

**ANNUAL REPORT: CANCER CARE MISSION PATIENTS' COMMITTEE (CCMPC),
APRIL1, 2015-MARCH31, 2016**

FREQUENCY AND DURATION OF MEETINGS:

The committee meets on the third Monday of every month at the GLEN (usually in the Cedars' Cancer Centre) from 2:00 to 3:30 pm.

MEMBERS:

Brenda MacGibbon (Chair), Pierre Hurteau (Vice Chair), Jeanette Sharma (Treasurer), Tristan Williams (Secretary), Richard Bertozzi, Laurie Hendren, Kevin McKie

ACCOMPLISHMENTS:

- roll-ups in the Cedars Cancer Centre to increase awareness of our committee and role
- visits to the waiting rooms in the ambulatory clinics to talk to patients and distribute pamphlets about patient rights
- installation of a Suggestion Box for patients (and responding to the suggestions)
- removal of the ash tray at the entrance of the Cedars Cancer Centre
- obtaining an underground passage way for patients and staff to access the GLEN
- having benches installed at the entrance to the Cedars Cancer Centre
- obtaining coat hooks for the chemotherapy rooms
- increasing the number of chairs in the Oncology Day Centre waiting room

ONGOING AND NEW PROJECTS:

- working on handicap access to toilets on RC in the hall and chemo area
- developing Facebook and web pages for our committee
- developing patient surveys in the ambulatory clinics
- developing a survey on breast screening
- adding more suggestion boxes including on inpatient floors
- add "Patient Committee" to the Oncology Patient APP (OPAL)

PRESENTATIONS

- Laurie Hendren: Presentation on OPAL (Oncology Patient APP) to our committee and with Dr. Hijal et Dr. Kildea to the boards of the MUHC and the MGH and to the MGH Foundation; and Invited Speaker at the Canadian Association of Medical Physicists Winter School
- Pierre Hurteau: On patient engagement and dialysis at the MUHC (at the annual conference of the CPM (Conseil pour la Protection des malades))

ACTIVITIES

Our members participated in many MUHC Committees: COQAR, TAU, MUHC End of Life Committee, several MUHC Board Committees, a CFHI funded patent engagement project at the MUHC, Cancer Care Mission (CCM) chemo orientation committee, CCM Patient and Advisory Forum, CCM Executive Committee, CCM Quality Improvement Programme. Several members attended the CCM Retreat Day. One member taught in the CUSM My Toolbox programme. A member wrote the complaint about parking fees and acted as liaison with the Protecteur du citoyen. This resulted in a change in the fee structure at the MUHC.

Outside of the MUHC, members participated in the Coalition montréalaise des comités des usagers (CMCU), the Annual Congress of the CPM (Conseil pour la protection des malades), the Réseau d'échanges des comités des usagers du Québec (RÉCUQ), the patient partenaire programme at the Université de Montréal, as an invited patient representative to "The Taming of the Queue" Conference organized by the Canadian Medical Association.

Brenda MacGibbon

Chair, CCMPC Committee Patients' Committee