



BOARD ROOM NEWS

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ANNUAL MANAGEMENT REPORT 2015-2016

As part of the annual public information meeting, the President-Executive Director of the Centre intégré de santé et de services sociaux (CISSS) de la Côte-Nord, Mr. Marc Fortin, presented the annual management report for 2015-2016, the first annual report since the creation of this new regional establishment.

Among others, this report refers to some achievements that have helped reduce expenditure without affecting services, such as a decrease in independent labour and lower administrative expenses, such as travel costs.

These efforts continue to improve the accessibility and continuity of services to users, especially for seniors with a loss of autonomy.

The annual management report is available on the website of the CISSS de la Côte-Nord at the following address: www.cisss-cotenord.gouv.qc.ca in the section [Documentation](#).

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2015-2016 REPORT ON THE APPLICATION OF THE PROCEDURE FOR COMPLAINTS AND IMPROVEMENT OF SERVICES

The Quality Services and Complaints Commissioner, Manon Bourgeois, has presented the 2015-2016 report on the application of the procedure of complaints and improvement of services. During the year, 402 files have been analysed by the Commissioner compared to 395 last year. More than 70% of these files were treated within a delay of 45 days or less.

Of the 215 complaints received in 2015-2016, 60 related to the care and services provided, 38 on interpersonal relationships, 34 on accessibility and 32 on the organisation of the milieu and material resources. You may consult the report on the CISSS de la Côte-Nord [Web site](#).

REVISION OF THE FRAMEWORK FOR RECOGNITION AND FUNDING FROM PSOC

A Working Committee is created in order to proceed with the revision and harmonization of the framework for recognition and funding from the Programme de soutien aux organismes communautaires (PSOC). This exercise has become necessary as a result of the creation of the CISSS de la Côte-Nord. This committee will be composed of an executive management consultant from PSOC, a clinical director from the CISSS, two members from the Board of Directors and four representatives from the North Shore Community Organizations (TROC).

**Next Meeting of the
Board of Directors:**

Wednesday,
January 25th, 2017



BUDGETARY SITUATION OF THE CISSS DE LA CÔTE-NORD

The CISSS de la Côte-Nord anticipates a deficit of \$6,6 M on March 31st, 2017. Today, optimisation measures included in the initial budget have failed to reach the expected results to achieve a fiscal balance. In addition, a reduction in revenues, combined with a significant salary insurance increase, explains the current situation. In accordance with the regulation of the Balanced Budget Act, a plan to return to a balance budget will have to be adopted by the Board of Directors within a month.

FINANCING OF PROJECTS FOR THE PRESERVATION OF ASSETS, RENOVATIONS AND THE REPLACEMENT OF MEDICAL AND NON-MEDICAL EQUIPMENT

The members of the Board of Directors adopted a plan to maintain and preserve the assets and a maintenance plan for the medical and non-medical equipment for 2016-2017. These plans represent a total of \$9,4 M to maintain the active assets, the resorption of the lack of maintenance, functional renovations and replacement of medical and non-medical equipment. The CISSS must present projects to the MSSS for approval according to the following distribution:

- Preservation of assets: \$4 181 657
- Functional renovations: \$1 325 530
- Medical equipment: \$1 854 375
- Resorption of medical equipment: \$1 575 507
- Non-medical equipment: \$462 467

Previous reserves must also be assigned to projects. These reserves amount to \$8,3 M for the preservation of assets, \$4,6 M for functional renovations, \$2,2 M for medical equipment and \$403 085 for the non-medical equipment.

CREATION OF AN URBAN CLINIC FOR CLINICAL TEACHING IN SEPT-ÎLES

The administrators have agreed to deposit at the MSSS the Urban Clinic Project for Clinical Teaching (DUEC), that intends to implement a clinical teaching environment and research based on best and safe clinical practices and as close as possible to a real healthcare setting which will be situated in Sept-Îles.

This project will help meet training needs, retention and skills development, and will be an added value for students, the staff and the population of the North Shore.

To achieve this, the CISSS de la Côte-Nord will inject non-recurrent funds of \$350 000 in order to structure the physical premises in conformity with the standards of care. For its part, the Université du Québec à Chicoutimi is offering the spaces needed for the development of the DUEC, while the Cégep de Sept-Îles allows the use of its technical laboratory. Different services can be offered, such as regular health care, wound care, healthy lifestyle promotion and follow-up of STIs. However, this project must receive approval from the Ministry.

CLINICAL BIOETHICS COMMITTEE

The Board of Directors approved the creation of a Clinical Bioethics Committee for the CISSS de la Côte-Nord, which will particularly respond to ethical issues in the area of care and services and to guide stakeholders in difficult choices and decisions.

Reporting to the Board of Directors, the Committee will be composed of people from various circles and facilities of the CISSS, including representatives of the consultative committees, users' committees, pastoral services and a partner in the local network. The mandate of the members shall be for three years and can be renewed.

WORKFORCE PLAN IN FAMILY MEDICINE AND SPECIALITIES

For the year 2017, the North Shore region is authorized to recruit 16 family physicians. The objective of the medical workforce plans (PEM) is to direct physicians to environments where priority needs have been identified and to improve access to front-line services. Recruitment priorities are established by the Management Committee for the medical workforce in family medicine involving the MSSS and the Federation of general practitioners of Quebec (FMOQ), in collaboration with the regional department of general medicine (RDGM).

In specialized medicine, the PEM is providing 101 positions. Actually, the region has 70 medical specialists, 37 at the Hôpital de Sept-Îles and 31 at the Hôpital Le Royer (Baie-Comeau). Positions are vacant in specialities such as anesthesiology, dermatology, pediatrics and psychiatry.

REGIONAL CANCER PROGRAM

The regional cancer program was adopted by the Board of Directors. This program is intended to offer the North-Shore population and people with cancer, care and services that are accessible and of quality, while optimizing the use of resources.

It also aims to set up a governance and a way of functioning to increase coordination, collaboration and communication between all concerned parties.

In general, the North Shore record of incidence and cancer mortality rates are significantly higher than the rest of the population of Quebec.

CLINICAL PROGRAM IN PALLIATIVE CARE AND END OF LIFE

Administrators have adopted a clinical program in palliative care and end-of-life. The CISSS must develop such a program as a result of the sanctioning of the Act respecting end-of-life care.

With this program, the CISSS de la Côte-Nord wants to ensure that any person, regardless of age and pathology, have access to palliative care and end-of-life care adapted to their needs and is respectful of their dignity and independence.

The region currently has 25 palliative care beds, a total of 13 in the two palliative care hospices in Baie-Comeau and in Sept-Îles.

APPOINTMENT OF A MEDICAL DIRECTOR OF PRE-HOSPITAL EMERGENCY SERVICES

Dr. Jean-François Bélanger has been appointed as the Regional Medical Director of pre-hospital emergency services for the North Shore region. He held these functions by interim for more than two years. As for Dr. Anne-Marie Larkin, she was appointed as the Deputy Regional Medical Director of pre-hospital emergency services.

According to provincial standards, the regional medical director must set priorities for pre-hospital emergency services, determine the organizational model of services offered in the region as well as the people who are affected and ensure their interaction with the health and social services network.

RESIGNATION OF A DIRECTOR AT THE BOARD OF THE CISSS DE LA CÔTE-NORD

On November 10th, Mr. Norbert Nadeau decided to resign from his post for personal reasons. He was an observer member representing the foundations of the CISSS de la Côte-Nord. In the upcoming days, the presidents of the various foundations in the region will be invited to designate another representative who will be able to continue the current mandate.

APPOINTMENT TO THE ADAPTED TRANSPORT COMMITTEE FOR BAIE-COMEAU

Mr. Marc Boulay, community organizer, was appointed to represent the CISSS de la Côte-Nord at the Adapted Transport Admissibility Committee for the Town of Baie-Comeau. Ms. Julie Blouin, occupational therapist, acts as a substitute. This Committee is comprised of representatives from the Town, people with disabilities and a representative of the health and social services network.

ADOPTION OF THE REGIONAL PUBLIC HEALTH ACTION PLAN 2016-2020

The Board of Directors has approved the Regional Public Health Action Plan 2016-2020. With this plan, the Department of Public Health has to ensure a regional leadership in order to mobilize all the departments of the CISSS and its regional partners in order to reduce the incidence of many diseases. Several internal and external bodies have been consulted in the development of the document. The action plan is based on five axes:

- Global development of children and youth
- Adoption of lifestyles and creating safe and healthy environments
- Prevention of infectious diseases
- Management of health risks and threats and health emergency preparedness
- Continuous monitoring of the population's state of health and its determinants

This action plan is available on the [Web site](#) of the CISSS de la Côte-Nord.

CREATION OF A COMMUNITY HEALTH AND DEVELOPMENT TABLE

A « Community Health and Development » table will be created with various regional partners following the launching of the Governmental Policy for Health Prevention. The creation of this forum is the result of a request from the ministry's regional directors:

- The development of people's capacities at a young age
- The development of communities and territories that are safe and healthy
- The improvement of the living conditions that promote health
- The strengthening of preventive actions in the health and social services system

The Government will invest \$76,1 M over the next ten years for all of Québec.

THE CISSS BEGAN THE STEPS TO OBTAIN THE PLANETREE STANDARD

Administrators support the implementation of the Planetree approach at CISSS de la Côte-Nord. This is part of the CISSS willingness to initiate a strategic shift that places the client experience at the heart of the organization's priorities. The Planetree model is a standard of excellence in care and services centered on people. The approach includes six components, such as the quality of human interactions, environments that are conducive to well-being, as well as overall health, wellness and spirituality.

Several facilities of the health and social services network are members of *Planetree*, resulting among other positive impacts on the climate at work, mobilization of personnel and salary insurance rates.

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

Québec 

835, boulevard Jolliet
Baie-Comeau (Québec) G5C 1P5
Telephone: 418 589-9845
Fax: 418 589-8574

Visit our Web site:
www.ciass-cotenord.gouv.qc.ca

This newsletter is produced by the Centre intégré de santé et de services sociaux de la Côte-Nord. It highlights the decisions taken during the meetings of the Board of directors.

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*Should you require further information about any of the covered topics, please contact the Communication department at **418-589-9845, extension 2268.***