

Le Comité des usagers
du Centre universitaire de santé McGill

The McGill University Health Centre
Patients' Committee

ANNUAL REPORT

2016-2017

of the

MUHC Patients' Committee

(a.k.a the Central Users' Committee or CUC)

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Centre universitaire
de santé McGill



McGill University
Health Centre

MUHC SITES:

Lachine Hospital - LH
 Montreal Children's Hospital - MCH (Glen)
 Montreal General Hospital - MGH
 Montreal Neurological Institute and Hospital - MNI and MNH
 Royal Victoria Hospital - RVH (Glen)
 Cedars Cancer Centre – CCC (Glen)
 Montreal Chest Institute – MCI (Glen)

SUBCOMMITTEES:

Cancer Care Mission Patients' Committee - CCM
 Communications Committee
 Lachine Hospital/Camille-Lefebvre Pavilion Patients'/Inpatients' Committee
 Montreal Children's Hospital Family Advisory Forum - FAF
 Montreal General Hospital Patients' Committee
 Montreal Neurological Institute and Hospital Patients' Committee
 Glen-Royal Victoria Hospital Patients' Committee
 Medical Mission Patients' Committee - MM

| ELECTED MEMBERS of the MUHC PATIENTS' COMMITTEE | | | |
|--|------------------------------|-----------------------|---------------------------|
| MEMBER'S NAME | SITE / MISSION | REPRESENTATION | FUNCTION |
| Pierre Hurteau | CCM | Patients | Co-chair |
| Amy Ma | MCH-FAF | Patients | Co-chair |
| Falk Kyser | MNH | Patients | Secretary |
| Hafeez Subhan | MGH | Patients | Treasurer |
| Paul Nadeau | MNH | Patients | Patient rep on MUHC Board |
| Kevin McKie | CCM | Patients | Member |
| Pierrette Leroux | LH/Camille-Lefebvre Pavilion | Patients/Inpatients | Member |
| Mario Chiasson (Designated) | LH/Camille-Lefebvre Pavilion | Patients/Inpatients | Member |
| Seeta Ramdass | MCH-FAF | Patients | Member |
| Tom McCutcheon | MGH | Patients | Member |
| Evelyn Seligman | MM | Patients | Member |
| Tomy-Richard Leboeuf-McGregor | MM | Patients | Member |
| Elizabeth Markakis | RVH | Patients | Member |
| Constance Goral | RVH | Patients | Member |

| MUHC PERSONNEL (NON-ELECTED) | |
|-------------------------------------|--------------------------|
| Siobhan Patricia Ua'Siaghail | Administrative Assistant |
| Lynne Casgrain | MUHC Ombudsman |
| Michael Bury | MUHC Associate Ombudsman |

| THE EXECUTIVE COMMITTEE |
|---|
| Pierre Hurteau, Co-Chair |
| Amy Ma, Co-Chair |
| Falk Kyser, Secretary |
| Hafeez Subhan, Treasurer |
| Paul Nadeau, Patient Representative on the MUHC Board |

| REPRESENTATION ON THE MUHC BOARD OF DIRECTORS |
|--|
| Paul Nadeau (elected May 2016) |

CHAIRS' MESSAGE

Defending patient rights at the intersection of government budget cuts and a healthcare reform is trying at the best of times. Spring 2016 was marked by the frequent news of bed closures and the shutting of the transitional care unit due to budget cuts.

We fielded many complaints and requests for assistance. Notably, patients and families were having difficulty reaching specialists and surgeons, and with accessibility for those with mobility issues. Our Administrative Assistant worked tirelessly to make sure patients and families were able to get the help they needed.

We lobbied unsuccessfully to have an MUHC Patients' Committee member sit on the recruitment committee for a new CEO. The Board's explanation was that participation of a patient representative was not part of ministry guidelines. It should be noted that the government never explicitly excluded a patient from being part of the selection committee.

In October, a joint meeting with the MUHC Board and Foundations and the Boards and Foundations of two other CIUSSS on the Island of Montreal was held, with Minister Barrette present, to state that Martine Alfonso would remain as interim head of the MUHC while Dr. Joshi would conduct a consultation on potential mergers. We met with Dr. Joshi in December as part of the study, and are still waiting for his report, more than nine months later.

Our Committee was able to make financial contributions in support of a number of worthy projects including the development of OPAL, an application for oncology patients. The mobile application will allow cancer patients to access their treatment plan, appointments, patient education material, medical file and test results. Other projects include: an online forum for patients' committees that are associated with the Conseil pour la protection des malades; digital tablets for in-patients at the Montreal General; and funds for a Patient Engagement collection in the McConnell Resource Centre.

Behind the scenes, many conversations were also held with patients, families and clinicians to get a comprehensive view of where our frail and sick were most vulnerable, be it for surgery wait times or the termination of support staff.

Elections were held in May 2016, and we welcomed many new faces around the table as well as within the executive of the Patients' Committee. The new members had to quickly find their bearings, given the current climate of uncertainty surrounding the MUHC. We are confident that the new executive is well-equipped to make sure the voices of patients and families are heard during these challenging times.

On-going concerns include: medical assistance in dying, the delay in implementing the Protecteur du Citoyen's recommendations on parking accessibility at the Glen site and clarification of the Patient Engagement Coordinator's role and how she will interact with the Patients' Committee.

Our two main goals for 2017-18:

- Our top priority is to organize a public rally to raise awareness of the plight of the MUHC under the existing challenges of restructuring the healthcare network and the impact of budget cuts.
- Consolidate ourselves as a key player in helping the MUHC become a leader in the Patient Engagement conversation.

CALENDAR OF MEETINGS

FREQUENCY: Monthly, except July and August)

DURATION: 3 hours

IN-CAMERA: June 2016

Head Office: D 04.7514 at the Glen – Siobhan Patricia UA'Siaghail is the Administrative Assistant.

COMPLAINTS AND REQUESTS FOR ASSISTANCE

In order of frequency

| | |
|---|-------------|
| Request for information and assistance: | 48 |
| Access and continuity of care: | 29 |
| Quality of care: | 29 |
| Telephone and fax access: | 20 |
| Interpersonal communication: | 17 |
| Accessibility and functional accommodation: | 11 |
| Building and grounds: | 10 |
| Wait in clinics and ER: | 9 |
| Court order (psychiatric patient): | 7 |
| Billing: | 7 |
| Signage: | 6 |
| Quality of service: | 6 |
| Lost or stolen item: | 6 |
| Language: | 4 |
| Message of thanks to medical team : | 4 |
| Parking: | 3 |
| Housekeeping: | 3 |
| Breach of privacy/confidentiality: | 2 |
| Other: | <u>32</u> |
| TOTAL: | 253* |

**Note: Some of the complaints received involved more than one category.*

ONGOING CONCERNS

- Lower parking fees and delays in their implementation.
- Telephone access.
- Long wait times for surgery, especially cancer surgery.
- Accessibility at the Glen, especially for patients with mobility issues and disabilities, particularly wheel chair access to bathrooms.
- Lack of accessibility at the Glen for services and pharmacy.
- Overcrowded ERs: frequent Glen ER 'code purple' (over 100% saturation).
- The need to respect the MUHC Clinical Care Plan of 2007, given the challenges for patients in 2016.
- MUHC budget cuts and how they affect patient needs, services, and rights. Termination of staff and secretaries. New nurse patient ratios. Optimization projects.

- Delays in access to specialists.
- The difficulties in getting admitted for care, and getting a bed for a patient due to bed cuts.
- The need for the public character of MUHC Board of Directors meetings.
- Lack of patient/stakeholder consultation in creating policy and making major decisions. The lobbying for an MUHC Patients' Committee member for the recruitment for the new CEO. The Committee's active role in the integration/merger proposals.
- Dr. Joshi's consultation on integration and merger discussions, and in recommending a new CEO.
- Dismissal by the health minister of letters from the MUHC Board of Directors.
- Glen Vendome tunnel project and the access to the hospital during the Vendome metro work.
- Optilab.
- End of life care and medical aid in dying.
- Patient Engagement.
- Wait times for appointments in clinics.
- New outpatient clinics outside the MUHC.
- Patient application for oncology patients (OPAL).
- Extensive repairs at the Montreal Children's Hospital a year after opening.
- Difficulty for patients to get access to equitable health care across socio-culturally diverse and marginalized groups.

ACTIVITIES

April 2016: - Joint letter - MUHC/CHUM Gazette article: parking revisited: A letter via Press Release, asking for a meeting, was sent to Health Minister Gaetan Barrette.

May 2016: The MUHC Patients' Committee elections were held on May 16 (advance poll, May 9): Six new members joined the CUC. They were: Hafeez Subhan (MGH) and he was nominated as Treasurer; Falk Kyser (MNH) and he was nominated Secretary; Paul Nadeau (MNH) and was nominated as the Patient Representative on the Board of Directors. The other new members to join the CUC were: Elizabeth Markakis (RVH); Kevin McKie (CCM); and later in January, 2017 Mario Chiasson (Camille-Lefebvre). Furthermore, former member Pierre Hurteau (CCM) was nominated to be Co-Chair.

September 22-29: Patients' Rights Week events organized by various patients' committees:
Main theme: How to lodge a complaint.

September 22-29, 2016, daytime: MGH PC set up an outreach table in the MGH lobby to answer questions.

September 22, 2016, lunchtime: MNH PC. Lynne Casgrain, MUHC Ombudsman, gave a presentation at the Timmins Auditorium at the MNH and answered patients' questions.

September 27, 2016, lunchtime: At the Glen Research Institute auditorium, the documentary *La Contestation de Claude Brunet* was shown. Then Lynne Casgrain, MUHC Ombudsman, gave a presentation about the complaint process, followed by a Q&A period.

September 27, 2016 (evening): The FAF held a talk at 5100 de Maisonneuve on informed consent and end-of-life care. Speakers: Dr. Franco Carnevale, Pediatric Critical Care Medicine and Advisor, Nursing, and Marie Serdynska, Coordinator, Socio-cultural & Interpretive Services.

December 12, 2016: Public Annual General Meeting. The Annual Report 2015-2016 was presented by Pierre Hurteau. Individual site and mission subcommittee reports were also presented. A question period followed.

December 22, 2016: Special CUC meeting and consultation at the MGH with Dr. Joshi about the merger/integration and new CEO.

Ongoing: Functional accommodation and accessibility issues at the Glen. This project is being monitored by the Glen-RVH Patients' Committee in collaboration with the MUHC.

Ongoing: MGH PC member Brigitte Friedman kept regular office hours at the MGH. Monday to Thursday (10:30 am to 12:00 am). Patients were able to call or drop in for help.

March 2017: 3,000 colourful, bilingual new Patient Committee brochures were designed and printed.

CONFERENCES / EVENTS

Some members attended one or more of the following:

April 23-24, 2016: FRESQUE (Forum de la relève étudiante pour la santé au Québec) summit.

May 6, 2016, all day: McGill Primary Care Symposium, 2200 Mansfield, Montreal, organized by The McGill Department of Family Medicine.

May 15, 2016: Presentation entitled 'ER Rage: What Patient Complaints Teach Us about Both Doctors and Patients in the Emergency Room' organized by the St-James Literary Society, held at Atwater Club, Montreal.

June 14, 2016: MUHC Board of Directors public meeting at MUHC Research Institute auditorium, Glen Site: Presentation by Lynne Casgrain about the Ombudsman's Office.

June 30, 2016, 9am-12pm: The MUHC Institute for Strategic Analysis and Innovation (ISAI) 2016 Research Symposium was held at the Research Institute auditorium. Theme: 'Engaging patients in clinical research'. Mario Di Carlo, Co-chair of the MNH Patients' Committee, was involved in organizing the symposium and was a participant in the roundtable discussion.

September 17, 2016: Conseil pour la protection des malades (CPM). Annual conference, Rouyn-Noranda, Quebec, on the following topic: Outdated rules and accommodation conditions in long-term care facilities. MUHC Co-Chair Pierre Hurteau, who is also on the Board of the CPM, gave a presentation.

October 5, 2016: Calls to Action: Truth & Reconciliation for Healthcare Providers, Rialto Hall, 5711 Park Ave., Montreal.

October 23-25, 2016: Canadian Association of Paediatric Health Centres (CAPHC) conference held in Halifax: FAF Co-Chairs Amy Ma and Robert Bloom attended.

November 7, 2016: The Vision to Change- The Courage to Succeed. Speaker: Chris Power, CEO, Canadian Patient Safety Institute at MUHC Research Institute auditorium-(Glen Site).

November 8, 2016: Public MUHC Board of Directors meeting at Livingston Hall, MGH.

November 11, 2016: Clinical Symposium: High Value Medical Care at McGill Faculty Club, 3450 McTavish St.

November 11, 2016: 35th Annual Conference: Nurses and Research in Perspective. Theme: Patient and Family Engagement during Advanced Care Planning, Research Institute Auditorium at the Glen. Pfizer lecture entitled: "Engaging with families as Partners in End of Life Care" is free to the public.

November 18-21, 2016: 21st International Congress on Palliative Care at the Palais de Congrès.

January 17, 2017: Public MUHC Board of Directors meeting at Livingston hall, MGH.

January 28, 2017: Journée débat sur la réforme de la santé ("day of discussion on the health reform"), at which Amy Ma spoke as Co-Chair of the MUHC Patients' Committee and member of the CPM (Conseil pour la protection des malades).

February 21, 2017: Société de transport de Montréal (STM) presentation: Public information session on the Glen tunnel project and question period, at MUHC Research Institute auditorium (Glen Site).

March 8, 2017, STM: Société de transport de Montréal (STM) forum for voicing comments and opinions on the Glen tunnel project, at MUHC Research Institute auditorium (Glen Site).

GUEST SPEAKERS

April 2016 – March 2017:

Regular reports from the MUHC Ombudsman's Office (Lynne Casgrain, Michael Bury) on the general status of complaints made by patients and their families.

April 2016: Dr. Ewa Sidorowicz, Director of Professional Services: Topic - Impact of 'Code Red/Purple' on patient care.

September 2016: Ms. Laurie Hendren (Cancer Care Mission PC) spoke about a patient application specifically for radiation oncology patients. The CUC moved to support the development of this application.

October 2016: Ms. Martine Alfonso & Ms. Patricia Lefebvre spoke about the merger/integration discussions and about two potential candidates to replace Normand Rinfret as the CEO, namely Lawrence Rosenberg and Benoit Morin. Ms. Martine Alfonso also briefed us on her views and those of the MUHC on the new dialogue and her role in this process as the interim CEO.

November 2016: Ms. Martine Alfonso and Ms. Andréanne Saucier. Three topics: 1) Optilab 2) Strategic conversation for a greater collaboration or possible merger 3) Return to a balanced budget.

January 2017: Ms. Marie-Josée Stonely addressed the following two topics: 1) ER overcrowding (code purple) and how it is being managed; and 2) the new LMC Diabetes & Endocrinology clinic on Crowley Street next to the Glen. Tristan Williams along with Brenda MacGibbon and Kevin McKie spoke on Laurie Hendren's behalf about the OPAL application project for radiation oncology patients and the need for funding a programmer to complete the app. The Patients' Committee approved a motion to provide the support needed for the programmer.

February 2017: Ms. Dahlal Mohr Elzeki (from McConnell Resource Center) spoke about her proposal to fund the publication of a variety of resources on patient engagement that would be made available at the other MUHC resource centers. The CUC Patients' Committee motioned to approve the funding proposal.

March 13, 2017: Dr. Frederic Dankoff and Dr. Ewa Sidorowicz addressed the oversaturation in the ER and explained how the triage process works and what they were doing to reduce waiting times.

PARTICIPATION ON MUHC COMMITTEES

- MUHC Council of Nurses: Quality and Nursing Executive (combined) Committee
- Committee on Quality and Risk (COQAR)
- *Table de Concertation* (committee which discusses patient engagement issues)
- All respective site Patients' Committees and Mission Committees
- Sociocultural Interpretation Services (SCIS) Committee based at the MCH
- MUHC Parking Services Committee
- Ethics and Governance Committee
- The Vigilance Committee

PARTICIPATION ON COMMITTEES EXTERNAL TO THE MUHC

- *Coalition montréalaise des comités des usagers* (CMCU)
- *Conseil pour la protection des malades* (CPM)
- *Réseau d'échanges des Comités des Usagers du Québec* (RÉCUQ)

MEDIA / PUBLICATIONS

April 1, 2016: The Montreal Gazette. Mario Di Carlo interviewed. Article by Aaron Derfel entitled *Hospital parking fees need to be adapted, Barrette says*.

<http://montrealgazette.com/news/local-news/hospital-parking-fees-need-to-be-adapted-barrette>

April 26, 2016: The Montreal Gazette. Pierre Hurteau and Emanuel (Manny) Kolyvas interviewed. Article by Christopher Curtis entitled *MUHC superhospital: Taking stock one year after long awaited opening*.

<http://montrealgazette.com/news/muhc-superhospital-taking-stock-one-year-after-long-awaited-opening>

April 26, 2016: CJAD. Aaron Rand Show. Douglas Burns interviewed. News item entitled: *'Superhospital birthday'*.

<https://soundcloud.com/aaron-rand-show/superhospital-birthday-dr-joe-tuesday-chernobyl-kids-in-quebec-apr-26>

May 19, 2016: CBC News. Mario Di Carlo interviewed. Article by Nancy Wood entitled: *Cuts force new approach to geriatric care at MUHC: Geriatric unit acute-care beds shut down, staff scattered throughout hospital.*

<http://www.cbc.ca/news/canada/montreal/montreal-general-hospital-shuts-geriatric-acute-care-ward-1.3588238>

May 25, 2016: CBC News. Lisa Rosati and Mona Arsenault. Article by Salimah Shivji entitled *Accessibility issues linger at the MUHC superhospital. Disabled patients' needs never considered, say wheelchair users a year after grand opening of new MUHC.*

<http://www.cbc.ca/news/canada/montreal/accessibility-muhc-glen-1.3598065>

June 14, 2016: CTV News. Pierre Hurteau interviewed. News item entitled *MUHC challenged by \$40M deficit.*

<http://montreal.ctvnews.ca/muhc-challenged-by-40m-deficit-1.2946035>

June 15, 2016: CJAD. Pierre Hurteau interviewed by James Foster.

<http://www.cjad.com/cjad-news-quebec-beyond/2016/06/15/as-muhc-deficit-grows-so-do-patient-complaints>

June 15, 2016: The Montreal Gazette. Pierre Hurteau. Article by Aaron Derfel entitled *Patient complaints at MUHC on the rise since superhospital opening.*

<http://montrealgazette.com/business/local-business/complaints-from-patients-rise-at-the-muhc>

June 19, 2016: The Montreal Gazette. Kevin McKie and Pierre Hurteau interviewed. Article by Aaron Derfel entitled *Almost half of cancer patients in Montreal wait more than 4 weeks for surgery.*

<http://montrealgazette.com/news/local-news/most-montreal-cancer-patients-requiring-surgery-wait-longer-than-government-guidelines>

June 19, 2016: CBC News. Pierre Hurteau interviewed. Article by Kalina Laframboise entitled *Quebec health minister defends cancer surgery wait times. Waits are longer in Montreal than elsewhere in the province*

<http://www.cbc.ca/news/canada/montreal/quebec-montreal-cancer-surgery-wait-times-1.3644411>

July 19, 2016: The Montreal Gazette. Amy Ma and Pierre Hurteau interviewed. Article by Aaron Derfel entitled *Patient-rights group angry it won't be consulted in hiring of new MUHC chief.*

<http://montrealgazette.com/news/local-news/patient-rights-group-angry-it-wont-be-consulted-in-hiring-of-new-muhc-chief>

July 20, 2016: Global News. Amy Ma interviewed by Jamie Orchard. News item by Matthew Grillo: *MUHC patients' committee claims it doesn't have a say in search for new health centre leader*

<http://globalnews.ca/news/2837955/muhc-patients-committee-claims-to-not-have-say-in-search-for-new-health-centre-leader/>

<http://globalnews.ca/video/2837729/who-will-be-the-new-head-of-the-muhc/>

July 20, 2016: CBC News. Amy Ma interviewed. News item by Kate McGillivray entitled *MUHC patients group feels shut out of selection process for new president:*

<http://www.cbc.ca/news/canada/montreal/muhc-patients-group-feels-shut-out-of-selection-process-for-new-president-1.3687314>

August 23, 2016: The Montreal Gazette. Amy Ma is interviewed. Article by Charlie Fidelman entitled *The Montreal Children's Hospital to undergo extensive repairs a year after opening.*

<http://montrealgazette.com/news/local-news/montreal-childrens-hospital-to-undergo-extensive-repairs-a-year-after-opening>

August 24, 2016: CTV News. Amy Ma interviewed regarding repairs at the Montreal Children's Hospital.

<http://montreal.ctvnews.ca/new-montreal-children-s-hospital-to-undergo-another-5m-in-repairs-1.3042969>

September 5, 2016: The Montreal Gazette. Amy Ma and Pierre Hurteau interviewed regarding the MUHC administration not involving Patients' Committee in merger proposal discussions. Article by Aaron Derfel entitled *MUHC patients' group angry it was not consulted about proposed mergers.*

<http://montrealgazette.com/news/local-news/muhc-patients-group-angry-it-was-not-consulted-about-proposed-mergers>

September 6, 2016: CBC News. Amy Ma interviewed by Ainslie MacLellan regarding rumoured hospital merger.

<http://www.cbc.ca/news/canada/montreal/muhc-patients-committee-worried-about-rumoured-hospital-merger-1.3750392>

September 6, 2016: CTV News. Amy Ma interviewed about possible merger.

<http://montreal.ctvnews.ca/muhc-patients-committee-upset-over-possible-mergers-1.3060103>

September 7, 2016: Le Devoir. Amy Ma interviewed. Article by Amélie Daoust-Boisvert about possible merger entitled : *Le CUSM, toujours plus gros. Le candidat pressenti à la direction du Centre universitaire de santé McGill veut fusionner les trois établissements de santé bilingues de Montréal.*

<http://www.ledevoir.com/societe/sante/479412/cusm>

October 20, 2016: The Montreal Gazette. Pierre Hurteau and Amy Ma interviewed. Article by Aaron Derfel entitled *MUHC merger not the only solution: patients` group*.
<http://montrealgazette.com/news/local-news/muhc-merger-is-not-the-only-solution-patients-group>

October 31, 2016: The Montreal Gazette. Amy Ma interviewed. Article by Aaron Derfel entitled *Government accuses MUHC of treating too many patients: source*.
<http://montrealgazette.com/news/local-news/government-accuses-muhc-of-treating-too-many-patients-source>

November 30, 2016: The Montreal Gazette. Amy Ma interviewed. Article by Aaron Derfel entitled *Montreal Children`s ER ordered to redirect some patients to clinics*.
<http://montrealgazette.com/news/local-news/montreal-childrens-er-ordered-to-re-direct-some-patients-to-clinics>

December 11, 2016: The Montreal Gazette. Pierre Hurteau interviewed. Article by Aaron Derfel entitled: *Most Montreal hospitals not respecting new rules for cheaper parking*.
<http://montrealgazette.com/news/local-news/most-montreal-hospitals-not-respecting-new-rules-for-cheaper-parking>

December 12, 2016: CTV News. Pierre Hurteau interviewed. News item entitled *Hospitals have yet to comply with parking fee changes*.
<http://montreal.ctvnews.ca/hospitals-have-yet-to-comply-with-parking-fee-changes-1.3199826>

December 12, 2016: Press release sent by Co-Chair Pierre Hurteau entitled *Frais de stationnement : Les usagers demandent l`application des nouvelles règles fixées par le gouvernement*. (Parking fees: Users ask that new rules set by government be applied.)

December 13, 2016: CTV News and CJAD. Pierre Hurteau interviewed by Luciano Pipia. News item entitled: *Still fighting for lower hospital parking rates*.
<http://www.iheartradio.ca/cjad/news/still-fighting-for-lower-hospital-parking-rates-1.2270456>

February 5, 2017: The Montreal Gazette. Pierre Hurteau interviewed. Article by Aaron Derfel entitled *Montreal General Hospital closes chronic care unit for lack of funds*.
<http://montrealgazette.com/news/local-news/montreal-general-hospital-closes-chronic-care-unit-for-lack-of-funds>

February 17, 2017: The Montreal Gazette. Pierre Hurteau interviewed. Article by Aaron Derfel entitled *Montreal General Hospital to close 23-bed stroke and brain-injury unit*.
<http://montrealgazette.com/news/local-news/montreal-general-hospital-to-close-23-bed-stroke-and-brain-injury-unit>

February 28, 2017: The Westmount Independent. Maureen Kiely (of the Glen-RVH PC). Article by Isaac Olson entitled: *Vendôme Metro station renovation to start this summer.*
<http://www.westmountindependent.com/Wlv11.2d.pdf>

March 8, 2017: CBC News. Pierre Hurteau interviewed. Cheaper hospital parking across Quebec to start April 1.
<http://www.cbc.ca/news/canada/montreal/hospital-parking-quebec-new-fees-1.4016222>

March 14, 2017: The Westmount Independent. Pierre Hurteau and Maureen Kiely interviewed. Article by Isaac Olson entitled: *MUHC Patients' Committee pushes for better access to hospital during Vendôme Metro work*
<http://www.westmountindependent.com/Wlv11.3b.pdf>

March 20, 2017: The Montreal Gazette. Pierre Hurteau. Article by Aaron Derfel entitled *MUHC to lower controversial parking rates as of April 1.*
<http://montrealgazette.com/news/local-news/muhc-to-lower-controversial-parking-rates-as-of-april-1>

March 21, 2017: CBC radio. Daybreak. Amy Ma interviewed by Mike Finnerty about parking rates and the fact that it took 6 months for the MUHC to comply to the provincial order.

March 27, 2017: CBC News. Amy Ma interviewed. News item entitled *MUHC staff cuts affecting patient care, surgeons warn.*
<http://www.cbc.ca/news/canada/montreal/muhc-staff-cuts-1.4043329>

Financial Report

This financial report covers the second fiscal year following the realignment and reorganization that resulted in the closing of the Royal Victoria Hospital, Montreal Children's Hospital and the Montreal Chest Institute facilities, and the opening in April 2015 of new, expanded facilities at the former Glen Yards. This realignment includes the Royal Victoria Hospital, the Montreal Children's Hospital, the new Cedars Cancer Centre and the Montreal Chest Institute at the Glen, as well as major renovations at the Lachine Hospital and the Montreal General Hospital.

The realignment has necessitated some changes in the structure, responsibilities and scope of the MUHC Patients' Committee. With a greater concentration of medical activity now at the Glen, plus a major realignment of clinical services at the Montreal General, and the transfer of a significant number of the outpatient hemodialysis patients to Lachine in November 2015, the role of the Patients' Committee has become more significant.

Following the challenges and the uncertainties of the role and funding requirements for the Committee and its subcommittees during their first year, many new and comprehensive patient-oriented activities have been introduced during the second fiscal year. Many are related to, or due to, the specific challenges that patients experience in a totally new environment, to which the Committee and its sub-committees have responded, including through printed publicity and promotion.

From the authorized budget allocation for fiscal 2016-17 of \$85,540, together with the surplus carried forward from the previous fiscal year of \$7,050, the Committee's normal operating expenditures totalled \$84,144 during the year, represented by:

- i) Salaries, fees and costs of other professional services of \$56,853;
- ii) Costs of local meetings and conferences of \$4,687;
- iii) Conference registrations, travel and accommodation costs of \$11,147;
- iv) Printing, illustrations and graphics of \$6,469;
- v) Postage, long distance telephone and purchased services of \$561;
- vi) Office supplies, furnishings, subscriptions and sundry of \$3,912;
- vii) Postage and courier of \$15;
- viii) Fees to other groups representing patients of \$500.

Thus, following the close of the Committee's 2016-17 fiscal year, the Committee's budget account showed a surplus balance of \$8,446, which may be carried forward to the 2017-18 fiscal year.
