

# **Annual Report April 1, 2015, to March 30, 2016**

## **MONTREAL GENERAL HOSPITAL (MGH) PATIENTS' COMMITTEE**

### **Chair's Remarks**

The MGH Patients' Committee has grown rapidly and has attracted many new members this year. Our committee takes an active role in representing patients and in advocating for their rights and welfare. Committee members sit on numerous outside committees, e.g., MGH Visioning Committee, Medical Mission Quality Committee, the MUHC Central Users' Committee, and others. Committee members also actively attend talks and conferences.

### **Frequency and Duration of Meetings**

The committee meets on the second Thursday of every month at the MGH from 12 noon to 2:30 pm.

### **Members**

Annie Bomok, Stefano Eremita, Heather Allen Evans (Secretary), Norman Fisher, Brigitte Friedman, Elaine Gerkman, Constance Goral, Paul Horowitz (Chair), Tom McCutcheon (Treasurer), John McKay, Eliezer Mizrahi, Peter Payan, Judy Phillipson, Clarise Samuels, Evelyn Seligman (Interim Chair), Christina Stuart, Hafeez Subhan, Barbara Szkop, Chris Webster

### **Activities**

Committee members set up tables in the MGH lobby at regular intervals for the purpose of recruiting new members and handing out literature about patient rights.

Committee members visited the 15<sup>th</sup> Floor of the MGH to hand out literature regarding patient rights and to publicize the committee.

To publicize our committee, refrigerator magnets with committee contact information were created and distributed.

The committee has ongoing plans to provide patient amenities at the MGH in the form of "cros" (slippers) for in-patients where needed.

Open Office Project—The MGH Patients' Committee office is staffed mornings by committee members to encourage patients to drop in. [Trial basis.]

MGH plasma screens now flash committee contact information.

The committee is responsible for answering the MGH patients' complaints line and following through with requests from patients.

The committee has established an ongoing collaboration with the MGH ombudsman.

## **Speakers and Participants**

John Theo, Operations Manager, MUHC Internal Transport

Alan Maislin, Chairman, CIUSS Centre Ouest Montréal

Dr. Suzanne Morin, Director of MUHC Pain-Free Project

Normand Rinfret, MUHC CEO

Rita Giulione, Manager, MGH Volunteer Services

Ann Lynch, MUHC Associate Director General, Clinical Operations

Dr. Ewa Sidorawicz, MUHC Associate Director General, Medical Affairs & Professional Services

Marie-Josée Stonely, Assistant to Ann Lynch

Mario Di Carlo, Co-chair, MUHC Patients' Committee