



BOARD ROOM NEWS

October 3rd, 2018
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North of all
what we can become

APPOINTMENT OF THE DIRECTOR OF HUMAN RESOURCES, COMMUNICATIONS AND LEGAL AFFAIRS



The Board of Directors confirms the appointment of Mr. Marc Brouillette as Director of human resources, communications and legal affairs.

Managing partner of consulting and law firms for over 30 years, Mr. Brouillette is really involved in his community. He notably served on the Board of Directors of several economic development organizations and of the Hôpital de Sept-Îles.

Graduated in Law and member of the Barreau du Québec since 1983, he acquired human resources, financial and informational management skills over the years.

The Head office and the members of the Board of Directors welcome him to the team of the CISSS de la Côte-Nord.

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APPOINTMENT OF THE DIRECTOR OF PROFESSIONAL SERVICES AND UNIVERSITY INSTRUCTION

The Board of Directors appoints Dr. Marie-Claude Lebel as Director of professional services and university instruction.

Established on the North Shore for 20 years, Dr. Lebel is specialized in obstetrics and gynecology. Involved in multiple medical-administrative activities for several years, she notably acted as Head of the obstetrics and gynecology department.

The Head office and the members of the Board of Directors welcome her to the team of the CISSS de la Côte-Nord.



"The Act respecting health services and social services provides the appointment of a physician as director of professional services by every institution which operates a hospital centre."

**Next meeting of the
Board of Directors:**

Wednesday November 21st, 2018
in Baie-Comeau

ADOPTION OF THE USER TRANSPORTATION POLICY

The members of the Board of Directors adopted the User Transportation Policy of the CISSS de la Côte-Nord, which applies to transportation between establishments of the network inside or outside the region, upon reference of a physician.

The User Transportation Policy of the ministère de la Santé et des Services sociaux (MSSS) defines the general framework to be respected by the establishments of the network, while the regional policy addresses certain local and territorial particularities. In this regard, a work team was mandated to modernize the existing policy and to provide certain clarifications in order to facilitate its interpretation and enforcement.

Considering the issues specific to the Lower North Shore and the concerns submitted by the Lower North Shore Users' Committee and the Lower North Shore Advisory Committee, exchange and consultation meetings were held with these groups. Discussions were also held with the elected representatives of the territory. The practices of other territories on the North Shore were also considered in order to establish the terms of the policy.

The regional policy outlines the rules and particularities to be applied for the following transportation cases:

- User transferred from an establishment to another intraregional or interregional establishment;
- User aged 65 years or older;
- User in end-of-life palliative care;
- User living in a remote area and requiring elective diagnostic and treatment services, which are not an emergency, medically required, but not available in the establishments of the facilities of their region;;
- User in radio-oncology
- User waiting for a transplant;
- Indigenous persons within the services of the Cree Board of Health and Social Services of James Bay and of the Regional Board of the health and social services of Nunavik.

You can consult the [policy](#) on the website of the CISSS de la Côte-Nord.

“The policy notably specifies the eligibility criteria for an escort request. An orientation committee was also established in order to rule, if necessary, on the admissibility of escort requests.”

MEDICAL STAFF PLAN

The North Shore is authorized to recruit 19 family physicians under the 2019 regional medical staff plan. The recruitment target in 2018 was 17 physicians.

The recruitment priorities are established by the Family Medicine Staff Management Committee in collaboration with the Regional Department of General Medicine (DRMG).

APPOINTMENT OF THE EXTERNAL AUDITOR

The firm Mallette, Partnership of chartered professional accountants, is appointed as external auditor for the 2018-2019 financial year.

The cost of the mandate is \$77 500. A call for tenders was carried out in 2016 for the 2015-2016 financial year with a renewal possibility for the three following years.

USER SATISFACTION EVALUATION POLICY

The members of the Board of Directors adopted the User Satisfaction Evaluation Policy. The evaluation of clientele satisfaction is part of a continuous improvement process of the health care and services offered by the establishment. This process notably allows us to determine the performance indicators taking account of what is really considered as important for users.

The CISSS de la Côte-Nord and the Users' Committee of the CISSS worked together in the development of the evaluation process in order to take everyone's needs and obligations into consideration. In that respect, the establishment suggests various actions aimed at favouring the consideration of the standpoint of the user and of people around them in the planning and the organization of the care and services provided to the population.

In its mandate, the Direction des services multidisciplinaires, qualité, évaluation, performance et éthique (DSMQEPE) of the CISSS de la Côte-Nord is notably in charge of providing different formulas to collect data from the users. It can notably be done through surveys, focus groups and satisfaction evaluations at the end of a care episode. According to the results, it will then support each department in the development of an improvement plan and in the resultant follow-up and evaluation mechanisms.

“The user satisfaction evaluation notably allows involving the user in their care and services by gathering their experience as a user.”

IMPLEMENTATION OF THE PARTNER USER APPROACH

The administrators ratified the implementation of the partner approach with the users, their relatives and the health and social services actors for all clinical and administrative practices of the CISSS de la Côte-Nord.

Considered as an innovative approach, the partnership with the user and their relatives can contribute to the development of new strategies in response to concerns in terms of access, integration and service quality. Users are the only ones having an overview of the care and services pathways and they have the experience associated with each step.

The CISSS de la Côte-Nord already experiments projects in which the participation of partner users is requested. There are currently about twenty partner users involved in the works of the CISSS.

The MSSS made the partnership with the user and their relatives a structural principle of its “Plan stratégique 2015-2020”. It considers that the establishment of a true partnership between the users, their relatives and the different actors of the system could lead to better results in terms of health, and contribute to the improvement of the quality of care and services and of the user safety.

“The partner user chooses to voluntarily get involved in the continuous improvement process. They can, for example, sit on a committee in which they take part in discussions with intervenors.”

APPOINTMENT OF THE OFFICERS OF THE BOARD OF DIRECTORS

Mr. Denis Miousse was confirmed in his function of chairman of the Board of Directors. The Minister of Health and Social Services appoints the chairman amongst independent board members. The appointment of the vice-chairman was postponed to a later date. As for the President and Executive Director, Mr. Marc Fortin, he was appointed as secretary of the board ex officio.

New members join the Board of Directors: Dr. Pascale Lafortune (Council of Physicians, Dentists and Pharmacists), Ms. Geneviève Fafard (education community), Mr. Michael Lavigne (verification, performance or quality management competence), Ms. Danielle Sirois (expertise in rehabilitation), Ms. Diane Ouellet (expertise in mental health) and Ms. Émilie Paquet (observer member for the foundations). Welcome to these new members! To consult the list of members, visit the website of the CISSS de la Côte-Nord at:

http://www.cisss-cotenord.gouv.qc.ca/cisss/conseil_administration/liste_des_membres.html.

Members of the committees

Audit Committee

- Mr. Claude Montigny
- Mr. Jean-Pierre Porlier
- Mr. Michael Lavigne
- Ms. Solange Turgeon
- Vacant position to be filled
- Jean-Philippe Comtois, Director of financial resources and logistics (invited without the right to vote)

Governance and Ethics Committee

- Ms. Johanne Beaudoin
- Ms. Josée Francoeur
- Ms. Solange Turgeon
- Mr. Michael Lavigne
- Marc Fortin, PED (ex-officio member)

Revision Committee

- Mr. Denis Miousse, président
- Dr. Valérie Therriault
- Dr. Arab Boussaid

Watchdog Committee

- Ms. Danielle Sirois
- Ms. Johanne Beaudoin
- Mr. Marc Fortin, PED (ex-officio member)
- Ms. Manon Bourgeois, Service Quality and Complaints Commissioner (ex-officio member)
- Mr. Jean-Pierre Porlier, Users' Committee (ex-officio member)
- Ms. Nathalie Castilloux, Director of multidisciplinary services, quality, evaluation, performance and ethics (invited without the right to vote)

Human Resources Committee

- Mr. Jean-Pierre Porlier
- Ms. Solange Turgeon
- Ms. Émilie Paquet
- Mr. Denis Miousse, chairman of the BOD (ex-officio member)
- Mr. Marc Fortin, President and Executive Director (invited)
- Director of human resources, communications and legal affairs (invited)

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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 252268.***