

## FORMALIZATION OF THE QUALITY CONTROL PROCESS AND CONDITIONS FOR SUCCESS

The CISSS de la Côte-Nord formalized its quality control process:

- **By appointing** the assistant director of the DSMQÉPÉ as person in charge and accountable for quality control within the establishment;
- **By identifying** the roles and responsibilities of the person in charge of the application and follow-up of the process in the guide *Rôles et responsabilités portant sur le contrôle de la qualité des services rendus aux usagers en RI-RTF*;
- **By producing** a procedure including tools defining the application of the process within the establishment;
- **By gathering** information related to the quality control process in order to ensure its traceability;
- **By making** available the information related to the quality control process on its website at:

[www.ciiss-cotenord.gouv.qc.ca](http://www.ciiss-cotenord.gouv.qc.ca)

## CENTRE INTÉGRÉ DE SANTÉ ET DE SERVICES SOCIAUX DE LA CÔTE-NORD

The Centre intégré de santé et de services sociaux (CISSS) de la Côte-Nord serves a population of about 95 000 inhabitants on a territory extending from Tadoussac to Blanc-Sablon (nearly 1300 km of coastline) through L'Île-d'Anticosti and the northern cities of Fermont and Schefferville.

The CISSS de la Côte-Nord is in charge of planning, coordinating, organizing and offering social and health services to the entire population of the region. It includes about fifty facilities and 3 600 employees.

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Centre intégré  
de santé  
et de services sociaux  
de la Côte-Nord

Québec 



## Quality control of services provided to users in intermediate and family-type resources

DIRECTION DES SERVICES MULTIDISCIPLINAIRES,  
QUALITÉ, ÉVALUATION, PERFORMANCE ET  
ÉTHIQUE (DSMQÉPÉ)

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## THE PROCESS

The quality control process is under the full responsibility of the establishment. It contains **five specific activities** which must be applied continuously in order to control the quality of its own services and activities as well as those of the resource.

Here are the five activities:

- **MESURE AND DOCUMENT** the criteria for the quality of services provided by the establishment and by the resource continuously;
- **IDENTIFY** the existence of a gap between the desired quality and the provided quality in the services delivered by the establishment and the resource;
- **DETERMINE AND ANALYSE** the causes of the gap in quality;
- **DETERMINE AND PLAN** the actions to implement to ensure the quality of services provided to the user;
- **IMPLEMENT, FOLLOW UP AND EVALUATE** the actions taken.

The purpose of the quality control process is to make sure the quality of services provided to the user by the establishment and the resource is as desired.

This process seeks the improvement of services provided to the user and does not have the purpose of intervening coercively.

## DEFINITIONS

### Desired quality

The desired quality for the establishment is defined by the carrying out of professional activities with users in respect of the establishment's processes, policies and procedures, in accordance with ministerial guidelines.

The desired quality for the resource is defined from common and particular support or assistance services it must provide to the user in respect of the establishment's processes, policies and procedures, in accordance with ministerial guidelines.

### Provided quality

The provided quality is delivered by all intervenors, employees, managers and other bodies of the establishment. It is notably evaluated from rigorous or validated tools and from formal processes.

It allows measuring the gaps and it contributes to identifying areas of improvement.

### Gap in quality

The observation of a gap in quality means that an element or a provision of the quality provided by the establishment or the resource does not comply with a requirement identified and expected in the desired quality. Therefore, there is a difference, a gap between the provided quality and the desired quality.

The establishment or the resource will only determine, plan and implement the actions required to ensure the compliance with the desired quality following the identification of a gap in quality by the DSMQÉPÉ.

## APPLICATION OF THE QUALITY CONTROL PROCESS

According to their roles, responsibilities or status within the establishment, several people and bodies may be considered as stakeholders to the implementation, the application or the follow-up of the quality control process.

The application of the quality control process of services provided to the user is carried out by the quality control intervenor of the DSMQÉPÉ.

The following actors are required for the data collection:

- The intervenor in charge of the user;
- The user or their relatives;
- The resource;
- The IR-FTR intervenor;
- The risk or quality manager (or guarantor);
- The manager in charge of IR-FTR;
- Any other intervenor involved with the user's file.

They contribute to the quality control process by providing or receiving relevant information for the intended purpose.