

Board Info

Information bulletin of the meeting of the Board of Directors

Highlights of the scheduled meeting of the Board of Directors Regular meeting of Thursday, September 17, 2020 (by teleconference)

Report from the President and CEO

Dr. Lawrence Rosenberg reported a second wave of the pandemic is on the horizon for Montreal. Although our CIUSSS is not the largest in Montreal, it has the highest number of day care centres, schools and educational institutions. Christine Touchette, Director of Frontline Services, did a spectacular job of setting up testing clinics within our area that were accessible to staff and students. One school in the area was still affected by an outbreak and had to close its doors for the next two weeks.

The number of COVID-19 cases in Montreal continues to increase every day. A slight increase in the number of admitted patients was noted at the Jewish General Hospital. With the approach of the Jewish holidays, it is possible that these numbers will increase significantly if precautions are not taken.

Discussions were held with rabbis, community leaders and elected officials to express this concern and find viable solutions. The MSSS was also made aware of this situation.

At the invitation of Dr. Rosenberg, Francine Dupuis, Associate CEO, reported on the recent progress in acquiring the Montclair residence in Notre-Dame-de-Grâce. When Catherine Booth Hospital was integrated into the Cavendish CSSS in 2010, efforts had been made to acquire the Montclair residence, which is adjacent and physically connected to the facility. Although the Salvation Army was not open to the idea at the time, it has since made the decision to close the residence and sell the building to our CIUSSS. The Ministry has not yet approved this purchase, but hopefully, the project will come to fruition, which would allow for an increase in the number of rehabilitation beds.

Approval of detailed budget for 2020-2021

Morty Yalovsky, President of the Audit Committee, presented the budget for 2020–2021. Although a deficit of \$24,400,901 is projected for the fiscal year, the Ministry has indicated that the drug costs should be excluded from this deficit. Funding for these drugs is currently under review by the MSSS. This could reduce the deficit to \$13.4 million. Since this deficit is related to structural elements and other expenses beyond our control, the Audit Committee recommends that a deficit budget of \$13,400,901 be approved. In addition, given the previous savings, the Audit Committee recommends against submitting a plan aimed at balancing the budget, since this would negatively affect the quality of services.

Academic Affairs Committee

Dr. David Eidelman, Chair of the Committee, presented the annual report of the Research Ethics Committee of the CIUSSS, as well as the annual report of the Research Ethics Committee of the institutions included as part of the *Comité d'éthique de la recherche des établissements du Centre de recherche interdisciplinaire en réadaptation du Montréal métropolitain (CRIR)*.

Dr. Eidelman announced the departure of Dr. Silvia Shardonofsky from the psychosocial component of the CIUSSS's Research Ethics Committee. The renewal of mandates and appointments of more than a dozen people to the CRIR was also announced. As a partner of the CIUSSS, the CRIR is a multi-institutional and multi-university research centre.

The Research Ethics Committee and the Research Scientific Committee of the CIUSSS would also like to call upon an external expert to review the methods of working, and to recommend ways of improving them. Therefore, the Academic Affairs Committee has been mandated by the Board of Directors to find this person.

Dr. Eidelman presented the affiliation agreement among the CIUSSS, its affiliated institutions, the Lady Davis Institute and McGill University. This standard contract, proposed by the MSSS, sets out the obligations of each party with respect to matters relating to providing teaching and research services.

Submission of annual reports

Samuel Minzberg, Chairman of the Governance and Ethics Committee, presented the Committee's 2019-2020 annual report. Nicolas Masse, Chairman of the Multidisciplinary Board, submitted the Committee's 2019-2020 annual report.

Telehealth offer

Gary Stoopler, Director of Rehabilitation and Multidisciplinary Services, and the two Associate Directors, Mary Lattas and Geneviève Chabot, provided an overview of the impact of COVID-19 on the hospital and ambulatory services. To maintain services, a team was formed to develop a telehealth service delivery model.

It is essential that the services be evidence-based and responsive to client needs. Several unanticipated benefits of telehealth initiatives emerged. Virtual meetings and group sessions proved to be very popular. Attendance was better than when they were held in person. The Directorate was able to connect with patients on waiting lists.

The virtual feedback to parents made the process much easier. This service will continue to be offered when the pandemic has ended. A video of clients expressing their appreciation for the use of telehealth services was shown. Telehealth is here to stay, despite some difficulties. Thanks were expressed to the foundations and the IT department.

Dr. Rosenberg thanked the team for taking on this challenge and undertaking the implementation of the telehealth program. It is a perfect example of the future of health care at the CIUSSS.

Report on complaints received during the pandemic

Maude Laliberté, Local Service Quality and Complaints Commissioner, presented her report on complaints that were received during the first wave of the COVID-19 pandemic. Compared to 2019, for the period from February 27 to June 10, there was a 40% increase in the number of complaints, interventions, assistance and consultations in 2020. Thirty-three percent of these activities were related to COVID-19. The need for more fluid and clearer information was a widely shared element in the majority of complaints that were handled. In conclusion, four recommendations emerged from this first wave and follow-ups were requested regarding the patient experience, CHSLDs, obstetrics and gynecology, as well as lost and misplaced items.

THE BOARD OF DIRECTORS OF CIUSSS WEST-CENTRAL MONTREAL

A calendar of meetings of the Board of Directors is available at www.ciusss-centreouestmtl.gouv.qc.ca/en/home/.

Click on CIUSSS West-Central Montreal | Board of Directors

Board-Info is produced by the Department of Communications and Media Relations for the Office of the President and CEO. All of the information in this bulletin has received official approval.

The next meeting of the Board of Directors will be held on:

**Thursday, December 3, 2020, at 7:30 a.m.
By videoconference**

For more information about the Board of Directors, please visit

www.ciusss-centreouestmtl.gouv.qc.ca/en/west-central-montreal-health/conseil-d-administratio