



# BOARD ROOM NEWS

November 21<sup>st</sup>, 2018  
Volume 4, Issue 4

*Au nord de tout  
ce que l'on peut devenir*

## 2017-2018 ANNUAL MANAGEMENT REPORT

As part of the annual general information meeting, the President and executive director of the Centre intégré de santé et de services sociaux (CISSS) de la Côte-Nord, Mr. Marc Fortin, presented the highlights of the 2017-2018 annual management report.

The establishment ends the year with a \$262,154 surplus thanks to a \$13.9M support received from the ministère de la Santé et des Services sociaux (MSSS). This report also notes an increase in the number of visits in emergency departments, which went from 117,728 in 2016-2017 to 119,027 in 2017-2018. As for the average length of stay in emergency room, it went from 12.2 hours to 11.3 hours. We also note an increase in the number of home support hours (+71,965 hours) and in the number of people served (+175).

Certain achievements were also mentioned, including the implementation of new menus in several CHSLDs, the decrease in the number of users waiting for frontline physiotherapy services in Haute-Côte-Nord and Sept-Îles, as well as the adoption of the Smoke-free environment policy.

Furthermore, the situation of human resources remains difficult. While the establishment hired 600 people, there were 601 departures. An increase in the number of hours worked (74,168 hours) was recorded. The sick leave insurance rate increased to 8.6%, the overtime hours to 5.7% and the independent labour to 2.7%.

Mr. Fortin also reminded various project already carried out or to come, including the development of a satellite hemodialysis unit at the Hôpital Le Royer in Baie-Comeau and the expansion and reorganization of the emergency department in Sept-Îles.

The management report will be available on the website as soon as it is tabled in the National Assembly.

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## 2017-2018 REPORT ON THE APPLICATION OF THE COMPLAINT REVIEW PROCEDURE AND THE IMPROVEMENT OF SERVICES

The Complaints and Service Quality Commissioner, Ms. Manon Bourgeois, presented the 2018-2019 report on the application of the complaint review procedure and the improvement of services.

Throughout the year, 503 files were analyzed by the commissioner, compared to 419 the previous year. Over 80% of the files were processed within 45 days.

On the 271 complaints received in 2017-2018, 76 concerned the care and services provided, 61 the accessibility, 45 the organization of the environment, 42 interpersonal relationships, 29 particular rights, and 17 the financial aspect. Last year, 225 complaints were received. The report will be posted on the website of the CISSS de la Côte-Nord following its adoption by the National Assembly.

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

Wednesday January 30<sup>th</sup>, 2019  
in Sept-Îles

## REPORT ON END-OF-LIFE CARE

The report of the President and executive director on end-of-life care notably indicates that five medical-assisted dying requests were made in the region between December 10<sup>th</sup>, 2017 and March 31<sup>st</sup>, 2018. Of those, three have been administered, while in the two other cases, the person died during the evaluation process. During this period, 132 people received palliative and end-of-life care at home, while 101 people received such services in a short-term hospital centre, 80 people in a palliative care hospice and 44 people in a residential and long-term care centre (CHSLD).

Following the entry into force of the Act respecting end-of-life care in December 2015, the President and executive director has the responsibility to report annually to the Board of Directors and to the Commission sur les soins de fin de vie on the carrying out of the policy on end-of-life care of his establishment.

## FINANCIAL SUPPORT FOR 41 COMMUNITY ORGANIZATIONS

The Board of Directors authorized the distribution of a recurring amount of \$530,700 granted by the MSSS in order to increase the funding of 41 community organizations. This enhancement will notably allow supporting these community organizations in the carrying out of their mission with vulnerable clientele, according to certain challenges such as the increasing needs and the availability of labour. The distribution of the amount is specified in the table below.

Action Autisme et TED HCN Manicouagan	\$12,334	La maison des jeunes La Relève	\$5,692
Association des aidants naturels de la Côte-Nord	\$38,201	La popote roulante « Les Délices Maisons »	\$33,446
Association des handicapés adultes de la Côte-Nord	\$12,334	L'Association Épilepsie Côte-Nord inc.	\$12,334
Association des parents et amis du malade émotionnel Baie-Comeau inc. (APAME)	\$12,334	Le Créam	\$5,692
Association des parents PANDA Manicouagan	\$12,334	Le Module d'épanouissement à la vie de Sept-Îles	\$23,326
Association des personnes avec difficultés visuelles de Manicouagan	\$31,537	Les Amis du Rayon d'or	\$12,334
Association Fibromyalgie de Duplessis	\$27,096	Les Girouettes de Chute-aux-Outardes	\$5,692
Association nord-côtière de l'autisme et des troubles envahissants du développement (ANCATED)	\$12,334	Maison de transition Baie-Comeau inc.	\$12,334
Association parents et amis du malade émotionnel de l'Est de la Côte-Nord inc. (APAME)	\$12,334	Maison des jeunes « La Source » Minganie	\$12,334
Centre communautaire pour les aînés de Ragueneau	\$5,692	Maison des jeunes «Le S.Q.U.A.T.»	\$5,692
Centre d'activités de la Haute-Côte inc.	\$12,334	Module d'épanouissement à la vie Sacré-Coeur (BEST)	\$33,493
Centre de dépannage des Nord-Côtiers	\$33,493	Regroupement des organismes communautaires et alternatifs en santé mentale Côte-Nord (ROCASM)	\$5,000
Club des Citoyens Séniors de Chevery*	\$4,224	Répit Richelieu	\$5,692
Comité action jeunesse de Sacré-Coeur	\$5,692	Ressource de réinsertion « Le Phare »	\$12,334
Comité action jeunesse de Tadoussac	\$7,210	Santé mentale Québec-Côte-Nord	\$12,334
Comité action jeunesse des Escoumins	\$5,692	Société Alzheimer de la Côte-Nord	\$5,692
Doits et recours en santé mentale de la Côte-Nord	\$5,692	Source Sept-Îles	\$12,334
Éki-Lib Santé Côte-Nord	\$12,334	Table régionale des organismes communautaires de la Côte-Nord	\$10,000
La Maison des jeunes « La Boîte » de Ragueneau	\$5,692	Transit Sept-Îles	\$12,334
La Maison des jeunes de Port-Cartier inc.	\$5,692	Unité Domrémy de Baie-Comeau inc.	\$12,334
Maison des jeunes Le Spoth de Chute-aux-Outardes	\$5,692	<b>TOTAL</b>	<b>\$530,700</b>

\* The Club des Citoyens Séniors de Chevery will receive \$5,000; the \$776 difference will come from recurring availabilities from the PSOC.

## DEPLOYMENT OF THE COMPUTERIZED CLINICAL FILE (CCF)

The project of the computerized clinical file (CCF) was presented to the Board of Directors. Its implementation will allow better accessibility to user files and will ease the professional practice for the different intervenors throughout the whole territory. When it will be implemented, the CCF will offer several advantages, such as:

- Gathering the information from several sources.
- Allowing the quick flow of complete clinical information on a user at all times and the consultation of this information by several users simultaneously.
- Reducing the time spent searching for information.
- Reducing the duplication of examinations.
- Increasing the safety of medical and nursing acts.
- Standardizing the medical, nursing and therapeutic acts and processes.
- Eliminating the management of physical files, as well as their maintenance and storing.

In December 2015, the Minister of Health and Social Services announced that the solution Cristal-Net would be used throughout Québec. Developed by the CHU de Québec – Université Laval, this solution was designed by clinicians.

Various work is necessary before the deployment planned in February 2020 at the Hôpital Le Royer and the CLSC Lionel-Charest (GMF-U). The implementation in the other facilities of the CISSS de la Côte-Nord will then follow.

*“The Computerized clinical file (CCF) will be implemented in all the establishments of the health and social services network.”*

### BIOETHICS COMMITTEE

Mr. Jean-Marie Vollant is appointed as representative of the Board of Directors on the establishment’s Clinical Bioethics Committee for a term of three years. This committee was set up in November 2016. A chair is reserved for a member of the Board of Directors not working in the facilities of the CISSS.

### APPOINTMENTS ON THE BOD

Ms. Solange Turgeon is appointed as vice-chairwoman of the Board of Directors. For his part, Mr. Michael Lavigne is appointed as chairman of the Audit Committee of the CISSS de la Côte-Nord following the resignation of Mr. Claude Montigny. This position must be held by an independent member of the Board of Directors.

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