

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

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

# ANNEX 2

## MCGILL UNIVERSITY HEALTH CENTRE USERS' / PATIENTS' COMMITTEE (MUHC UC/PC)

### 2019-2020 ANNUAL REPORT

*Glen Site / Site Glen : D 04.7514 – 1001 Boulevard Décarie, Montréal, QC H4A 3J1  
Tél : 514-934-1934, ext. 31968 Courriel / Email : patients.comm@muhc.mcgill.ca*

Centre universitaire  
de santé McGill



McGill University  
Health Centre

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## 1. INFORMATION ABOUT THE INSTITUTION

The McGill University Health Centre (MUHC) is a non-merged institution.

Lachine Hospital and Camille Lefebvre Pavilion - Lachine

Montreal General Hospital - MGH

Montreal Neurological Institute and Hospital - Neuro

### **Glen Site:**

Cedars Cancer Centre - CCC

MUHC Adult Ophthalmology Clinic – MAOC

Montreal Chest Institute - MCI

Montreal Children's Hospital - MCH

Research Institute – RI

Royal Victoria Hospital - RVH

## 2. MESSAGE FROM THE CO-CHAIRS

Again, this has been a challenging and transitional year for the MUHC Users'/Patients' Committee.

We have the legal mandate to monitor the quality of health care in our institution, yet our important role continues to be to advocate for patients. We did so by overseeing that needed treatments were both timely and safe, while being a strong voice, especially for our socio-culturally diverse and marginalized patient populations, ensuring that care respected their diverse and cultural needs.

In our goal to achieve meaningful changes for patients, we requested that an Administrative contact person be appointed to attend our monthly meetings. The Committee had public government elections and we modified the process so that in future they would occur at the Annual General Meeting, and thus at a single site.

We followed up on collective concerns that the revised MUHC Ethics Framework was initially created without the partnership of the Users'/Patients' Committee. Given that this document states that the Users'/Patients' Committee 'plays a leadership role in the framework' and that they are 'responsible for its dissemination to users', we insisted on having our voices included in both the development and implementation of the framework, and to have a user/patient committee representative involved on the relevant committees.

The Committee was pleased to have had an active role in the Accreditation process. We raised several issues of concern to us, such as: Our lack of inclusion with the creation of the revised Ethics Framework; Wheelchair accessibility at all MUHC sites; Installation of a smudging room for Indigenous patients, and the Re-establishment of our Cancer Survivorship and My Tool Box programs. We also sought to have more collaboration and patient inclusion in hospital activities through work with the MUHC Patient Partnership program.

Concerns were also raised with the Administration about changes to the MUHC's Obstetrics and Gynecology services, possibly for other clinical services in the planning as well, and any additional fees that were previously covered by RAMQ that would now be charged to patients.

Throughout the year, there was an exodus of experienced health care managers who were replaced by staff who may not have been able to properly communicate in English. This was particularly alarming since, as the MUHC is a legally designated bilingual institution, this might cause difficulties for our diverse users/patients, many of whom face language and other barriers to accessing health care. We were also concerned that plans for alternate exit routes

were not in place when a lab fire resulted in damaged samples and elevator shutdowns, leading to confusion for patients getting to necessary treatments and test centres.

We learned of the dysfunctional care situation and problems between staff and the long-term care residents and their families, at the Camille Lefebvre pavilion. This was disturbing and underscored the importance of having facilities that can properly cater to the health care needs of our increasingly ageing population with cognitive deficiencies and any of their associated behavioural problems. We are hopeful that the MUHC now has an action plan, and we are glad to be ongoing participants in this resolution.

Following government directives, the Board of Directors approved a policy for managing patients under involuntary confinement in healthcare institutions. The Committee was involved in providing input to ensure that the rights of inpatients with mental health disorders are respected.

We were pleased that Phase 1 of the installation of necessary air conditioning units for inpatients was done where needed, and look forward to the quick completion of Phase 2 prior to the onset of the usual summer heat wave, to ensure their comfort.

To-date we anxiously await the appointment of a new director for the MUHC Research Institute, since as patients and community members we have invested in research through collaboration, participation and funding, in the hopes of seeing the development of treatments and cures that will be of benefit to all.

We have sincerely been appreciative of our congenial and collaborative working relationship with the Administration, and look forward to meaningful changes that will lead to optimal care for patients.



Lisa Rosati, Co-Chair  
MUHC Users'/Patients' Committee



Seeta Ramdass, Co-Chair  
MUHC Users'/Patients' Committee

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In December 2019, the MUHC Users'/Patients' Committee decided by resolution to appoint new Co-Chairs, Nicole Savoie and Pierre Hurteau, until May 2020. Lisa Rosati accepted the position of Secretary. Our priority was to get the Committee to think about the composition of the new Executive Committee in May 2020.

In addition, the Committee provided critical feedback on the MUHC Data Warehouse project, which seeks to obtain data from user/patient records for research and diagnostic purposes without the explicit consent of users/patients. The Committee was also successful in ensuring the participation of Committee members on the Steering Committee of the OPAL project. (OPAL is a mobile application for users/patients. The Committee also intervened to improve accessibility by lobbying to have the design of an exterior wheelchair ramp - that compromised user/patient safety - corrected.

Lastly, our activities were somewhat disrupted in March with the arrival of the pandemic, but we managed to maintain a satisfactory level of user/patient access to our services, thanks to the remote work of our Administrative Assistant and several members. Among other things, we were able to assist many patients who no longer knew how to obtain services.



Pierre Hurteau, Co-Chair  
MUHC Users'/Patients' Committee



Nicole Savoie, Co-Chair  
MUHC Users'/Patients' Committee

### 3. PRIORITIES AND ACHIEVEMENTS OF THE PAST YEAR

#### **Priorities identified:**

(1) Communication

- Relationship improvement with Administration to achieve meaningful changes in the best interest of patients
- Media participation

(2) Policies/procedures affecting patients

- Input into Draft Ethics Framework document
- MUHC Data Warehouse information – confidentiality concerns and its impact for patients

(3) Programs to reinstate

- Re-establishment of *Cancer Survivorship* program
- Re-establishment of *My Tool Box* program (Living with Chronic Disease)

(4) Infrastructure changes

- Installation of a smudging room for Indigenous patients
- Restructure Glen exterior ramp for accessibility

(5) Areas to monitor

- Acute and elective surgical wait times for patients in various clinical and outpatient departments: Wait times for oncology surgery / chemotherapy / radiotherapy
- Status of ER overcrowding/use
- Protocols and safety measures put in place affecting patients and families during the COVID-19 pandemic
- Patient concerns following changes to MUHC obstetrics and gynecology services: closure of Lachine Hospital gynecology clinic, move to gynaecologists to 5100 de Maisonneuve, and additional charges to patients for services at non-MUHC clinics
- Patient concerns following Neurology, Urology and Dermatology services moving to 5100 de Maisonneuve
- Complaints regarding the quality of care and a climate of tension between the nursing staff and the families of the residents of the ventilator-assisted unit in Camille-Lefebvre led the administration to call on a consultant, Roger Paquet, who made a number of observations and recommendations contained in his report of September 15, 2019 (<https://cusm.ca/sites/default/files/news/Annual-Reports/Roger-Paquet-Pavillon-Camille-Lefebvre.pdf>).

#### **Achievements:**

(1) Improved communication with Administration and patients

- Requested and received: Administrative contact to attend monthly meetings to provide necessary information, and timely health care and policy updates to the Committee.
- Creation, in collaboration with Information Services, of an *Excel* patient complaint log
- Submitted questions at all public Board of Directors meetings
- Media participation

- Administrative Assistant position made full-time

(2) Participation in:

- Accreditation Canada – interview assessment of Users’/Patients’ Committee functioning.
- Revised ‘MUHC Visiting Policy’
- Ministry protocol with MUHC leadership for managing patients under confinement

(3) Direct aid to patients

- Access to free television, internet and social media for inpatients confined to their rooms due to COVID-19 pandemic

(4) Committee events

- Elections: Term 2019-2022
- Annual June Dinner Conference: Guest speaker: Dr. Tom Hutchison (Department of Medicine and Department of Oncology. Director, McGill Programs in Whole Person Care)
- Public Annual General Meeting attended by users/patients, MUHC staff and administration. Guest speakers:
  - Mathieu Jackson, Partnership school Coordinator. Centre of excellence on partnership with patients and public, University of Montreal
  - Aaron Derfel, Montreal Gazette health reporter

## 4. THE COMMITTEE AND ITS MEMBERS

### About the McGill University Health Centre Users’/Patients’ Committee

The MUHC UC/PC is comprised of socio-culturally diverse MUHC patients who are the elected representatives for each of the five (5) hospitals of the MUHC, and dedicated to advocating for patients in collaboration with hospital administration to monitor their quality of care in a tertiary, academic health institution with an international reputation for excellence in clinical programs, research and teaching.

Each site and mission subcommittee has two (2) representatives on the MUHC UC/PC. Members were elected in May 2019 for a term of three (3) years, and will remain in office until the next election, unless they resign, are dismissed, re-appointed, re-elected or replaced.

The MUHC UC/PC comprises the following site and mission users’/patients’ subcommittees:

- Lachine Hospital and Camille-Lefebvre Pavilion – Lachine
- Montreal General Hospital - MGH
- Montreal Neurological Hospital - Neuro
- Montreal Children’s Hospital - Family Advisory Forum (FAF)
- Royal Victoria Hospital - RVH
- Cancer Care Mission - CCM
- Medical Mission - MM

NAME		SUBCOMMITTEE	ROLE
First	Last		
Seeta	Ramdass	FAF	Co-Chair and Board Representative
Amy	Ma	FAF	Member – Ended mandate as Co-Chair June 2019
Lisa	Rosati	RVH	Co-Chair – Elected Co-Chair June 2019
Elizabeth	Markakis	RVH	Secretary – Resigned Oct 2019
Jean	Williams	RVH	Member – Appointed Nov 2019
Mari Jo	Pires	Neuro	Member
Nicole	Savoie	Neuro	Member – Elected Co-Chair Dec 2019
Pierre	Hurteau	MM	Member – Elected Co-Chair Dec 2019
Hafeez	Subhan	MM	Member – Treasurer – Resigned Feb 2020
Tristan	Williams	CCM	Member
Deborah	Radcliffe-Branch	CCM	Member – Elected – Resigned Sept 2019
K.	O.	CCM	Member – Appointed Nov 2019
Evelyn	Seligman	MGH	Member
Tom	McCutcheon	MGH	Member
Pierrette	Leroux	Lachine	Member
Vacant		Camille Lefebvre	Member/Resident

<b>MUHC UC/PC Executive: June 2019 - December 2019</b>	
Co-Chair & Board Member	Seeta Ramdass
Co-Chair	Lisa Rosati
Secretary	Elizabeth Markakis (Resigned October 2019)
Treasurer	Hafeez Subhan

<b>MUHC UC/PC Executive: December 2019 – March 2020</b>	
Co-Chair	Pierre Hurteau
Co-Chair	Nicole Savoie
Secretary	Lisa Rosati
Treasurer	Hafeez Subhan (Resigned February 2020)
MUHC Board Representative	Seeta Ramdass

**5. CONTACT INFORMATION**

FUNCTION	NAME		CONTACT INFORMATION		
	First	Last	Phone No	Email	Address
Co-Chair	Pierre	Hurteau	514-934-1934 ext. 31968	<a href="mailto:pierre.hurteau@muhc.mcgill.ca">pierre.hurteau@muhc.mcgill.ca</a>	MUHC UC/PC Glen Site D 04.7514 1001 Décarie, Mtl, QC H4A 3J1
Co-Chair	Nicole	Savoie	514-934-1934 ext. 31968	<a href="mailto:patients.comm@muhc.mcgill.ca">patients.comm@muhc.mcgill.ca</a>	MUHC UC/PC Glen Site D 04.7514 1001 Décarie, Mtl, QC H4A 3J1

<b>NON-ELECTED STAFF MEMBERS</b>					
Person in the institution responsible for the MUHC UC/PC: Director, Quality Department	Keith	Woolrich	514-934-1934 ext. 43943	<a href="mailto:keith.woolrich@muhc.mcgill.ca">keith.woolrich@muhc.mcgill.ca</a>	MUHC Quality Department Room 610.1 8300 Décarie, Mtl, QC H4P 2P5
MUHC UC/PC Administrative Assistant	Siobhan Patricia	Ua’Siaghail	514-934-1934 ext. 31968	<a href="mailto:siobhan.uasiaghail@muhc.mcgill.ca">siobhan.uasiaghail@muhc.mcgill.ca</a>	MUHC UC/PC Glen Site D 04.7514 1001 Décarie, Mtl, QC H4A 3J1
Associate Director, MUHC Ombudsman	Michael	Bury	514- 934-1934, ext. 35655	<a href="mailto:michael.bury@muhc.mcgill.ca">michael.bury@muhc.mcgill.ca</a>	MUHC Ombudsman’s Office Glen Site, 1001 Décarie, Mtl, QC H4A 3J1
Associate Director, MUHC Communications, MUHC UC/PC Administrative Contact	Darren	Becker	514-934-1934, ext. 36417	<a href="mailto:darren.becker@muhc.mcgill.ca">darren.becker@muhc.mcgill.ca</a>	MUHC Communications and Public Affairs 340-2155 Guy, Mtl, QC H3G 1A4

## 6. ACTIVITIES OF THE MUHC UC/PC

### 1. Inform users /patients about their rights and obligations

- ✚ Through 'complaints' process
- ✚ Purchase of bilingual users'/patients' rights posters
- ✚ Patients' Committee roll-ups at Site entrances
- ✚ Participated in training for users'/patients' committees (RPCU)

### 2. (a) Promote quality improvement of the users'/patients' living conditions

#### Participation on Legislated MUHC Committees

- ✚ Board of Directors of the MUHC
- ✚ Quality and Risk Management (COQAR) - inactive
- ✚ Vigilance Committee - inactive

#### Participation on MUHC Committees

- ✚ Building the future of excellence in academic childcare - Complex Care
- ✚ Pediatric Quality Improvement Office of the MCH
- ✚ Code White
- ✚ OPAL Steering Committee
- ✚ Council of Nurses (CECII)
- ✚ Infection Control
- ✚ MCH - Council for Services to Children and Adolescents (CSCA)
- ✚ MGH Redevelopment Steering Committee
- ✚ Medical Mission Quality Improvement
- ✚ Lachine Redevelopment Steering Committee
- ✚ Quality Improvement: Discussion Group (*Table de concertation*) (Patient Partnership)
- ✚ Telephone Access
- ✚ Patient Education Steering Committee
- ✚ MGH Nursing Awards of Excellence
- ✚ Communications: MUHC Website
- ✚ Accessibility: Committee for the Psycho-social Integrity of Persons with Disabilities
- ✚ MCH Sociocultural Consultation and Interpretation Services

#### Affiliation with non-MUHC committees

- ✚ *Conseil pour la protection des malades (CPM)*
- ✚ *Comité des Usagers du Centre hospitalier de l'université de Montréal (CU du CHUM)*
- ✚ *Groupe d'experts sur la question de l'incapacité et l'aide médicale à mourir*
- ✚ McGill Faculty of Medicine Equity Task Force
- ✚ *Salon Visez Droit*

## 2. (b) Assess the degree of users'/patients' satisfaction regarding services obtained

- ✚ Telephone access survey
- ✚ Suggestion boxes placed at various sites
- ✚ Complaints, requests for assistance and comments received in person, by phone or email.

MUHC UC/PC has office hours (Glen), phone lines and an email address.

## 3. Defend the collective or individual rights and interests of users/patients

Media activities - Below are links to some of the media interviews in which we participated in the last fiscal year:

- ✚ **May 28, 2019:** Montreal Gazette. Article by Aaron Derfel entitled *Private clinics in MUHC building 'worrisome' to patient rights groups*. Pierre Hurteau and Amy Ma quoted. <https://montrealgazette.com/news/local-news/private-clinics-in-muhc-building-worrisome-to-patient-rights-groups>
- ✚ **June 1, 2019:** La Presse. Article by Mario Girard entitled *La douleur de l'attente* about Cancer Care Mission Patient Committee member Laurie Hendren and Opal. <https://www.lapresse.ca/actualites/201905/31/01-5228400-la-douleur-de-lattente.php>
- ✚ **June 4, 2019:** The Suburban. Article entitled *MUHC Patient empowerment app Opal wins Prix d'excellence honour*. Laurie Hendren quoted (posthumously). [http://www.thesuburban.com/life/health/muhc-patient-empowerment-app-opal-wins-prix-d-excellence-honour/article\\_eb150994-86f9-11e9-b384-eb8bf05829fd.html](http://www.thesuburban.com/life/health/muhc-patient-empowerment-app-opal-wins-prix-d-excellence-honour/article_eb150994-86f9-11e9-b384-eb8bf05829fd.html)
- ✚ **June 4, 2019:** CBC News. Article entitled *She's still living, in some sense': McGill computer scientist's app Opal wins award, days after her death*. <https://www.cbc.ca/news/canada/montreal/opal-app-cancer-patients-laurie-hendren-1.5161267>
- ✚ **June 19, 2019:** CJAD: Article by Shuyee Lee entitled *New MUHC app helps cancer patients navigate healthcare system, keep tabs on treatment*. <https://www.iheartradio.ca/cjad/news/new-muhc-app-helps-cancer-patients-navigate-healthcare-system-keep-tabs-on-treatment-1.9319607>
- ✚ **June 15, 2019:** Montreal Gazette. Article by Aaron Derfel entitled *MUHC eyeing N.D.G. office building for headquarters*. Evelyn Seligman quoted. <https://montrealgazette.com/news/local-news/muhc-eyeing-n-d-g-office-building-for-headquarters>
- ✚ **June 22, 2019:** Montreal Gazette. Article by Aaron Derfel entitled *After security lapses, Montreal General embarks on hiring spree*. Seeta Ramdass interviewed and quoted. <https://montrealgazette.com/news/local-news/after-security-lapses-montreal-general-embarks-on-hiring-sprees/>
- ✚ **August 2, 2019:** CTV. Article by CTV Montreal staff entitled *MUHC deficit has patients' rights advocates fearing cuts to services*. Seeta Ramdass quoted. <https://montreal.ctvnews.ca/muhc-deficit-has-patients-rights-advocates-fearing-cuts-to-services-1.4535081>
- ✚ **August 2, 2019:** Montreal Gazette. Article by Aaron Derfel entitled *MUHC 'Heading into major deficit' finance director warns*. Lisa Rosati quoted. <https://montrealgazette.com/news/local-news/muhc-heading-into-major-deficit-finance-director-warns/>
- ✚ **September 23, 2019:** CJAD and CTV news item. Audio. *The MUHC Patients' Committee sounding the alarm right now on wait times in the system's emergency rooms...* Clip of Gilda Salomone reading out Lisa Rosati's question to MUHC Board. No link.
- ✚ **October 9, 2019:** Le Devoir. Letter by Pierre Hurteau. *Stationnement dans les hopitaux, une promesse non tenue*. <https://www.ledevoir.com/opinion/lettres/564398/lettre-stationnement-dans-les-hopitaux-une-promesse-non-tenu>
- ✚ **October 28, 2019:** Montreal Gazette. Article by Aaron Derfel entitled *Quebec will slash parking rates 'but we don't know when'*. Pierre Hurteau quoted. <https://montrealgazette.com/news/local-news/quebec-will-slash-hospital-parking-rates-but-we-dont-know-when>

- # **November 10, 2019:** CBC. Article by Franca G. Magnacca entitled *Parking fees at all Quebec public health institutions to be capped by June 2020*. Pierre Hurteau quoted. <https://www.cbc.ca/news/canada/montreal/parking-fees-public-institutions-capped-1.5354917>
- # **November 12, 2019:** Montreal Gazette. Article written by Aaron Derfel. *Patient complaints at MUHC are up or down, depending which report you read*. Lisa Rosati and Seeta Ramdass quoted. [https://montrealgazette.com/news/local-news/patient-complaints-at-muhc-are-up-or-down-depending-which-report-you-read?utm\\_source=Sailthru&utm\\_medium=email&utm\\_campaign=Montreal%20Gazette%20Daily%20Headlines%202019-11](https://montrealgazette.com/news/local-news/patient-complaints-at-muhc-are-up-or-down-depending-which-report-you-read?utm_source=Sailthru&utm_medium=email&utm_campaign=Montreal%20Gazette%20Daily%20Headlines%202019-11)
- # **November 12, 2019:** CJAD: Article by Shuyee Lee entitled *MUHC patient complaints: ombudsman says they've gone down, users committee says they've gone up*. Seeta Ramdass quoted. <https://www.iheartradio.ca/cjad/news/muhc-patient-complaints-ombudsman-says-they-ve-gone-down-users-committee-says-they-ve-gone-up-1.10213462>
- # **January 28, 2020:** Montreal Gazette. Article by Aaron Derfel entitled *Lachine Hospital ORs to reopen on Feb. 7, but concerns persist*. Pierre Hurteau quoted. <https://montrealgazette.com/news/local-news/lachine-hospital-ors-to-reopen-on-feb-7-but-concerns-persist>

**4. Accompany and assist, on request, a user/patient in any step he/she undertakes including when he/she wishes to file a complaint**

- # Requests for assistance or accompaniment are regularly received and dealt with immediately
- # Complaints are forwarded to Complaints Commissioner / Ombudsman, with permission of user/patient and/or representative, and to respective site / mission subcommittees

**5. Ensure, as appropriate, the proper functioning of the Residents' Committee and ensure that they have the necessary resources to perform their duties**

- # Position for representative of Residents' Committee of Camille Lefebvre has been VACANT
- # Elected representative for Lachine has been involved in monitoring status and needs of residents and families
- # The MUHC UC/PC had budgeted \$3000 for the Residents' Committee.

**6. Evaluate, where applicable, the effectiveness of the measure put in place pursuant to the provisions of section 209.0.1 of the "Act respecting health services and social services"**

- # Does not apply

**7. Representation / Coordination / Harmonization**

- # Accreditation and assessment of user/patient committee functioning

**7. MUHC UC/PC MEETINGS**

<b>Frequency:</b>	10 monthly meetings/year
<b>Length:</b>	3 hours
<b>Attendance:</b>	Elected members and observers
<b>Annual General Meeting:</b>	October 25, 2019

## 8. COLLABORATION WITH THE OTHER ACTORS IN COMPLAINT EXAMINATION SYSTEM

- With Complaints Commissioner / Ombudsman, by informing users'/patients and families of the following:

- Their rights
- Recourse if they thought their rights were not being respected or their healthcare was compromised
- Assisting them, upon request, in filing formal complaints with office of Complaints Commissioner / Ombudsman

- Monthly meetings, and some subcommittee meetings, were attended by Ombudsman or Delegate.

- Reports were presented, with discussion regarding trends noted among complaints and requests for assistance received from patients and families

### Complaints & Requests for Assistance received by the MUHC Users'/Patients' Committee:

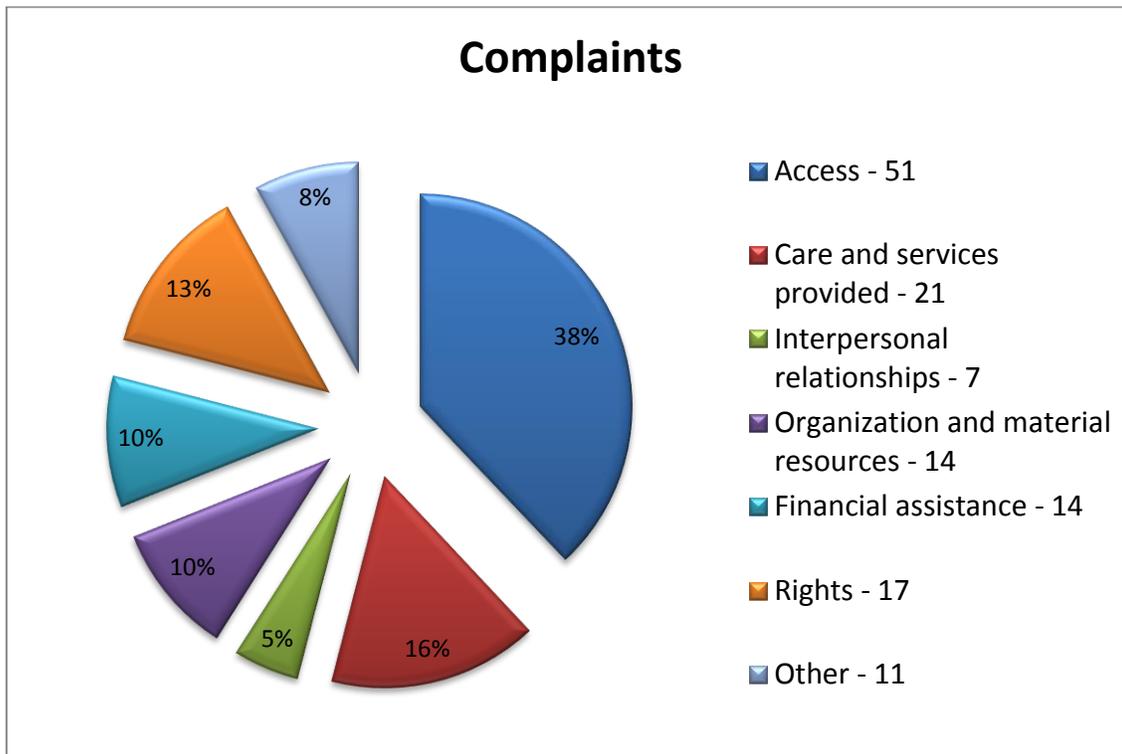
	Shared with Ombudsman	Not shared	Totals
<b>Complaints</b>	97	38	135
<b>Requests for Assistance</b>	8	76	84
<b>Totals</b>	105	114	219

### Complaints Categories:

Below are the complaints categories as defined and summarized by the *Ministère de la santé* for the purposes of the SIGPAQS<sup>1</sup> system of collecting data.

Category of complaint	Percentage	Number
<b>Access</b>	<b>38%</b>	<b>51</b>
<b>Care and services provided</b>	<b>16%</b>	<b>21</b>
<b>Interpersonal relationships</b>	<b>5%</b>	<b>7</b>
<b>Organization and material resources</b>	<b>10%</b>	<b>14</b>
<b>Financial assistance</b>	<b>10%</b>	<b>14</b>
<b>Rights</b>	<b>13%</b>	<b>17</b>
<b>Other</b>	<b>8%</b>	<b>11</b>
<b>Total Complaints</b>	<b>100%</b>	<b>135</b>

<sup>1</sup> SIGPAQS : Système intégré de gestion des plaintes et amélioration de la qualité des services (L'application Web SIGPAQS permet une gestion intégrée et rapide des activités liées à l'examen des plaintes formulées par les usagers du réseau de la santé et des services sociaux. Elle est utilisée principalement par les commissaires aux plaintes et à la qualité des services.) (The SIGPAQS Web application allows for integrated and rapid management of activities related to the examination of complaints made by users of the health and social services network. It is used mainly by the Complaints and Service Quality Commissioners)



**Definitions of complaints categories based on the MSSS's SIGPAQS (*Système intégré de gestions des plaintes et amélioration de la qualité des services*):**

**Access:** Delays, refusal of services, transfer, lack of services or resources, linguistic accessibility, choice of professional, choice of establishment, other.

**Care and services provided:** Technical and vocational skills, assessment, professional judgment, treatment or intervention, continuity, other.

**Interpersonal relationships:** Reliability, respect for the person, respect for privacy, empathy, communication with the entourage, violence and abuse, attitudes, availability, identification of personnel, other.

**Organization and material resources:** Food, intimacy, client mix, spatial organization, hygiene and sanitation, comfort and convenience, living environment rules and procedures, life conditions adapted to ethno cultural and religious characteristics, safety and protection, relations with Community, equipment and materials, parking, other.

**Financial assistance:** Rooming, billing, contribution to placement, traveling expenses, drug costs, parking costs, benefit received by users, special needs, material and financial assistance, allocation of financial resources, claim, solicitation, other.

**Rights:** Information, user's file and complaint file, user participation, consent to care, access to a protection regime, consent to experimentation and participation in a research project, right to Representation, right to assistance, right of appeal, other.

**Other request objects:** Other object.

**Requests for Assistance:**

Patients, families, employees, etc. may contact MUHC UC/PC offices to request information regarding:

- Patients' rights
- Filing a complaint
- Navigating the system
- Direction to appropriate resources
- Accompaniment

## **9. GOALS ESTABLISHED FOR NEXT YEAR**

- Continue monitoring issues affecting patient care and rights during the COVID-19 pandemic, as well as those affecting Camille-Lefebvre Pavilion residents, their families and the role of caregivers.
- Continue monitoring the timeliness of non-COVID and elective surgeries, and all other required treatments planned during this COVID-19 pandemic
- Ensure air conditioning units installed where needed
- Ensure installation of pharmacy at Glen
- Social media: Facebook page for patients
- Improved functioning of Committee
- Retention and recruitment
- Defining role of Administrative Assistant
- Closely follow the development of the OPAL project and its expansion to all users/patients of the MUHC.
- Monitor the implementation of the action plan of the Paquet Report at Camille-Lefebvre
- Find a representative for the Camille Lefebvre Residents' Committee to sit on the MUHC UC/PC.

## **10. CONCLUSION (ISSUES, RECOMMENDATIONS AND PROJECTS)**

Going forward we foresee multiple challenges and the vigilance of monitoring a backlog of postponed but vital treatments needed by patients, as a result of the priority of the COVID-19 pandemic. We also plan to be involved in continuing to monitor, throughout our institution, the steady progress of the important - and unique to Quebec - project of Access to Health Care for the Deaf.

## **11. FINANCIAL REPORT**

See Annexes 3A, 3B and 4.

## **12. ACTIVITIES OF RESIDENTS' COMMITTEE OF THE CAMILLE-LEFEBVRE PAVILION**

See Activity Report of the Camille-Lefebvre Pavilion Residents' Committee on following page.

**Activity Report  
of the Camille Lefebvre Pavilion  
Resident Committee**

**Members**

**Yvan Cardinal – Chair**

**Pierrette Leroux – Treasurer**

**Nicole Allard – Member**

**Yvon Brisson – Member**

**Raymonde Deslauriers – Member**

**Mari Jo Pires – Member of the MUHC Users’/Patients’ Committee**

**Lorine Jean-Marie – Nurse Manager, 2 East**

**Kim Feci – Assistant Nurse Manager, 2 East**

**Judith Morlese – Nurse Manager, 3 & 4 East**

**Kham Bouphanouvong – Assistant Nurse Manager, 3 & 4 East**

**Pina Ventulieri – Manager, Therapeutic Services**

**Christine Lapointe – Recreation Therapist**

**Michael Bury – Ombudsman/Complaint Commissioner MUHC**

**2019-2020 Projects**

User/Patient/Resident Rights Week:

The documentary entitled ‘Claude Brunet’s Hopes and Struggles’ was screened.

At the entrance of the Camille Lefebvre Pavilion, the UC/PC pamphlet was distributed.

The Residents’ Committee answered questions from residents and their families.

Participation: Nicole Allard and Yvon Brisson

Poster put up: Your rights as a user/patient of the health and social services network.

Preparation and distribution of welcome kits for residents of the Camille Lefebvre Pavilion

Hand hygiene campaign for staff

Attendance at the *Conseil pour la protection des malades* seminar (September 19-20, 2019)

Collaboration and participation in the Accreditation Canada meeting

Attendance: Pierrette Leroux

Bathroom renovated, 3 & 4 East

Curtains and bedspreads replaced, 3 & 4 East

Common areas painted

Smoking room ventilation

Burn-resistant aprons for smokers  
Evaluation of menu offer and variation, with the involvement of the residents  
Resident satisfaction survey in progress  
Electronic bulletin board  
New washer and dryer on 4 East

Recruitment of volunteers  
Participation: Rita Guilione

Expenses: Refreshments for the Residents' Committee meetings, transportation to MUHC UC/PC meetings and conference attendance.

### **SPECIAL SITUATION: COVID-19 PANDEMIC**

Setting up communication project between Camille Lefèbvre Pavilion residents of their families:  
Person in charge: Pina Ventulieri  
First action: March 17, 2020, phone calls.  
Second action: March 24, 2020, video meetings.  
Since April 10, 2020, these services have also been provided to the Users/Patients of the Lachine Hospital.

### **Projects planned for 2020-2021**

In 2020, we will offer workshops to residents and their families on the subjects of abuse (psychological, physical, intellectual etc.) and on the rights of residents.

We will invite a notary to speak on the subject of Notarized Protection Mandates (also know as Notarized Mandates in case of Incapacity) and how and when they come into effect.

The Committee is satisfied with the progress on the actions undertaken by the hospital with regard to the COVID-19 pandemic.

We thank the Administration for their invaluable collaboration.

Yours sincerely,  
Pierrette Leroux, Treasurer

On behalf of  
The Camille Lefebvre Pavilion Residents' Committee