

# BOARD ROOM NEWS

Newsletter of the Board of Directors - CISSS de la Côte-Nord

November 18<sup>th</sup>, 2020  
Volume 6, Issue 4

*North of all  
what we can become*

## 2019-2020 ANNUAL MANAGEMENT REPORT

As part of the annual general information meeting, the highlights of the 2019-2020 annual management report were presented. The achievement of certain major projects was mentioned, including the expansion of the main entrance, ambulance garage and drop-off area at the Fermont facility, the modernization of the CLSC de Port-Menier, the replacement of the medical resonance imaging (MRI) equipment at the Hôpital de Sept-Îles, and the renewal of radiography equipment in half of the region's emergency departments.

Regarding human resources, the reversal of a trend observed in the past few years was highlighted, as the number of hires (888) exceeded the number of departures (720). Moreover, the Centre intégré de santé et de services sociaux (CISSS) de la Côte-Nord took part in six international missions with Recrutement Santé Québec, the official body of the ministère de la Santé et des Services sociaux (MSSS) whose responsibility is to recruit professionals who obtained their diploma outside the country. The CISSS was also very present in various recruitment activities, including job fairs and educational institutions.

The establishment ends the year with a \$14.6M deficit after having received a \$14.5M financial support from the MSSS. Last year, the deficit was \$3.9M.

You can consult the report by visiting the [website](#) of the CISSS de la Côte-Nord.

Quarterly financial report of the CISSS de la Côte-Nord p. 2

Additional \$1.2M financial support for the region's community organizations p. 2

## 2019-2020 REPORT ON THE APPLICATION OF THE COMPLAINT REVIEW PROCEDURE AND THE IMPROVEMENT OF SERVICES

The Service Quality and Complaints Commissioner, Ms. Manon Bourgeois, presented the 2019-2020 report on the application of the complaint review procedure and the improvement of services.

During the year, 717 files were analyzed by the commissioner, compared to 644 the previous year. Over three out of four files were processed within 45 days.

Almost half of the 388 complaints received in 2019-2020 concerned the access to services (25%) or the quality of care and services (23%). The other complaint motives are the care setting (14%), the financial aspect (12%), interpersonal relationships, the respect of the rights (9%) and maltreatment (5%). A total of 326 complaints were received in 2018-2019.

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

January 27<sup>th</sup>, 2021



Québec 

## QUARTERLY FINANCIAL REPORT OF THE CISSS DE LA CÔTE-NORD

According to the quarterly report for period 6, ending on September 12<sup>th</sup>, 2020, the CISSS de la Côte-Nord expects a \$41.6M deficit for the financial year ending on March 31<sup>st</sup>, 2021. The deficit is mainly a result of the costs related with the COVID-19 pandemic, the important increase of independent labour and the reduction of certain funding sources.

In order to return to a balanced budget, the CISSS will continue the efforts started on August 28<sup>th</sup>, 2020 with ministerial authorities to meet the expectations of the MSSS.

### ADDITIONAL \$1.2M FINANCIAL SUPPORT FOR THE REGION'S COMMUNITY ORGANIZATIONS

An additional \$1 247 947 funding is allocated to support the mission of the region's community organizations working in health and social services. This sum is part of the \$40M investment announced by Minister Lionel Carmant for the improvement of the Community organization support program (PSOC) in the province.

In order to receive additional funding, an organization must have submitted its financial support application for 2020-2021 and provided satisfactory explanations to justify the granting of an additional sum to carry out its mission.

For 2020-2021, the total budget available for all community organizations on the North Shore is \$15 319 707, including this year's increase.

# On continue de se protéger!



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This newsletter is produced by the Centre intégré de santé et de services sociaux de la Côte-Nord. Should you require further information about any of the covered topics, please contact the Communication Department at 418-589-9845, extension 342268.