

# 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*

## 2022-2023 ANNUAL MANAGEMENT REPORT

As part of the annual general information meeting held on November 14, 2023, the key highlights of the 2022-2023 annual management report of the Centre intégré de santé et de services sociaux (CISSS) de la Côte-Nord were presented, including:

- Deployment of the primary care access point (GAP)
- Opening of Aire ouverte in Baie-Comeau
- New telerespirology service
- New sexually transmitted and blood-borne infections (STBBI) screening and prevention clinic in Haute-Côte-Nord
- Inauguration of the First Nations hospitality suite at the Hôpital de Sept-Îles

Throughout the year, over 800 people were hired at the CISSS de la Côte-Nord. Within the context of labour shortage, recruitment teams have carried out multiple actions to fill the available positions, including participation in various job fairs, promotion of available jobs on various platforms, international recruitment and steps to increase internship capacity.

Moreover, major infrastructure projects are 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 management report is available on the [website](#) of the CISSS de la Côte-Nord.

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## 2022-2023 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 2022-2023 report on the application of the complaint review procedure and the improvement of services.

During the year, 985 files were analyzed by the commissioner, which is 8% more than last year. In total, 435 complaints were received, which is 14 more than in 2021-2022. About 3 out of 10 complaints concerned the quality of care and services (29%). The other complaint motives are interpersonal relationships (17%), access to services (14%), the organization of the settings (13%), maltreatment (10%), the respect of the rights (10%) and the financial aspect (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 24, 2024



Québec 

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

During the annual general information meeting held on November 14<sup>th</sup>, 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, 2023, the CPDP comprised 219 active members, namely 128 family physicians, 62 medical specialists, 7 dentists and 22 pharmacists.

In 2022-2023, the members of the executive committee held 10 regular meetings and 4 special meetings. The CPDP also held three general meetings with all its members.

Here are a few highlights of the year:

- Creation of an *ad hoc* committee to assess the quality of the act – Indigenous community component.
- Addition of an obligation for active members to take the Indigenous awareness training.
- Support to some appointments, including deputy heads of departments.

### **Council of Nurses**

The Council of Nurses (CN) 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, the executive committee met 12 times, namely for 10 regular meetings and 2 special meetings. The executive committee had to address 66 documents in consultation, and advisories and recommendations were made for each of them. Here are a few highlights of the year:

- Diffusion of five INFO CII newsletter.
- Restart of the Nursing Assistant Committee.
- Annual general meeting in May 2022.

### **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 2022-2023, the executive committee of the MC held 10 regular meetings 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: collective prescriptions, user transportation, service offering in terms of sexual assault, screening of multiple resistant bacteria, organization of care and clinical services in adult mental health and exceptional application of control measures.
- Meeting of the chairs of the CN, CPDP and MC.
- Annual general meeting in June 2022.

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

The Users' Committee of the CISSS de la Côte-Nord (CUCI) is composed of 13 members representing the users' committees present on the North Shore. It is responsible for, among other things, informing users 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, in addition to a public information session in November 2022. Here are a few highlights of the year:

- Training for all committee members on various topics.
- Visits of community organizations.
- Restart of the Lower North Shore Users' Committee.
- 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 language. 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 2022-2023. The achievements of the committee include:

- Implementation of a pilot project for the use of pictograms to guide users at the Hôpital de Sept-Îles.
- Presentation of the services of Ms. Sharon Tardif, regional interpreter based at the Hôpital de Sept-Îles.
- Presentation of the roles and functions of the Centre d'assistance et d'accompagnement aux plaintes (CAAP) de la Côte-Nord.

## CARE CONSENT POLICY

During the public meeting held on November 15<sup>th</sup>, the Board of Directors adopted the Policy on the user's consent to receive care and services. This policy specifies the legal and ethical obligations of the establishment's staff in terms of consent and refusal to care or services for users of the CISSS de la Côte-Nord. It concerns health services, but also psychological, adaptation and rehabilitation services, as well as social services.

### Consent to care

The choice to consent to or refuse care and services is a fundamental right recognized by the Charter of human rights and freedoms. Moreover, the Act respecting health services and social services (ARHSSS) mentions that every user is entitled to participate in any decision concerning them, that is a medical or physical treatment or care, an invasive procedure, a psychological follow-up or social or rehabilitation services.

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

One regional nomination will be submitted to the ministère de la Santé et des Services sociaux (MSSS) for the 40<sup>th</sup> Prix d'excellence du réseau de la santé et des services sociaux in the category reserved for establishments: the creation of territory coordinator positions in the field "Valorization and mobilization of human resources."



Working at the CISSS de la Côte-Nord, territory coordinators are based in peripheral areas, namely Haute-Côte-Nord, Fermont, Port-Cartier, Minganie and Lower North Shore. The winners will be unveiled during a ceremony in late spring 2024.

## REGIONAL PSOC MANAGEMENT FRAMEWORK

The Board of Directors approved the Regional management framework of the Community organization support program (PSOC) of the North Shore. The document was developed in collaboration with the Table régionale des organismes communautaires (TROC) de la Côte-Nord and representatives of community organizations.

In particular, this regional management framework allows adapting the modalities surrounding the recognition and funding of community organizations to the specificities of the North Shore, in addition to clarifying and providing guidelines for the relationships between the CISSS de la Côte-Nord and community organizations.

**Becoming a foster family**  
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Votre gouvernement

Québec

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