

# BOARD ROOM NEWS

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

November 16, 2022  
Volume 8, Issue 4

*North of all  
what we can become*

## 2021-2022 ANNUAL MANAGEMENT REPORT

As part of the annual general information meeting held on November 15, 2022, the highlights of the 2021-2022 annual management report were presented. It includes the hiring of 879 people by the Centre intégré de santé et de services sociaux (CISSS) de la Côte-Nord. Moreover, international efforts led to the recruitment of some 40 graduate nurses outside the country.

In addition to the communications campaign in traditional media, online and on social media, the CISSS has implemented reception and integration tools and measures to favour occupational well-being in order to promote staff retention. A peer support network was also put in place following the training of some 40 watchers.

The added and improved services were also highlighted, including the creation of a mixed intervention team in Sept-Îles with police officers and community workers and the improvement of services for users with disabilities in work placements. The addition of six geriatric beds at the Hôpital Le Royer (Baie-Comeau) and the creation of a sexual health clinic in Havre-Saint-Pierre were also among this year's highlights.

Important infrastructure projects are also under way, namely the modernization of the Hôpital de Sept-Îles and the construction of two seniors' and alternative homes (Baie-Comeau and Havre-Saint-Pierre).

The report will be available on the website of the CISSS de la Côte-Nord shortly.

Presentation of the reports of the advisory bodies of the CISSS	p. 2
User Transportation Policy	p. 3
Nominations for the Prix d'excellence du réseau de la santé et des services sociaux	p. 3
Policy on regional disparities and accommodation	p. 3
Purchase of a house in Blanc-Sablon	p. 3

## 2021-2022 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 2021-2022 report on the application of the complaint review procedure and the improvement of services.

During the year, 934 files were analyzed by the commissioner, which is 12% more than last year. In total, 422 complaints were received, which is one fewer than in 2020-2021. Nearly 3 out of 10 complaints concerned the quality of care and services (28%). The other complaint motives are the access to services (19%), interpersonal relationships (16%), the organization of the settings (14%), the respect of the rights (9%), the financial aspect (6%) and maltreatment (5%).

For more details on the process to file a complaint, visit the [website](#) of the CISSS.

**Next meeting of the Board of Directors:**  
January 25, 2023



Québec 

## PRESENTATION OF THE REPORTS OF THE ADVISORY BODIES OF THE CISSS

During the annual general information meeting held on November 15, the various advisory bodies of the CISSS de la Côte-Nord presented their activity reports.

### Council of Physicians, Dentists and Pharmacists

The Council of Physicians, Dentists and Pharmacists (CPDP) of the North Shore includes all physicians, dentists and pharmacists working for the CISSS. As of March 31, 2022, the CPDP comprised 218 active members, namely 123 family physicians, 62 medical specialists, 10 dentists and 23 pharmacists.

In 2021-2022, the members of the executive committee held 10 regular meetings and one special meeting. The CPDP also held four general meetings with all its members.

Here are a few highlights of the year:

- Creation of *ad hoc* committees mandated to review files targeted by coroner reports.
- Creation of a continuing education committee.
- Revision of the regulation of the Regional surgery department and of the Regional psychiatry department.

### Council of Nurses

The Council of Nurses is responsible for, among other things, advising on the organization, distribution and integration of nursing care in the territory, on the nursing care staffing plan and on certain matters relating to the accessibility and coordination of services in the region.

During the year, 11 regular meetings of the CN were held. The executive committee had to address 25 consultation requests, and advisories and recommendations were made for each request. Here are a few highlights of the year:

- Revision of internal management regulations.
- Revision of informative leaflets.
- Annual general meeting in May 2021.

### Multidisciplinary Council

The Multidisciplinary Council (MC) is responsible for, among other things, advising on the organization, distribution and integration of services in the territory and on the staffing plan. The executive committee is composed of 13 members and one representative from the management.

During 2021-2022, the executive committee of the MC held eight regular meetings and one special meeting, as well as working groups to produce advisories and recommendations. Here are a few highlights of the year:

- Advisories produced on various subjects, such as: consultation of partners as part of the selection process for the position of director of youth protection, professional guidance for the program for the autonomy of seniors (home support), practice standards in physiotherapy.
- Annual general meeting in May 2021.
- Meeting with the chairs of the CN, CPDP and MC.

### Users' Committee of the CISSS de la Côte-Nord

The Users' Committee of the CISSS de la Côte-Nord (CUCI) is composed of 10 members representing the users' committees present on the North Shore. It is responsible for, among other things, informing user on their rights and obligations, promoting the improvement of quality, assessing the users' level of satisfaction and defending the collective rights and interests of users.

During the year, nine meetings of the members of the CUCI were held, including some with guests related to certain matters. Here are a few highlights of the year:

- Training for volunteers of all users' and residents' committees.
- Webinars of the Regroupement provincial des comités des usagers on various current topics.
- Follow-up of matters chosen by the CUCI.
- User satisfaction survey related to the home support service on the North Shore.

### Regional committee for the program of access to services in the English language

The mandate of the regional committee for the program of access to services in the English language is, among other things, to advise on the program of access to services in English and on the priority needs of English-speaking users in the region in terms of accessibility to services in the English. The committee is composed of seven members appointed by the Board of Directors of the CISSS to represent all English-speaking people. The committee held three meetings in 2021-2022. The achievements of the committee include:

- Implementation of the ALLO program, which enables English-speaking users to identify bilingual employees and employees who speak some English at a glance, thanks to a yellow sleeve.
- Development of a leaflet in collaboration with the Service Quality and Complaints Commissioner.
- Participation of the chairperson of the regional committee, Jody Lessard, in the preparation of the provincial training course that will be provided to members of regional committees.

## USER TRANSPORTATION POLICY

During the public meeting held on November 16<sup>th</sup>, the Board of Directors adopted the User Transportation Policy of the CISSS. It is a revision of the previous version from 2018. The changes made draw from the new circular of the ministère de la Santé et des Services sociaux (MSSS) revised in 2021.

A working committee worked on the writing of the document and consulted various bodies, including the regional users' committee, a committee of representatives of Lower North Shore users, a partner user and the Service Quality and Complaints Commissioner.

The changes made include the improvement of the rate per kilometre, which is now \$0.20/km compared to \$0.13 previously, and the living expenses that are \$108 per night (\$75 previously).

This policy provides financial support to users whose health condition meet the standards for elective cases, namely medically required and prescribed diagnostic services and treatments, but that are not available in the region. To be eligible, the transportation must be of 200 km or more from the user's home. The policy will be available shortly on the website of the CISSS de la Côte-Nord.

## NOMINATIONS FOR THE PRIX D'EXCELLENCE DU RÉSEAU DE LA SANTÉ ET DES SERVICES SOCIAUX

Two regional nominations will be submitted to the ministère de la Santé et des Services sociaux (MSSS) for the Prix d'excellence du réseau de la santé et des services sociaux in the category reserved for establishments:

- The user experience and partnership bureau, in the field "Expert support for the improvement of care and services".
- The interdisciplinary bariatric clinic in Baie-Comeau, in the field "Accessibility to care and services"

The winners will be unveiled during a ceremony in late spring 2023.



## POLICY ON REGIONAL DISPARITIES AND ACCOMMODATION

The Board of Directors has adopted the Policy on regional disparities and accommodation of the CISSS de la Côte-Nord. The purpose of the policy is, among other things, to clarify the terms and conditions applicable to the authorization and payment of annual trips, moving expenses and right to accommodation for certain people working at the CISSS. It does not concern users of the establishment.

Before the creation of the CISSS de la Côte-Nord, certain establishments in the region had such a policy taking local needs into consideration. The adoption of a regional policy provides a framework for the implementation and ensures fair treatment throughout the territory based on the obligations arising from collective agreements, agreements with managers' associations and physicians' and dentists' associations.

## PURCHASE OF A HOUSE IN BLANC-SABLON

The Board of Directors has approved the acquisition of a house located at 13, rue du Premier-Lac in Blanc-Sablon by Corélo (Corporation régionale de logements). Moreover, following the inspection of the house located at 15, rue Beaudoin in Blanc-Sablon, the administrators agreed not to authorize the purchase of the building, for which the transaction was approved by resolution during the public meeting of the Board of Directors on September 21, 2022.



**Free services for 12 to 25-year-olds**

Baie-Comeau : 846, rue Bossé

Telephone : **418 589-3155**

Sept-Îles : 500, avenue Jolliet

Telephone : **418 962-4791**

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



*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 Communications department at **418 589-9845, ext. 252268.***