

MUHC - Telephone access updates

Context:

In our 2020-2021 Annual Report we wrote that since telephone access was even worse than in previous years, we would follow the situation very closely and update the public on our website regularly. This is the first update since our report in October 2021.

February 2022 (1st update)

During a meeting last December, the nursing care department, which is leading this project with the technical services department, provided an update on plans to improve telephone access and communication for users following recommendations from our office. Several different approaches were considered, including expanding the use of technology and hiring an external consultant, as the issues are systemic and hampered by current technology, volume, inefficiency of phone trees, budget, the availability of human resources and the pandemic. Alongside this, a smaller LEAN project is being developed with one of the clinics to see what works and what doesn't in the short term. The current shortage of human resources linked to the pandemic has made telephone access even more difficult in recent months. Another progress report is expected in March 2022.

May 2022 (2nd update)

At this time, no concrete action has been announced by the MUHC.