

# BOARD ROOM NEWS

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

March 17<sup>th</sup>, 2021  
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North of all  
what we can become

## UPDATE OF THE POLICY ON THE EVALUATION OF USER SATISFACTION AND EXPERIENCE

The Board of Directors has adopted the new version of the Policy on the evaluation of user satisfaction and experience. It is an update of the policy that was adopted by the Board of Directors on October 2018.

It results from a common will of the Centre intégré de santé et de services sociaux (CISSS) de la Côte-Nord and the Users' Committee of the CISSS de la Côte-Nord to simplify the process and combine the policy and the arising procedures.

Starting in September 2020, the work to review the policy helped harmonize the user satisfaction evaluation process, which involves the harmonization of survey activities, the management of the user experience evaluation efforts by the Direction des services multidisciplinaires, qualité, évaluation, performance et éthique (DSMQEPE), in collaboration with the Users' Committee of the CISSS de la Côte-Nord, and the completion of the full cycle of actions related to the evaluation of user satisfaction.

Various investigation methods can be used to evaluate user satisfaction and experience, including surveys and focus groups. A survey on the quality of services received at the CISSS de la Côte-Nord is available at all times on the establishment's website: <https://www.ciass-cotenord.gouv.qc.ca/en/your-ciass-quality-of-services/quality-survey-user-satisfaction/>.



Submission of a memorandum at the Estates general on the nursing profession p. 2

Affiliation request with Université Laval p. 2

*"The evaluation of user satisfaction and experience falls under a continuous process to improve the quality of care and services provided by the CISSS de la Côte-Nord."*

**Next meeting of the Board of Directors:**  
May 19<sup>th</sup>, 2021



Québec 

## SUBMISSION OF A MEMORANDUM AT THE ESTATES GENERAL ON THE NURSING PROFESSION

The CISSS de la Côte-Nord will submit a memorandum at the 2021 Estates general on the nursing profession, organized on the initiative for the Ordre des infirmières et infirmiers du Québec (OIIQ). The virtual event, set to take place in May, will focus on these three broad themes:

- Nursing knowledge and skills: better using them to provide better care;
- Nursing innovation and specialization: a path for future care;
- Nurse training: taking on the challenges of the 21<sup>st</sup> century.

Four consultation forums were recently held in the region, which allowed us to gather the observations and propositions of almost 60 nurses from the region. The main recommendations made during these forums, as well as those from written notices, were included in our memorandum, which will be sent to the OIIQ on March 19<sup>th</sup>. The recommendations in the document include:

- Setting up national guidelines to establish standard professional ratios.
- Implementing a national nurse allocation mechanism to allow for a fair balance of the nursing workforce supply and demand in the province of Québec.
- Developing a framework for independent nursing practice in remote regions.
- Prioritizing the deployment of nursing tele-consultation in remote regions.
- Elaborating a national sustainable development strategy for nursing care adapted to remote regions.
- Recognizing new specializations for clinical nurse specialists.

About 600 nurses work at the CISSS de la Côte-Nord.

## AFFILIATION REQUEST WITH UNIVERSITÉ LAVAL

The CISSS de la Côte-Nord will transmit an authorization request to the Minister of Health and Social Services in order to enter into an affiliation agreement with Université Laval.

Over the past several years, the CISSS de la Côte-Nord has established collaborative relationships with the university institution, notably by participating in research activities and getting actively involved in university education, both with the university family medicine group (GMF-U) in Manicouagan and by welcoming students and residents in family and specialized medicine.

Steps are also being taken to implement a second GMF-U, which would be located on the territory of the MRC de Sept-Rivières, in order to complete an important strategy to improve the collaboration offer with the Faculty of medicine of Université Laval.

This affiliation would allow the CISSS de la Côte-Nord to strengthen its links with other faculties in the health sector, and thus continue its efforts to attract and retain professional resources from all fields of the health sector.

