

**ANNUAL REPORT: CANCER CARE MISSION PATIENTS' COMMITTEE (CCMPC),
APRIL1, 2015-MARCH31, 2016**

FREQUENCY AND DURATION OF MEETINGS:

The committee meets on the third Monday of every month at the GLEN (usually in the Cedars' Cancer Centre) from 2:00 to 3:30 pm.

MEMBERS:

Brenda MacGibbon (Chair), Pierre Hurteau (Vice Chair), Jeanette Sharma (Treasurer), Tristan Williams (Secretary), Richard Bertozzi, Laurie Hendren, Kevin McKie

ACCOMPLISHMENTS:

- roll-ups in the Cedars Cancer Centre to increase awareness of our committee and role
- visits to the waiting rooms in the ambulatory clinics to talk to patients and distribute pamphlets about patient rights
- installation of a Suggestion Box for patients (and responding to the suggestions)
- removal of the ash tray at the entrance of the Cedars Cancer Centre
- obtaining an underground passage way for patients and staff to access the GLEN
- having benches installed at the entrance to the Cedars Cancer Centre
- obtaining coat hooks for the chemotherapy rooms
- increasing the number of chairs in the Oncology Day Centre waiting room

ONGOING AND NEW PROJECTS:

- working on handicap access to toilets on RC in the hall and chemo area
- developing Facebook and web pages for our committee
- developing patient surveys in the ambulatory clinics
- developing a survey on breast screening
- adding more suggestion boxes including on inpatient floors
- add "Patient Committee" to the Oncology Patient APP (OPAL)

PRESENTATIONS

- Laurie Hendren: Presentation on OPAL (Oncology Patient APP) to our committee and with Dr. Hijal et Dr. Kildea to the boards of the MUHC and the MGH and to the MGH Foundation; and Invited Speaker at the Canadian Association of Medical Physicists Winter School
- Pierre Hurteau: On patient engagement and dialysis at the MUHC (at the annual conference of the CPM (Conseil pour la Protection des malades))

ACTIVITIES

Our members participated in many MUHC Committees: COQAR, TAU, MUHC End of Life Committee, several MUHC Board Committees, a CFHI funded patent engagement project at the MUHC, Cancer Care Mission (CCM) chemo orientation committee, CCM Patient and Advisory Forum, CCM Executive Committee, CCM Quality Improvement Programme. Several members attended the CCM Retreat Day. One member taught in the CUSM My Toolbox programme. A member wrote the complaint about parking fees and acted as liaison with the Protecteur du citoyen. This resulted in a change in the fee structure at the MUHC.

Outside of the MUHC, members participated in the Coalition montréalaise des comités des usagers (CMCU), the Annual Congress of the CPM (Conseil pour la protection des malades), the Réseau d'échanges des comités des usagers du Québec (RÉCUQ), the patient partenaire programme at the Université de Montréal, as an invited patient representative to "The Taming of the Queue" Conference organized by the Canadian Medical Association.

Brenda MacGibbon

Chair, CCMPC Committee Patients' Committee

ANNUAL REPORT - (April 1, 2015 - March 31, 2016)

Family Advisory Forum (Montreal Children's Hospital)

Introduction

The FAF is a sub-committee of the McGill University Hospital Centre's (MUHC) Patients'/Users' Committee, and is accountable to this Committee with its legal mandate. The FAF is represented at the Council for Services to Children and Adolescents (CSCA) by 2 members of the executive committee. The FAF exchanges annual reports and information with both groups.

Mandate

The FAF informs patients and families of their rights and obligations, and is there to defend or assist them as necessary. In addition the FAF strives to advance the practices of the hospital's commitment to Patient and Family Centered Care (PFCC), and to monitor the quality of the living conditions and overall satisfaction of the hospital experience for the children and families of the Montreal Children's Hospital (MCH.)

Committee Membership

Amy Ma	Co-Chair
Robert Bloom	Co-Chair (rejoined Dec 2015, co-chair as of Feb 2016)
Souad Bouhid	volunteer parent member
Lisa Rosati	Secretary (resigned as secretary Sept 2015)
Beverly Fields	honorary founding member
Seeta Ramdass	volunteer parent member
Sara Silva Simoes	volunteer parent member
Robert Bloom	volunteer parent member
Nathalie Bouchard	volunteer parent member
Asra Toobaie	volunteer member
Nancy Leblanc	volunteer parent member
Adeline Caute	volunteer parent member
Wendy Longlade	volunteer parent member (Co-Chair until June 2015 and resigned Jan 2016)
Lyne Loiselle	volunteer parent member (resigned Oct 2015)
Magaly Rios	volunteer parent member (resigned Feb 2016)
Claudette Woodgate	volunteer parent member (Treasurer and co-chair replacing Wendy June 2015; resigned Sept 2015)

Irina Choclin	Interim Co-Chair Sept 2015 (resigned Feb 2016; Robert Bloom acclaimed)
Stephanie Urbain	Ombudsman
Ann Hébert	Volunteer Dept / MCH staff
Dale MacDonald	Transition care coordinator / MCH staff
Frédéric De Civita	Administrative link / MCH staff
Marie-Claude Proulx	PFCC Co-ordinator

Frequency - Every 3rd Thursday/month for 10 consecutive months

Location - Montreal Children's Hospital

Duration of Meetings - 2 hours

Conferences/Events attended

- **May 23, 2015:** FAF presence at official move of Montreal Children's to Glen site
- **June 20, 2015:** Walk for inauguration of new Glen site of MUHC
- **September 30, 2015:** Patients' Rights Week – Talk on informed consent with Dr. Franco Carnevale and Marie Serdynska.
- **October 18-20, 2015 - Quebec, QC:** Canadian Association Pediatric Health Centers (CAPHC) Annual conference – Adeline Caute, Magaly Rios and Irina Choclin
- **October 18, 2015 - Quebec, QC:** Canadian Family Advisory Network (CFAN) Annual day workshop - Amy Ma, Adeline Caute, Magaly Rios and Irina Choclin

MUHC committee participation

MCH Patient and Family Centered Care (PFCC) Working Group – Amy Ma, Wendy Longlade

MCH Ethics - Nathalie Bouchard

MCH Socio-Cultural committee – Amy Ma, Seeta Ramdass

MCH CSCA (Committee Services Children Adolescents) – Wendy Longlade (replaced by Irina Choclin Sept 2015-Jan 2016; Robert Bloom Feb 2016 onwards) Amy Ma

MUHC Glen Site Temporary Wayfinding working group - Irina Choclin, Amy Ma

MUHC Patients'/Users' Committee (Elected MCH Patient Representatives) - Amy Ma, Seeta Ramdass

MUHC Patients'/Users' Committee (Co-Chair) - Amy Ma

MUHC Patients'/Users' Committee (Secretary) - Lisa Rosati

Initiatives (completed and/or pending)

- Tour and orientation of FAF members at new Glen site
- Assisted PICU in bringing certain deficiencies to the attention of administration during activation period of new Glen site
- Provided letter of support for a grant application regarding patient engagement in the paediatric Emergency Dept among patients with asthma
- FAF pamphlets
- Active participation in the MCH *Speak Up Listen Up!* for parents
- Parent boards
- Tip Sheets
- Encouraging healthy and sustainable food choices offered at the MCH
- FAF Bylaws amendments
- Parking
- Plan: 5 tenets of a circular strategy between the FAF and hospital senior administration for better effectiveness of the FAF, and to best implement decisions impacting on issues for children and families, in collaboration with the MCH and the FAF together as partners for optimal outcomes and effectiveness - *Attendance, Advocacy, Action, Accomplishment, and Assessment.*
- MCH FAF amendments to MUHC Patients'/Users' Committee Election Bylaws
- Recruitment strategies
- FAF link on MCH website
- Reinstatement and criteria review of the PFCC award

Guest Speakers / Presentations

- February 2015 – Workshop on Mutual Learning Model given by Marie-Claude Proulx

Media/Publications

- Wendy Longlade featured in Montreal Gazette on stories of patients of the past, during move to new Glen site
- Claudette Woodgate featured in Montreal Gazette <http://montrealgazette.com/news/local-news/childrens-hospital-move-leaves-parents-in-limbo-over-care-from-specialists>

Co-Chairs' remarks

The Family Advisory Forum is a key stakeholder in the Montreal Children's Hospital, and our parents appreciate having our voices heard and our opinions counted. We advise or consult on different programs and initiatives taking place in the hospital.

This year began with preparations for the much-anticipated move to the Glen. Our members attended Town Hall orientations during the activation phase, and the Co-Chairs were asked to accompany staff from the PICU to draw attention to deficiencies that needed to be addressed, preferably prior to the move. A number of us were on hand early Sunday, May 24 at the old Children's site on Tupper St. to mark the end of an era and assist in the monumental move to the Children's new home on the Glen site. Less than a month later, many FAF members came out to proudly march alongside the mayor and other dignitaries with the inauguration celebrations of the new hospital building.

As part of the launch of the Speak Up! Listen Up! campaign, FAF members took part in Mutual Learning Model communication training as well as a workshop to collaborate with the PFCC coordinator on how to improve parents' communication skills.

Our two main goals for 2016-17 are:

Plan and execute hosting the Canadian Family Advisory Network workshop which will be held in conjunction with the Canadian Association of Paediatric Health Centres (CAPHC) annual conference in Montreal in October 2017

Host regular monthly meet & greet to families staying on 9B as a way to increase our visibility and membership

Amy Ma & Robert Bloom

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

Rapport Annuel de l'Institut et Hôpital neurologiques de Montréal, 2015-2016

Pendant l'année 2015-2016, le comité d'usagers du Neuro (CUN) a tenu 9 réunions avec, en moyenne, 8 membres présents.

Cette année a été marquée par le déménagement de l'Hôpital Royal Victoria sur le site du Glen, et par les nombreux ajustements que l'Hôpital Neurologique a dû mettre en place. Le CUN a veillé attentivement sur cette transition et sur ses impacts potentiels dans les soins aux patients. La directrice administrative, Theresa Mack, et l'assistante directrice des soins infirmiers, Lucia Fabijan, sont venues régulièrement aux réunions du CUN pour nous aider dans cette tâche, grâce à des mises à jour et des discussions collaboratives. La qualité des soins et services aux patients n'a pas diminuée au travers de ces changements. Le CUN a demandé à ce que les patients continuent à être impliqués dans l'offre de soins, et particulièrement lors de la planification de l'éventuel déménagement du Neuro au Glen d'ici 2020. L'administration a signifié son plein accord avec cette recommandation.

Plusieurs membres ont participé à un Webinaire sur le Partenariat Patient durant le mois d'avril 2015. Depuis, le CUN travaille sur la redéfinition de sa vision et de ses objectifs en lien avec les valeurs du partenariat. Un document final sera prêt à l'automne 2016.

Neuro Annual Report 2015-2016

The Neuro's Users' Committee (NUC) met 9 times. On average, there were 8 members present at each meeting.

Following the move of the Royal Victoria Hospital to the Glen site, the NUC followed up closely with the administration to ensure care and services to patients remained unaffected. The Director of administration, Teresa Mack, and the Assistant-Director of Nursing, Lucia Fabijan, attended our meetings to give us updates and provide a forum to raise issues. Thankfully, while there were many challenges and adjustments, the Neuro continued to perform well. The NUC stressed the importance of ensuring patients are integral part of the planning for the eventual move of the Neuro to the Glen site in approximately 5 years. The administration acknowledged and agreed with our recommendation.

Several members attended a Patient Engagement (PE) Webinar in April 2015 and a productive discussion ensued. The NUC has been working since then on redefining our objectives taking into account PE values. Our strategies are to be finalised in June 2016.

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 15th 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



Centre universitaire de santé McGill
McGill University Health Centre

**SUMMARY OF ACTIVITIES AT THE CAMILLE-LEFEBVRE PAVILION
2015-2016**

- Transfer of 15 dialysis chairs to the former day hospital
- Integration of the MCI residents
- Menu for 6 weeks
- Several renovation projects underway on 2 east (setting up a family room, dehumidifier, nursing station)
- End-of-life program implemented on 2-3 and 4 east
- Visit from the ministry in December 2015
- Setting up dining rooms on 3 and 4 east (inauguration of dining room on 3 east on July 13, 2016 and on 4 east in fall 2016)

**FINANCIAL REPORT - RESIDENTS' COMMITTEE
2015-2016**

EXPENSES	AMOUNT
TAXI	\$377
SYMPOSIUM – MONTRÉAL	\$30
FOOD SERVICE	\$235.30
	TOTAL: \$642.30

PROJECTS AND PLANS FOR THE FUTURE

- Finalize the end-of-life program in collaboration with the Training and Professional Development Department
- Quality audits of general care /development of a tool to do the audits
- Finalize the living-environment action plan 2016-2020
- Inaugurate the dining room on 4 east
- Finalize the family room on 2 east
- Finalize the admissions/welcome protocol for new residents
- Update the Camille-Lefebvre Pavilion welcome brochure