

BOARD ROOM NEWS

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

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*North of all
what we can become*

2020-2021 ANNUAL MANAGEMENT REPORT

At the annual general information meeting held on November 16, 2021, the key highlights of the 2020-2021 Annual Management Report were presented. The Centre intégré de santé et de services sociaux (CISSS) de la Côte-Nord recruited 1160 people, which means that, for a second consecutive year, the number of hirings exceeded the number of departures (+348).

Over the past year, the CISSS increased its recruitment efforts by participating in several virtual job fairs and by deploying various communication initiatives to attract potential candidates.

The addition and improvement of services were also highlighted, such as the use of telepractice, particularly in mental health and addiction services, the availability of perinatal Web capsules on the website of the CISSS, and a partnership with the Centre intégré universitaire de santé et de services sociaux (CIUSSS) du Saguenay-Lac-Saint-Jean to cover the western sector of the North Shore in oncohematology.

The establishment ended the year with a deficit of \$18.9M after having received \$20.6M in support from the ministère de la Santé et des Services sociaux (MSSS). Last year, the deficit reached \$14.6M.

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

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2020-2021 REPORT ON THE APPLICATION OF THE COMPLAINT REVIEW PROCEDURE AND THE IMPROVEMENT OF SERVICE QUALITY

The Service Quality and Complaints Commissioner, Ms. Manon Bourgeois, presented the 2020-2021 Report on the application of the complaint review procedure and the improvement of service quality.

Over the past year, 831 cases were analyzed by the commissioner, 16% more than the previous year. In total, 423 complaints were received, 35 more than in 2019-2020. Roughly 3 complaints out of 10 were about the quality of care or services (29%). Other reasons for complaints were the organization of the environment (18%), access to services (17%), interpersonal relations (14%), respect for rights (10%), the financial aspect (5%) and abuse (4%). Almost a quarter of the complaints (24%) were related to the pandemic, in terms of the application of government instructions and processes, among other things.

Next meeting of the Board of Directors:
January 26, 2022



Québec 

\$480 832 INCREASE IN FUNDING TO COMMUNITY ORGANIZATIONS

Recurring funding of \$480 832 was allocated to the North Shore by the MSSS to support community organizations, bringing the annual budgetary envelope to \$17.6M. This additional budget is the result of a province-wide increase of \$15M to the community organization support program (PSOC).

The distribution was determined according to ministerial guidelines and guidelines contained in the Cadre de reconnaissance et de financement des organismes communautaires de la Côte-Nord, in consultation with the Table régionale des organismes communautaires de la Côte-Nord. Therefore, the funding was distributed among 37 community organizations that support the overall mission of the PSOC.

Recognition of new organizations

The Board of Directors adopted a resolution to allow the recognition of new community organizations in the PSOC. During the fall of 2021, the Table régionale des organismes communautaires de la Côte-Nord and the CISSS worked on the recognition process of the new regional management framework, which will eventually be presented to the Board of Directors. The recognition of new organizations would allow them access to funding from the PSOC.

REPROCESSING OF MEDICAL DEVICES

After evaluating the range of services offered by the various medical device reprocessing units (MDRUs) in its facilities, the CISSS de la Côte-Nord studied various models to improve and optimize this service. The choice was made to use a hybrid model with MDRUs in Sept-Îles and Baie-Comeau and satellite units in areas where there are no dental facilities.

This model is considered the safest, and ensures better performance at a lower cost. It will allow sterilized equipment to be available in satellite facilities for a period of one week. The proposed model will have no impact on the services offered in the territory.

ADOPTION OF THE OUTBREAK MANAGEMENT POLICY

The Board of Directors adopted the CISSS de la Côte-Nord's outbreak management policy, which aims to provide an optimal framework for the management of outbreaks in order for them to be contained rapidly over time by, among other things, clarifying the roles of all of those involved.

The fight against nosocomial or hospital-acquired infections is a major challenge, as they are a major cause of health-related complications. Nosocomial infections increase the rate of mortality and morbidity, the length of stay and health care costs. This policy will be updated every four years.

Let's continue to protect ourselves!



Cough into
your sleeve



Wash
your hands



Keep your
distance



Cover
your face

[Québec.ca/coronavirus](https://quebec.ca/coronavirus)

1-877-644-4545

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

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This newsletter is produced by the Centre intégré de santé et de services sociaux de la Côte-Nord. For any additional information, please contact the Communication department at 418 589-9845, extension 342268.