youth Advisory Forum-** co-chaired by Marie-France Haineault (child-life services coordinator), and Ann Hébert (Volunteer Coordinator) 2 of the founding members have left since they are 20 years old now, and two new members since last spring. One of the YAF goals is to have a member attend the Champion for Safety meetings for the next year.
 - 4. Parent Boards-** Information officer Claudette Woodgate and PFCC coordinator have worked to post information such as FAF meeting times and dates, patient rights, welcome guides and volunteer hours among other information pertinent to patients and families.
 - 5. Guest speaker-** AED Mrs. Martine Alfonso, and Mrs. Sharon Taylor-Ducharme.
 - 6. Promotion of FAF activities-** articles published in the Chez Nous¹ as well as meetings with Associate Executive Director of the MCH to introduce and raise awareness of our presence and activities.
 - 7. Lobby for PFCC coordinator-** letters by FAF and a group of physicians were drafted and sent to CUC & MCH executive council regarding keeping Imma Gidaro as coordinator. Chair, Vice Chair and PFCC Coordinator Imma Gidaro of the FAF met
-

AED Mme. Martine Alfonso to discuss the issue of PFCC and how the FAF will proceed in the future.

FAF Projects 2014-2015 (new)

1. New FAF pamphlet- More culturally inclusive images and updated information on document required.
2. PFCC support- Continue to support initiatives set forward and towards all PFCC driven endeavors within the MCH.
3. Transition initiatives and volunteering (Parent ambassadors)
4. Recruiting and rebuilding of the FAF

FAF Committees and Consultation

1. Council for Services to Children and Adolescents (CSCA)- Joe Caprera, Wendy Longlade, Lyne Loiselle
2. Central Users Committee (CUC)- Seeta Ramdass, Alfie Randisi, Saud Bouhid
3. Quality Risk Utilization and Management (QRUM)- Robert Bloom
4. Ethics- Nathalie Bouchard
5. Parent Present at Induction (PPI)- Claudette Woodgate, Robert Bloom
6. Family Faculty- various members
7. SCIS- Sociocultural Consultation and Interpretation Services (SCIS)- Seeta Ramdass & Konwatsitsawi Meloche
8. Legacy committee- Linda Jurick
9. Developmental Care (neonatal NICU) – Claudette Woodgate
10. Research with Dr. Li- Claudette Woodgate
11. PFCC education group (SERVE initiative) -Wendy Longlade
12. PFCC Co-ordinator search committee- Wendy Longlade
13. Patient Flow (SERVE initiative)- Wendy Longlade
14. MCH Transition Steering Committee- Wendy Longlade

Furthering education

1. CFAN/CAPH-C- October 2013 Claudette Woodgate and Wendy Longlade
2. RPCU Basic Training- June 17, 2014. Various members

Member List

•Voting Members

Robert Bloom

Nathalie Bouchard

Joe Caprera- FAF Chair

Beverly Fields

Linda Jurick –FAF Secretary

(Kwatsi) Konwatsitsawi Meloche

Claudette Woodgate- Info Officer

Souad Bouhid

Wendy Longlade- FAF Vice Chair

Amy Ma

Seeta Ramdass

Alfie Randisi – FAF Treasurer

Lisa Rosati-White

Joe Schifano

Sara Silva-Simoes

Julie Deveau

Lyne Loiselle

• Non Voting Members

Imma Gidaro (PFCC co-ordinator until October 31 2013)

Patricia Denis-Boyer (Service quality commissioner- ombudsman)

Rosanna D’Orazio (Social Services Coordinator)

Dr. Patricia Riley (Physician: neonatal follow up clinic)

Wendy Reis (Child Life)

Dale MacDonald (Transition care Coordinator)

Marie France Heneault (Child Life)

Ann Hebert (volunteer coordinator)

Suzanne Korf (MCH foundation)

Dr. Robert Baird

Dr. Sherif Emil

Johanne Chryk (Admin Assistant/MUHC User's Committee)

Sharon Solyom

Annual Report (April 1, 2013 - March 31, 2014)
RVH Patients' Committee

1) Chair's remarks

The main issues undertaken by the RVH Patients' Committee this year were: the collection of signatures for the petition regarding the shortage of family doctors in Quebec, which was presented to the National Assembly in the fall by Mr. Henri-François Gauthrin, MNA for Verdun; housekeeping and infection control; transportation; and the shortage of dialysis stations brought about by the closure of the RVH Dialysis Unit after the move to the Glen in 2015.

In general our interests focus on patient care at the Royal Victoria Hospital. With the imminent closure of the RVH, many issues such as infection control are exacerbated. We have formed an Infection Control Subcommittee, and three of our members are actively involved in an RVH TCAB project that is also concentrating on infection control. At each meeting, we also discuss the patients' complaints that are received on the RVH telephone hotline. We recruited three new members this year.

2) Name of site

Royal Victoria Hospital

3) List of members

Officers:

Brenda MacGibbon-Taylor, Chair

Douglas Burns, Co-chair/Treasurer
Clarise Samuels, Secretary

Patient Reps:

Elissa Comolli (Inactive)
Doreen Edward
Beverly Fields
Barbara Freedman
Larry Freedman
Keiran Gibbs (Inactive)
Constance Goral (RVH Representative to CUC)
Mijanou Gravelle
Robert Hartley
Emanuel Kolyvas
Eligio Ojeda (Inactive)
Lesley Régnier
Lisa Rosati-White (RVH Representative to CUC)
Cheryl-Anne Simoneau (Inactive)
Heather Williams
Eva Zietkiewicz (RVH Representative to CUC)

Non-Voting Members:

George Charamis
Carol Common
Dr. Thomas Kolivakis
Linda Maruska
Danièle Thibodeau

4. Frequency and duration of meetings

Monthly meetings from September to June—3:30 to 5:30 pm.

5. Accomplishments

Housekeeping Tours Completed:

Oct 25, 2013 Medical Pavilion (Carol Common, George Charamis, Clarise Samuels)
Nov. 8, 2013 M9 and Surgical Pavilion (Carol Common, George Charamis, Clarise Samuels)
Dec. 6, 2013 Ross Pavilion (Carol Common, George Charamis, Clarise Samuels)

Ross Entrance: Transport Vehicles/Parking under the Arch—The Committee filed a complaint with the hospital administration concerning improper parking by taxis and transport vehicles under the Ross entrance arch, which obstructed arrival and departure of patients with walkers and wheelchairs. After persistent follow-up, the problem was ultimately resolved. For safety reasons concerning all persons using the Ross entrance, transport vehicles may no longer open their ramps under the arch for embarking and debarking of patients with reduced mobility issues. Pictograms were also placed under the arch to give notice of these changes.

Access to RVH and Neurological Hospital during football games— The Committee wrote a letter to the hospital administration regarding this issue. An alternate route has been identified so that emergency vehicles can access the Neuro and the RVH during football games.

Allan Memorial Mental Health Committee—The RVH Committee now maintains a link with the Allan Memorial's Mental Health Committee, which includes monthly reports from representatives Robert Hartley and Heather Williams.

RPCU Training Session for Patient Reps—Mijanou Gravelle and Heather Williams underwent the training session at CSSS Cavendish.

Housekeeping Issues—The Committee processed a complaint with the RVH Ombudsman about certain Housekeeping issues arising from the Housekeeping tours, regarding M7, C7, S8, and the dialysis treatment room. A meeting was held with hospital administrators, and a resolution was reached. Nursing agreed to speak to the staff on these floors and give them support. Housekeeping agreed to resolve issues in the dialysis treatment room. A verbal follow-up report was given by Housekeeping regarding the dialysis treatment room. The final report is still pending.

Infection Control— RVH Committee members received from the Committee secretary the link to the official 21-point infection control guidelines recommended by Health Canada.

ER Pamphlets—Connie Goral participated in a project regarding the publication of information pamphlets for ER patients. Drafts of the pamphlet were distributed to RVH Committee members for comments.

MUHC Users' Week—Committee members gave out pamphlets that informed RVH users of their rights.

6. Conferences—Events

Brenda MacGibbon-Taylor—Cancer Mission Retreat

Lisa Rosati-White— ISAI Conference on Health Innovation/Patient Engagement; *Regroupement provinciale des comités des usagers* (RPCU) Annual Conference.

Clarise Samuels—Coordinated the RVH pamphlet tables for disseminating information during MUHC Users' Week.

7. Other MUHC Committees

Doug Burns—Chair of MUHC Dialysis and Organ Transplant Fund (DialyTran); Acting Treasurer/consultant to the MUHC Central Users' Committee (CUC); CUC Communications Subcommittee.

Beverly Fields—MCH Family Advisory Forum (FAF).

Larry Freedman—Research Ethics Board (Surgical Techniques/Medical Devices/Reproductive Technologies); Cardiology Quality of Care.

Connie Goral—Elected RVH rep on MUHC Central Users' Committee (CUC); MNH Patients' Committee; RVH Emergency Room Pamphlet Project.

Mijanou Gravelle— Taking Care at Bedside (TCAB) on RVH S9.

Robert Hartley—Allan Memorial Mental Health Committee.

Brenda MacGibbon-Taylor—Committee on Quality and Risk Management (COQAR); MUHC PAINFREE Initiative Project; Taking Care at Bedside (TCAB) on RVH S9; TCAB

Measure and Evaluation Committee; Technology Assessment Unit (TAU) Executive Committee; MUHC Cancer Care Mission QPIO Committee.

Lesley Régnier—DialyTran's Executive Committee; Legacy Committee; MUHC PAINFREE Initiative Project & related publications; Research Ethics Boards (Biomedical A, Biomedical B, Psychiatry/Psychology).

Lisa Rosati-White— Secretary/Elected RVH rep on MUHC Central Users' Committee (CUC); CUC Communications Subcommittee; Taking Care at Bedside (TCAB) on RVH M10; MUHC Council of Nurses; MGH Patients' Committee; MCH Family Advisory Forum (FAF); MUHC PAINFREE Initiative Project; RVH S9W Patient Satisfaction Survey.

Heather Williams—Allan Memorial Mental Health Committee.

Eva Zietkiewicz—Elected RVH rep on MUHC Central Users' Committee (CUC); RVH Patient Telephone Hotline manager.

8. Projects (ongoing or completed) / Projets (achevés ou inachevés)

The Doctor Shortage Petition—Petition tables to protest the shortage of family doctors were set up, and 7,000 signatures were collected between April and October of 2013, the vast majority of which were collected by members of the RVH Committee. The petition was presented to the National Assembly on November 21, 2013 by Verdun MNA, Henri-François Gautrin. Press releases were written and press coverage was arranged with *The Suburban*, *The Gazette Vaudreuil-Soulanges*, and various web sites.

9. Guest Speakers / Conférenciers invités –Topic / Sujet

François Légaré on photo security (May 2013).

Evelyn Seligman on dialysis transition (May 2013) with several follow-up reports.

Geoffrey Chambers on public perception of the MUHC (June 2013).

Ramona Rodrigues on infection control (Oct 2013).

Joann Creager on the elder-friendly hospital (Dec 2013).

Linda Maruska on RVH S9W Patient Satisfaction Survey (Feb 2014).

10. Awards /Prix /Publications—n/a

11. Finances—The Committee spent a total of \$2,777 out of a budget allocation of \$5,000.

MONTREAL NEUROLOGICAL HOSPITAL AND INSTITUTE PATIENTS COMMITTEE
Annual Report
(April 1, 2013 – March 31, 2014)

Maria Mastracchio-Lafontaine and Mario Di Carlo (Co-Chairs)

At the MNH our committee has attracted new MNH patients, a medical student and staff. We welcomed Mr. Richard Desjardins, Ms. Emmanuelle Simony, Ms. Manon Covell, Mr. Gabriel Crevier –Sorbo.

Although Mr. Jean-Guillaume Gagnon, Mr. Gilles Cayouette, Ms. Elizabeth Pereira, Ms. Constance Goral, Mr. Gregory Korsos, Ms. Ann Bieler and Ms. Judy Loader may have not attended meetings on a regular basis, we value their on-going contribution to the MNH. Respecting their limitations is very important. We are most grateful for their input whenever the need arises. They have continued to receive monthly minutes and news.

ACCOMPLISHMENTS (UNITING FORCES)

Our Partnership with the Royal Victoria Hospital Users' site Committee

- a) Ms. Mari Jo Pires has worked on TCAB in the ER of the RVH
- b) Ms. Emmanuelle Simony and Ms. Brenda MacGibbon have come together to work on **Partnering with Patients and Families for Quality Improvement Collaborative**.
- c) Discharge form for patients: Ms. Louise Desmarais and Ms. Francine Adelson have added new items to the RVH discharge form. This project has not been completed.

Our Partnership with the Montreal General Hospital Users' site Committee

Mr. Thomas McCutcheon is taking care of the Trauma unit on the 14th floor which is part of the Neuroscience mission.

He is the liaison for the fourth floor MGH Psychiatry (in-patients) and the MNH.

This year we helped pay \$1,000 for ***Patient Engagement in an ongoing exercise program***. The goal was to improve the health of the patients by creating a better rapport between themselves while doing their exercises.

Kaizen for Stroke Rehab Project - Please refer to Elizabeth Pereira's report.

My Toolbox

We gave \$900.00 to help continue this project for our patients at the MUHC.

Resource Center

We could not give as much money this year. \$500.00 was given at the very end of the year. Please refer to Eileen Peterson's report for details.

MNH INFO-NEURO REPORT: 2013-2014

The Neuro-Patient Resource Centre and the Montreal Neurological Hospital Users' Committee continued to work closely together in 2013-14. We actively support each other's efforts throughout the year. One of the ways the Users' Committee helped us in our work to provide needed information to patients and families of the Neuro was to provide us with funding for materials.

We used these funds for the following:

- Books in French for the Patient medical library \$487.00
- Printing of newly developed information pamphlets for patients before their operation, on sub-arachnoid hemorrhage and on neuro-stimulation. \$682.60

We greatly appreciate the help of the Users' Committee and look forward to our further collaboration.

Eileen Beany Peterson

Staff Input

At our monthly meetings we have opened our doors to Teresa Mack, Mia Lanno, Pascale Valois, Lucia Fabijan, Linda Minieri and Beany Peterson. With all of our changes their input is greatly appreciated

Teresa Mack – Administrative Director of the MUHC’s Neuroscience mission provided monthly reports to keep us up to date with changes affecting our site and the rest of the MUHC.

Eileen Beany Peterson – Monthly reports from our librarian at the Resource Center

Ann Baxter, Gregory Kehoe, Lawrence Reich and Gabriel – These members meet with patients and inform us if there are complaints and suggestions.

Thomas McCutcheon – Treasurer’s Report keeps accurate recording of our spending. We have saved money by not printing our agenda and minutes. We cannot afford to use the MUHC catering to buy food for our monthly meetings.

Pascale Valois- The ombudsman keeps us informed and makes it a point to listen to our new ideas.

Stroke Support Group at the MNH

Mr. Lawrence Reich and Carl Cadogan (CEO of the Brain Tumour Foundation of Canada) were involved in this project. The person running the program has an office at the MNH. Sophie Blondin has joined our committee.

2012-2013 Projects:

It is dangerous to install an awning over the adapted entrance. Entering from the new building cannot be done because the construction of the building is not finished.

DESCRIPTION OF OUR MUHC PROJECTS

Transforming Care at the Bedside (TCAB)

(On the MUHC website there is a clear explanation of this project)
According to Ms. O’Connor, the MUHC Director of Nursing and Chief Nursing Officer,

“the aim of TCAB is to understand care through the eyes of patients, and to then engage patients and staff in co-developing and testing new work processes that will decrease waste and inefficiency, improve the quality of care, improve patients’ and families’ experiences of care and strengthen interprofessional approach.”

MY TOOL BOX

(Taken from the website)

My Tool Box is a free 6-week program for individuals living with chronic disease and their loved ones. The program is designed to teach people the skills they need to live well with chronic health conditions such as diabetes, heart disease, asthma, arthritis, cancer, MS, muscular dystrophy, stroke, hypertension, and chronic pain. These fun, practical and interactive workshops emphasize coping strategies and practical skills such as:

- Managing your symptoms
- Techniques for reducing stress
- Dealing with difficult emotions such as fear, anger, frustration, and depression
- Establishing good exercise and nutrition routines for maintaining and improving strength
- Learning and practicing relaxation techniques
- Optimally managing medication use
- Communicating effectively with your health care team and loved ones
- Managing pain and fatigue
- How to evaluate treatment options
- Goal setting and problem solving

MNH PROGRAMS

The **Neuro-Patient Resource Centre** continues to do outstanding work for patients and their families.

(On the MNH website you can find Eileen Beany Peterson’s description of the centre)

“We can help you to find good, reliable, up-to-date information on neurological diseases, disorders and treatments. The Centre is also able to give you information on resources at the MUHC and in the community”

Anne Beiler, Nancy Wright, Lawrence Reich, Mari Jo Pires, Gregory Kehoe and Maria Mastracchio-Lafontaine are involved in this successful program created by Nancy Wright 26 years ago. Their role is to visit each new patient in order to provide valuable information. We hand out **the MUHC Users'** pamphlet which informs them of patients' rights in Quebec, the **Resource Centre** pamphlet where computers are available to patients, offer excellent medical information written for patients and their families, parking discounts and a hotel list for patients residing outside of Montreal.

MNH PATIENTS COMMITTEE MEMBERSHIP (16 MNH patient members)

ACTIVITY REPORT

Mario Di Carlo

- Co-Chair, MNH Patients' Committee
- Represented MNH users at the retreat of the Friends of the Neuro
- Co-Chair and Executive member of the MUHC Patients'/ Users' Committee
- Chair of the MUHC PC/UC Communications sub-committee
- Participant: PAINFREE booklet creation to provide information to seniors recovering from fractures
- Guest Speaker: Institute for Strategic Analysis and innovation (ISAI): Patient Engagement
- Attended the annual congress: Regroupement Provinciale Comité d'Usagers (RPCU)
- Participant: 2 modules - MNH Transforming Care At the Bedside (TCAB)
- TCAB MGH end-of-module presentations
- Canadian Foundation for Healthcare Improvement (CFHI): Presented TCAB as a Patient Engagement initiative at a conference in Ontario
- Facilitated and conducted training sessions in several 6-week Chronic Disease/Pain Self-Management workshops: My Tool Box
- Users' representative: MUHC Board, and Vigilance committee
- Anglophone healthcare institutions RPCU Board representative, and Chaired several Anglo-sector meetings

Maria Mastracchio-Lafontaine

- Co-chair, MNH Patients' Committee
- Manager: Patients' complaints
- Keeps the other Co-Chair up-to-date, and facilitator for committee members
- Greetings Program
- President: Friends of the Neuro

- Recruiter for MUHC Patients'/ Users' Committee projects
- Partnering with Patients and Families for Quality Improvement Collaborative (MS clinic)

Thomas McCutcheon

- Treasurer: MNH Patients' Committee
- MUHC Users' Committee: MGH patient representative
- Patient representative for the Neuroscience Trauma Unit: MGH 14
- Co-Chair, MGH Patients' Committee
- See attached report*

Mari Jo Pires

- Greetings program (on standby)
 - Patient representative: Transforming Care At the Bedside (TCAB) RVH Operating Room (OR)
- Facilitated two 6-week Chronic Disease/Pain Self-Management workshops: My Tool Box

Lawrence Reich

- Greetings Program: Brain Tumour

Elizabeth Pereira

- MUHC Stroke Coordination Committee
- IHI Triple Aim Work Group
- Kaizen for Stroke Rehab Project - exploring the discharge process for stroke patients with dysphagia from the MNH and MGH, and the transfer for rehabilitation to the Julius Richardson.

Francine Adelson

- My Toolbox
- Discharge kit project

Anne Bieler Baxter

- Greetings program- Training of all new members
- Member of the Friends of the Neuro

Louise Desmarais

- Translator: MNH Patients' Committee
- Discharge kit project

Constance Goral - guest

- Member of the RVH Patients' Committee

Gregory Kehoe

- Secretary: MNH Patients' Committee
- Greetings program

The meetings are held on a monthly basis at the MNH, usually the third Wednesday of the month and last two hours.

**CONFERENCES/EVENTS ATTENDED
MEETINGS**

Mario Di Carlo and Maria Mastracchio attended

**“The Integrated Neuro Model: Past, Present and Future”
St-Sauveur, Quebec, Canada
25-27 October, 2013**

RPCU Congress was held in Saint-Hyacinthe

Maria Mastracchio, Lawrence Reich and Mario Di Carlo attended this conference.

Complaints

The committee received a few complaints this year. Without going into detail, patients experienced difficulty with speedy discharge, inability to reach one of the clinics by phone, poor communication between staff and patient, repeated mistakes were made with medication for the same patient, frustration finding a new doctor when the neurologist became ill and difficulty facing the departure of a wonderful nurse in one clinic due to budget cuts.

Treasurer’s Report

2013-2014 Budget for the Montreal Neurological Site

Final up date for year 2013-2014	from Mar31/2013 to Apr 1/2014	
BOOK 31		
Account NBR	60103	2013-
2014 Spent		
1541		
\$900*		
2503 Pur Staff Uni		

Food & Beverage and Food Service Supplies

6001 General Food/Beverages		
6021 Cutlery - Disposable and reus.		
6022 Dishes, Dispos.		
6023 Other non-food supp 6036 Catered Food Serv.	\$800.00	\$549.13

Office, Print Shop Supplies It Services

7901 Subscript.& Periodicals		
7902 Paper Stocks		
7903 Photocopying		\$21.26
7904 Photogr. Process		
7905 Photo.Printing/AV Supp		
7906 Printed Forms		
7907 Printing Serv.		\$318.00
7909 General Office Supp		
7910 Train & Educ Supp		
7912 Books		\$467.94

8009 Transport- Mater		
8015 Travel-Staff Bus. Out of City		
8018 Travel-Staff Conf.semin.train out of city		\$646.14
8019 Travel Staff Local 8021 Travel Staff Shuttle	\$2,100.00	\$924.64
8025 Registr.Fees		\$361.78

Administration & Support - Consulting Fees & Others

8202 Advertising \$700.00

8214 Medical Illust \$1,400.00

8215 Misc./Sundry Expense \$648,37

8218 Profess. Serv.

8224 Translating Services

TOTAL \$5,000.00 \$4,937.26

left balance \$62.74