



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

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

# ANNUAL REPORT

## 2014-2015

*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

**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

**SUBCOMMITTEES:**

- Cancer Care Mission
- Communications
- Geriatric Mission (inactive)
- Lachine/Camille-Lefebvre Pavilion (in-patients) Patients' Committee
- Montreal Chest Institute Patients' Committee
- MCH Family Advisory Forum
- Montreal General Hospital Patients' Committee
- Montreal Neurological Institute and Hospital Patients' Committee
- Royal Victoria Hospital Patients' Committee

| ELECTED MEMBERS: MUHC USERS' / PATIENTS' COMMITTEE |                              |                |                          |
|--|------------------------------|----------------|--------------------------|
| MEMBER'S NAME                                      | SITE / MISSION               | REPRESENTATION | FUNCTION                 |
| Pierre Hurteau                                     | MCI                          | Inpatients     | Co-chair until Dec. 2014 |
| Richard Leboeuf-McGregor                           | MCI                          | Users          | Member                   |
| Linda Jurick                                       | Geriatric Mission (inactive) | Users          | Member                   |
| Lisa Rosati  | RVH                          | Users          | Secretary                |
| Norman Fisher                                      | MGH (Non-elected member)     | Users          | Appointed Treasurer      |
| Constance Goral                                    | RVH                          | Users          | Member                   |
| Eva Zietkiewicz                                    | RVH                          | Users          | Member                   |
| Paul Horowitz                                      | MGH                          | Users          | Member                   |
| Tom McCutcheon                                     | MGH                          | Users          | Member                   |
| Evelyn Seligman                                    | MGH                          | Users          | Member                   |
| Raymonde Deslauriers                               | Camille-Lefebvre             | Inpatients     | Member                   |
| Pierrette Leroux                                   | Lachine                      | Users          | Member                   |
| Seeta Ramdass                                      | MCH                          | Users          | Member                   |
| Amy Ma   | MCH                          | Users          | Co-chair from Jan 2015   |
| Mario Di Carlo                                     | MNH                          | Users          | Co-chair                 |

| <b>NON-ELECTED MUHC STAFF</b> |  |
|-------------------------------|--|
| Johanne Chryk                 | Administrative Assistant                           |
| Marie-Josée Stonely           | Assistant to the Dir. General, Clinical Operations |
| Lynne Casgrain                | Ombudsman  |

| <b>THE EXECUTIVE COMMITTEE</b>          |
|---|
| Mario Di Carlo, Co-chair                |
| Pierre Hurteau, Co-Chair + Board Member |
| Lisa Rosati, Secretary                  |
| Norman Fisher, Treasurer                |
| Douglas Burns, Consultant by invitation |
| Amy Ma, Co-chair                        |

| <b>REPRESENTATION ON THE MUHC BOARD OF DIRECTORS</b> |
|--|
| Pierre Hurteau                                       |
| Mario Di Carlo                                       |

**CHAIRS' MESSAGE**

This past year has been a momentous one for the MUHC in the excitement and nervous anticipation of its pending historic and massive transition to the Glen. Despite years of comprehensive organizational planning and the priority to safely move hundreds of patients and tons of complex equipment in a timely and efficient way, our vital mandate as patient representatives continued to be vigilance and advocacy of issues and services in the patients' best interests.

The successful transfer of the Chest Institute's long-term patients to their new residence, the Camille Lefebvre Pavilion, involved meticulous planning and care given to the convening of regular team meetings with staff on both sites. Multiple sessions with patient representatives and families were held to ensure that users would continue to get the specific care and quality of life they deserve. We were also pleased to have collaborated with the Westmount-NDG-St Henri community partners, the MUHC, the ATM and the STM, in seeking viable solutions to address the limited accessibility of the Vendome metro for those with reduced-mobility. New to our structure in fulfilling our legal mandate was the creation of the Cancer Care Mission, where patient partnership is at the heart of the Patients' and Family Forum that focuses on the specific needs of oncology patients. This was facilitated by having almost all Oncology clinics concentrated at the Glen site.

Notably, given the directive of the Health Ministry to designate the MUHC to become a tertiary and quaternary health care centre that would require a divestment of primary and secondary

level Ambulatory care and their transfer into the community, we have an *ongoing* concern for the well-being of patients and their need for a seamless continuity of care. For example... at which centres would patients get needed services, and would these centres receive the required funding to absorb the influx? Would the funding for the training of personnel and the provision of necessary equipment be mandated to them by the government?

Significantly, with the legislation of *Bill 10* and the restructuring of health care and services across the province, would funding follow displaced MUHC patients to the establishments of *their choice*?

Due to this uncertainty, our Committee played a leading role in setting up and organizing the Montreal Coalition of Users' Committees - *Coalition montréalaise des comités des usagers* (the CMCU) - which organized a full day session with lawyer Jean Pierre Ménard on the impact of *Bill 10* on patients.

We are continuing in our effort to advise and assist the MUHC patient population in adapting to the new infrastructure of the MUHC. While we will pursue a wholehearted collaboration with MUHC leaders to improve the patient experience, our resolve is to remain vigilant and effective advocates for patients on matters that impact on their care, as we have often done this past year. We welcome and are encouraged by the organization's commitment to developing and implementing the theory and practice of Patient Engagement throughout the MUHC. Staff partners with patients and families, as team players, to benefit from their voices of experience in co-designing, delivering and evaluating health services with the goal of improving the quality of care in the hospital ...a win-win situation!

### **CALENDAR OF MEETINGS**

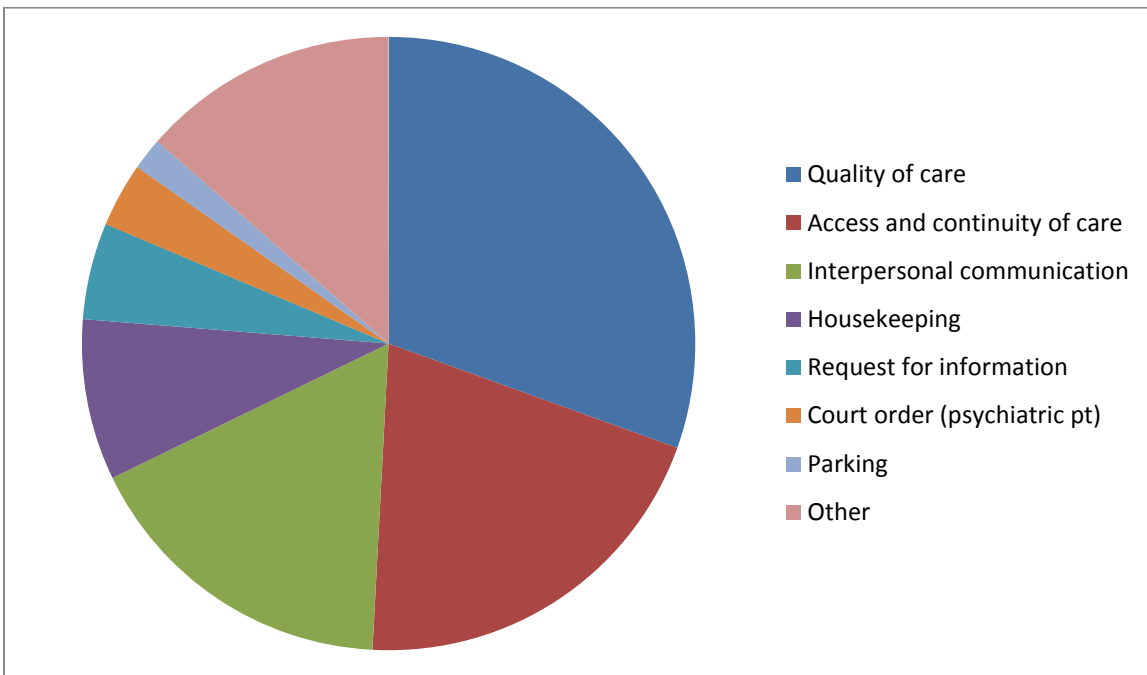
FREQUENCY: Monthly, 10 times / year  
LOCATION: Glen Hall, 5100 de Maisonneuve West  
DURATION OF MEETINGS: 3 hours

**Note:** *April, May and June 2014 meetings were held IN-CAMERA.*

## **COMPLAINTS**

### **In order of frequency**

|                                    |           |
|------------------------------------|-----------|
| Quality of care:                   | 18        |
| Access and continuity of care:     | 12        |
| Interpersonal communication:       | 10        |
| Housekeeping:                      | 5         |
| Request for information:           | 3         |
| Court order (psychiatric patient): | 2         |
| Parking:                           | 1         |
| Billing:                           | 0         |
| Language:                          | 0         |
| Other:                             | 8         |
| <b>TOTAL:</b>                      | <b>59</b> |



## **INITIATIVES**

**September 26- October 3, 2014:** Patients' Awareness Week. Theme: Patient Engagement members were present at kiosk tables with information set up at each site.

**November 10, 2014:** Annual General Meeting (AGM) open to the public, and held during our monthly meeting. Bylaws were approved.

**November 2014:** Request by Committee to MUHC Administration regarding psychological support for MCI in-patients transitioning to Lachine's Camille-Lefebvre Pavilion. Information sessions were held for patients and their families in preparation for their pending move to Camille-Lefebvre.

**November 15 and 16, 2014:** Retreat: Topic: Going Forward - The future of the MUHC Patients' Committee. Coach: Paul Nadeau. <http://thepeoplefactor.net/content/coachs-corner>. 5100 de Maisonneuve, Glen Hall.

**Ongoing:** Communications subcommittee: Discussions with NDG/Westmount/CLSC St-Henri community partners, the STM and the MUHC Administration, regarding Vendome metro station accessibility.

**Ongoing dialysis issue:** Because the Royal Victoria Hospital is scheduled to close in April 2015, a new dialysis facility will become mandatory in order to accommodate patients who need this vital life-sustaining treatment. One of our members has been involved with the Outpatient Dialysis Committee in the following: (a) surveying patients to assess their needs, (b) liaising with MUHC administration and nephrologists to plan for a dialysis satellite unit, (c) informing patients about the progress of the plans, (d) staying informed about meetings with government officials, and (e) overseeing 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.

**January 19, 2015: Kingston General Hospital visit** - A small delegation, including our co-chairs, from the MUHC visited with the leadership at KGH to discuss bench-marking practices for facilitating Patient Engagement application at the MUHC.

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

**Result: Term: March 2015 – March 2016**

**Co-Chair:** Amy Ma

**Co-Chair:** Mario Di Carlo

**Secretary:** Lisa Rosati

**Treasurer:** Douglas Burns

## **MOTIONS / DIRECTIVES**

**MOTION (May 12, 2014):** Should no reply be received by May 31st to repeated requests made for a report on the Geriatrics Mission, the Committee will then need to make a decision on the immediate future of this Mission. Approved.

**MOTION(May 12, 2014):** To remove the names of Maria Mastracchio and Cheryl-Anne Simoneau as signing officers for the MUHC Patients' Committee at the Bank of Montreal, and add the names of Norman Fisher and Mario Di Carlo. Pierre Hurteau will continue to be a signing officer. Lisa Rosati, as elected secretary, will sign this letter notifying the bank of the change in signatories. Approved.

**MOTION (May 12, 2014):** That any two of the three signing officers be authorized to approve withdrawals and other transactions in regard to this account. Approved.

**MOTION (September 8, 2014):** To re-activate the Cancer Mission effective immediately. Approved.

**MOTION (November 10, 2014):** That Amy Ma be appointed the CUC co-chair replacement for the term: Nov 2014-Feb 2016. Approved.

**MOTION (December 8, 2014):** Given the inactivity of Linda Jurick, elected to represent the Geriatric Mission, that Norman Fisher be given voting privileges on the committee. Approved.

**MOTION (March 23, 2015):** To adopt the present Cancer Care Mission's Patient and Family Advisory Forum (PFAF) Terms of Reference as written for the Cancer mission. Approved.

**MOTION (March 23, 2015):** That a new sub-committee, accountable to the CUC, be formed at the Glen, named the RVH Patients' Committee' with its present mandate tending to logistical issues as well as others that may arise, for the period of one year - March 2015-March 2016, and include representation of MCI elected user - Richard Leboeuf McGregor - as well as be representative of the Centre for Innovative Medicine. Approved.

## **CONFERENCES / EVENTS**

Some members attended one or more of the following:

**April 23, 2014:** Roundtable meeting with the RPCU (Regroupement provincial des comités des usagers) and CHUs (centres hospitaliers universitaires).

**May 14, 2014:** Seminar: 'From Home Care to Long-Term Care'. CSSS Cavendish. CSL Community Centre, 5794 Parkhaven.

**May 21, 2014:** Sectorization of Care event May 21. The session will be in French with English translation given by students from the University of Montreal. Centre St-Joseph, 1212 Panet.

**June 1-2, 2014:** *Conseil pour la Protection des Malades (CPM)*. Theme: Risks and Challenges (in French). Sheraton Hotel Laval.

**June 11, 2014:** Anglo network of the RPCU free basic training in English for users' committees. CSSS Cavendish.

**Aug. 6-8, 2014:** 6<sup>th</sup> International conference on Patient- and Family-Centred Care. Theme: Patient Engagement with a focus on Partnerships with Patients and Families to Enhance Quality and Safety. Westin Bayshore Hotel, Vancouver.

**Sept. 15, 2014:** Anglo sector RPCU meeting, hosted by Maimonides. 5795 Caldwell, CSL.

**Sept. 25, 2014:** Coalition montréalaise des comités d'usagers, hosted by the MUHC Patients' Committee, 5100 de Maisonneuve W. Glen Hall.

**Oct. 22-24, 2014:** RCPU Annual Conference: Sheraton Hotel Laval.

**Oct. 27-31, 2014:** MUHC Patient Safety Week. Member participants submitted stories of personal experiences.

**Oct. 29, 2014:** Report on the National Assembly hearings on Bill 10: Pierre Hurteau, as spokesperson for the CMCU, presented a brief in collaboration with the CPM.

## **GUEST SPEAKERS**

### **April 2014 – March 2015:**

Regular reports from Lynne Casgrain, MUHC Ombudsman, on the status of complaints made by patients and their families.

Regular reports from Marie-Josée Stonely, Administrative Liaison.

### **May 2014**

Stéphane Timothée, MUHC Associate Director, Ambulatory Care

Dr. Carolyn Freeman, MUHC Quality and Transition Care, Co-Chair of Ambulatory Care Steering Committee

**Topic:** Ambulatory Care and the Central Call Centre: Transition and Reorganization of Ambulatory Care at the Glen site.

### **June 2014**

Lise Denis - Advisor, Centre hospitalier universitaire de Montréal (CHUM)

Jim Gates - MUHC Redevelopment Office

**Topic:** Reorganization of Ambulatory Care in Montreal and at the MUHC

### **September 2014**

Marie-Claude Richer, Director, Transition Support Officer

Michèle V. Lortie, Director, Glen Activation Project

**Topic:** MUHC transition to the Glen.

### **October 2014**

Dr. Dana Baran - MUHC Nephrologist, Associate Professor: Medicine, McGill University

**Topic:** Transition to the Glen.

### **November 2014**

Ann Lynch - MUHC Director, Clinical Operations

Antoinette Di Re - MUHC Director, Therapeutic Allied Services

Imma Franco - Associate Director, Programs and Services, Planning

**Topic:** The patient experience at the Glen. PowerPoint presentation.

### **February 2015**

Karine Vigneault, Patient Engagement Coordinator, adult sites

Alain Biron, MUHC Quality, Co-lead: Patient Engagement initiative



**Topic:** Vision of Patient Engagement at the MUHC

Nevine Fateen, Rita Giulione, Ann Hébert – Vol./Auxiliary Mgrs: RVH, MGH, MCH

**Topic:** Volunteer Recruitment strategy

### **March 2015**

Karine Vigneault - MUHC Patient Engagement Coordinator, Adult sites

Emmanuelle Simony - user / Alain Biron – Quality: Co-leads: MUHC Patient Engagement Strategy Committee

**Topic:** Patient Engagement (presentation)

## **PARTICIPATION ON MUHC COMMITTEES**

- MUHC Board of Directors Vigilance Subcommittee
- MUHC Board of Directors Communications Subcommittee
- MUHC Council of Nurses: Quality and Nursing Executive (combined) Committee
- Committee on Quality and Risk (COQAR)
- Ambulatory Care Steering Committee
- Nephrology Quality Assurance Committee
- Dialysis Transition Planning Steering Committee
- Dialysis Transition Satellite, Repatriation, and Modus Operandi work groups
- Patient Education Committee (PEC)
- Working Group: Boning Up on Skeletal Health initiative
- Transforming Care at the Bedside (TCAB)
- Planning Committee: Institute for Strategic Analysis and Innovation (ISAI) conference
- My Toolbox: leadership / participation - Self-Management workshops for patients living with chronic conditions
- Communications Subcommittee: MUHC Patients'/Users' Committee
- Patient Engagement Steering Committee
- Patient Engagement Liaison Coordinator: Working Group for Job Description
- MCI-Camille Lefebvre Transition Committee
- All respective site Patients' Committees and Mission Committee
- MUHC Dialysis and Organ Transplant Fund (DialyTran)
- SCIS - Sociocultural Interpretation Services committee based at the MCH

## **PARTICIPATION ON COMMITTEES EXTERNAL TO THE MUHC**

- Coalition montréalaise des comités des usagers (CMCU)
- Conseil pour la protection des malades (CPM)
- Regroupement provincial comité des usagers (RPCU)

## **MEDIA / PUBLICATIONS**

**October 23, 2014:** Philippe Ouaknine, MGH Site Committee member, interviewed by Radio Canada about patients not accepting the cancellation of the Décarie Dialysis Satellite location.

**October 29, 2014:** Pierre Hurteau. Presentation to the Quebec National Assembly on Bill 10. <http://www.assnat.qc.ca/fr/video-audio/archives-parlementaires/travaux-commissions/AudioVideo-54445.html>

**October 30, 2014:** Evelyn Seligman interviewed by CBC Radio One about the dialysis crisis.

**November 7, 2014:** Evelyn Seligman interviewed by the Montreal Gazette about the dialysis crisis.

**November 17, 2014:** Evelyn Seligman interviewed on Tommy Schnurmacher Show, CJAD, about the dialysis crisis.

**November 18, 2014:** Letter to the Editor: *Bill 10 proposes to save the government millions annually, but at what cost to patients?* by Lisa Rosati. Published in the Montreal Gazette.

**November 26, 2014:** *Opinion: Dialysis patients have been ignored time and again*, by Evelyn Seligman, Arlene Field and Phillippe Ouaknine. Published in the Montreal Gazette.

**December 2014:** CMCU (Pierre Hurteau) - Bill 10 update. A letter sent from the CMCU to Health Minister Barrette was written by Pierre Hurteau. <http://www.assnat.qc.ca/fr/video-audio/AudioVideo-54445.html>

**December 2014:** Media interviews concerning the dialysis relocation with the closure of the RVH were given by Evelyn Seligman, Phillippe Ouaknine and Pierre Hurteau.

**January 2015:** Organ Donor permission dilemma article featuring Richard Leboeuf-McGregor in Le Journal de Montréal: <http://www.journaldemontreal.com/2014/12/23/un-jeune-greffe-souhaite-que-le-ministre-de-la-sante-facilite-le-don-dorganes-pour-noel>.

**February 9, 2015:** A press conference was held in front of Premier Phillippe Couillard's office where the petition regarding accessibility at the Vendôme metro was presented. CJAD radio interview: Aaron Rand show done by Douglas Burns. <http://www.cbc.ca/news/canada/montreal/vend%C3%B4me-for-all-group-decries-inaccessible-metro-station-next-to-muhc-1.2950644>

**February 17, 2015:** Richard Leboeuf-McGregor interviewed by Le Journal de Montréal. Article entitled: *Une commission parlementaire pour revoir le don d'organes*. <http://www.journaldemontreal.com/2015/02/16/une-commission-parlementaire-pour-revoir-le-don-dorganes>

**February 20, 2015:** Mario Di Carlo interviewed by CBC News regarding the increase in parking rates at the Glen site. <http://www.cbc.ca/news/canada/montreal/parking-rates-to-change-at-new-muhc-superhospital-1.2964906>

**February 2015:** CTV/CBC interview was given by Amy Ma regarding cuts in Psychiatry

**February 2015:** CTV/CBC interview was given by Phillippe Ouaknine regarding Hemodialysis

**February 2015:** CBC interview about the RVH Birthing Unit was given by Brenda MacGibbon.

**February 24, 2015:** Mario Di Carlo interviewed on CBC TV about the increase in Glen parking fees and what this could mean for patients. <http://www.cbc.ca/homerun/>

## **Financial Report**

This financial report covers the final fiscal year prior to the realignment and reorganization in preparation for the closing of the Royal Victoria, Montreal Children's and the Montreal Chest Institute facilities, and the opening of the new "superhospital" at the Glen. The reorganization may necessitate some changes in the structure and scope of the MUHC Patients' Committee.

Due to the uncertainties of the required funding for the Committee and its subcommittees in transition, its financial budget expenditures were more constrained during the fiscal year. After carrying a small surplus of \$3,930 from the prior fiscal year ended March 31, 2014, the expenditures for the fiscal year 2014-15 were less than the budgeted allowance by an additional \$18,535.

These expenditures totalled \$63,465 during the fiscal year, which included:

- i) Salaries, and fees for professional services of \$44,417;
- ii) Costs of meetings, conferences and colloques of \$10,191;
- iii) Travel and accommodation costs of \$6,478;
- iv) Postage and telephone costs of \$763; and
- v) Office supplies, subscriptions and sundry of \$1,616.

Thus, a surplus of \$22,465 will be carried forward into the 2015-16 fiscal year. This will help to support the potentially increased Committee activities, and the additional challenges at the new facilities and of the realigned medical services at the MUHC.

With the greater concentration of medical activity now at the Glen, a significant realignment of clinical services at the Montreal General, and the transfer of a significant part of the outpatient dialysis patients to Lachine in November 2015, it is expected that the role of the Patients' Committee will be greater, and close control over budget expenditures will be required in the new fiscal year.