

## **Glen-RVH Patients' Committee ANNUAL REPORT: 2015-2016**

The Glen-RVH Patients' Committee first convened in September 2015.

The committee comprises approximately 20 patients from diverse backgrounds and 3 staff members including the Ombudsman. It meets monthly from September to June inclusively.

### **MUHC Patients' Committee Elected Representatives**

Elizabeth Markakis  
Connie Goral

### **Subcommittees**

- Parking
- Functional Accommodation and Accessibility
- In-patient unit
- Visibility
- Housekeeping

### **Participation on MUHC committees/departments**

- Infection Control Committee
- MUHC Patients' Committee
- Council of Nurses – Quality and Executive
- Volunteer Department
- Glen Accessibility project Committee
- D-9: Internal Medicine unit Committee

### **Projects**

- Posters and roll-ups: increase awareness
- Document with photographs illustrating lack of accessibility
- Detailed document: parking issues

### **Speakers**

- Ann Lynch - MUHC Director of Clinical Operations - 'Patient issues at the Glen'.
- Kathy Kowal and Joe Desrochers, Housekeeping.
- Morris Zidle – MUHC Glen Interim Parking Manager - 'Parking issues'.
- Dr Eva Sidorowicz MUHC Director Professional Services, Anna Pizzi – Manager, Glen Test Centre, Johanne Gravel – MUHC Interim Associate Director, Medical Biology Services - 'Test Centre complaints'.
- Imma Franco, Director. Technical Services, Planning and Management, MUHC - 'Legal relation with SNC Lavalin'.
- Allan Maislin, Chair of the CIUSS, West Island – 'Legal Mandate of the Users' Committees'.

- Deborah Fleming, Manager of Clinical Nutrition Services, MUHC Adult sites
- Nurse Managers:
  - Martin Sills, Critical Care, Cardiac Care and Vascular Surgery Units
  - Danielle Beaucage, MCI Ambulatory clinics
  - Aparna Battacharjee, Internal Medicine unit

### **Meetings with MUHC staff**

Gynaecology clinic Nurse Manager for complaints received  
Monthly meetings with MUHC Technical Services, ombudsman and co-chair of Cancer Care Mission  
Deborah Fleming, Director, Adult Clinical Nutrition Services  
Stam Conidaris, MUHC Hopitel (TV) Services  
Aparna Bhattacharjee, Nurse Manager C9, Internal Medicine;  
Valerie Cass, NM, C10, Transplant, ENT, Surgery  
Martin Sills, NM, C7-Critical Care, Cardiac Care and Vascular Surgery Units  
Donna Patterson, NM, Care Unit D7N - Cardiac Surgery  
Danielle Beaucage, NM, MCI Ambulatory clinics  
Nathalie Frechette, Manager, Appointment Referral Centre  
John Theo, Manager, Internal Transport  
Pina Lariccia, Associate Director of Nursing - Emergency  
Johanne Fiset, Nursing Manager, Emergency

### **Events**

ER Rage, May 15, 2016 McGill Atwater Club  
McGill Primary Care Symposium May 6, 2016

### **Media**

Letters to the Editor – Transport Adapté / Wait-times, cuts in services  
March 2016 – CJAD, Aaron Rand interview - Vendome metro  
April 2016 – Gazette article - 1st anniversary post move  
May 2016 – CBC website: accessibility

### **Plans: 2016-2017**

- Glen Accessibility and Accommodation Project
- Patient Engagement
- Patient Awareness/Visibility
- Develop Media Skills
- Committee member involvement
- Continuing Education for members
- Empowering Subcommittees
- Speaker Program
- Adapt Central Committee by-laws
- Annual Budget planning
- Nutrition satisfaction surveys

*Lisa Rosati and Emanuel Kolyvas*

*Chair/Vice-Chair, Glen-RVH Patients' Committee*