

# Board Info

Information bulletin of the meeting of the Board of Directors

## Highlights of the scheduled meeting of the Board of Directors Meeting of Thursday, September 22, 2022 (by Teleconference)

### Report from the Chairman of the Board

Alan Maislin acknowledged Francine Dupuis's last day as Associate President and CEO of our CIUSSS and said that the CIUSSS will miss her presence. A party will be held to celebrate Ms. Dupuis's many accomplishments.

### Report from the President and CEO

Dr. Lawrence Rosenberg welcomed the attendees. He lauded Ms. Dupuis's many accomplishments and exceptional career. He attested that she has been the cornerstone of the CIUSSS since its creation. Ms. Dupuis will continue to contribute her strength and wisdom to the CIUSSS as a consultant, and Dr. Rosenberg thanked her for accepting this role. Ms. Dupuis remarked that the CIUSSS is administered by a highly competent Board of Directors and thanked it for consistently providing tremendous support in its decision making.

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Dr. Rosenberg introduced Lucie Tremblay, who attended the meeting as the future Associate President and CEO of the CIUSSS. He highlighted Ms. Tremblay's illustrious career and how privileged the CIUSSS is that she has agreed to take this position. She will doubtless further strengthen the institution.

On behalf of the senior management, Dr. Rosenberg offered his condolences to Carrie Bogante, the CIUSSS's Director of Finance, and to her family for the recent death of her mother.

Dr. Rosenberg said that a press release was sent out announcing that the Jewish General Hospital was once again named by *Newsweek* magazine as one of the best specialized hospitals in the world. He was informed yesterday that the facility will be the recipient of a new Canadian award. Although this is not yet official, it would serve as an important recognition of the virtual care program and the Command Centre.

Dr. Rosenberg said that the CIUSSS has made it through the pandemic and has since re-opened all of its departments. The percentage of absent employees is the lowest it has been in the last two years. The surgical volumes are almost identical to pre-pandemic levels. In the coming months, the CIUSSS will strive to restore the level of service to near pre-pandemic levels despite the fast-approaching flu season. The flu vaccine will be available on November 1. Dr. Rosenberg also announced that the fifth COVID-19 vaccine booster is available for those who wish to take it.

### Notice of appointments

Several appointments were approved via email by the Board members:

- Audrey Benarrosh, Director of Logistics (effective July 11)
- To Nhu Nguyen, Director of Academic Affairs (effective July 11): Ms. Nguyen is also mandated to authorize the conduct of CIUSSS research projects

- Carine Fortin, Director of Frontline Integrated Services (effective July 25): Ms. Fortin also holds the position of Acting Director of Vaccination
- Yaël Harroche, Associate Director of Technical Services for Real Estate Development (effective August 29)
- Serge Cloutier, Director of Nursing (effective September 12)
- Carl Drouin, Associate Director for Access to First-Line Medical Services of the Montreal Regional Department of General Medicine (DRMG) (effective September 19)
- Sophie Bernardin, Associate Director of Performance, Strategic Partnerships and Organizational Development (effective September 26)
- Réginald Cadet, Associate Director of Alternatives to Hospitalization and Rehabilitation in the Community (effective October 3)
- Joe Guillaume Pelletier, Associate Director of the Center of Expertise and Innovation for Access to Local Medical Services – Regional Directorate of Access to Local Medical Services (effective October 17)

Dr. Lajos Kovacs was appointed as the new Chief of Pediatrics for a mandate of four years. Dr. Kovacs has been working for the facility for several years.

### Approval of the conservation schedule

Joanne Côté, Director of Quality, Innovation, Evaluation, Performance and Ethics, announced that the CIUSSS has received approval from the *Bibliothèque nationale des archives du Québec* to implement the Conservation Schedule. Once the policy that will provide the framework for document management is finalized, the schedule will be deployed throughout the CIUSSS. Ms. Côté explained that over the coming months, the CIUSSS's directorates will each be called upon to streamline their documents.

### Clinical Affairs

Dr. Louise Miner, Director of Professional Services, pointed out that the renewal of privileges for general practitioners and specialists is only one year instead of two, as the Ministère will implement a process next year by which each physician will receive their own letter of appointment. Dr. Miner also specified that there are 800 physicians who practise in our CIUSSS, with 400 that are active and the remainder coming from other institutions and holding the status of associate. She stressed that only active physicians hold a PEM status.

### Midwives' contracts

Maëcha Nault, Head of Midwife Services, presented the departures of midwives and modifications of midwives' contracts. Dr. Rosenberg asked if an increase in the number of spontaneous abortions and miscarriages has been observed since the COVID-19 vaccine was introduced. Ms. Nault and Dr. Miner answered that the number has not increased but also stated that there may be a connection with the number of infections.

### Application of the end-of-life care policy (2021-2022)

Dr. Louise Miner explained that this report is sent annually to the Commission on end-of-life care and mentions the number of people receiving palliative care and how many of them requested assisted dying. Mr. Waxman asked to see the data from this year and last year to see how the situation is evolving. Dr. Miner mentioned that the statistics would be available at the next meeting.

### Update of the facility permits

Me Marie-Pier Comeau from the Legal Affairs team said that the operating permits for the CIUSSS facilities must be renewed every two years. She listed the specific facilities concerned. The CIUSSS must renew operating permits using specific forms required by the MSSS.

### 2022 update to the CIUSSS Organization Plan

Ms. Côté stressed that the CIUSSS's last organization plan dates back to 2018. The new version of this plan highlights the different structures and directorates of the CIUSSS as well as the management practices of the different committees. The plan was approved by the board members.

### **Amendments to the CIUSSS Conflict of Interest Prevention and Management Regulation**

Me Marie-Pier Comeau mentioned that this regulation is already in place. Amendments must be made to clause 6.6, which stipulated the possibility of accepting gifts of a value lower than \$50. The amendment stipulates that gifts with a value lower than \$50 can only be accepted on an occasional basis.

### **Resignation of an Independent Member of the Board of Directors**

Alan Maislin announced that Susan Karpman is resigning from the Board of Directors as an independent member, effective September 29. Mr. Maislin thanked Ms. Karpman for her services.

### **Presentation of financial results**

Mr. Morty Yalovsky, Chair of the Audit Committee, presented the financial results and a deficit of \$1.3 M after three periods. Since it is still early and there is some uncertainty on the part of the MSSS regarding additional financing to the CIUSSS in various areas, the overall projected deficit of \$6.2 M has remained the same as in the original budget.

Revenues and expenses are greater than originally budgeted due to COVID-19 expenses and collective agreements. A breakdown of the COVID-19 expenses to date is presented for a total of \$105 M. The optimizing efforts have paid off and the CIUSSS is able to absorb the 2022–2023 optimization cuts. However, there are still three areas that have structural deficits that are considerable (operating rooms, Tavi procedures and cyber security) or where funding is not adequate.

### **Update on risk management**

Mr. Yalovsky reminded Board members that the government has put forth a series of 45 risks related to collusion within all MSSS organizations. The Audit Committee has hired an independent professional who has the mandate to look over CIUSSS processes and recommend steps to mitigate the identified risks. Follow-up meetings will be held with various managers and directors to implement these recommendations. The professional has not identified any incorrect procedures, but the precautions necessary to mitigate any type of risk are taken seriously.

### **Annual report of the Service Quality and Complaints Commissioner**

Jean-Philippe Payment presented the new format and highlights of his annual report since the implementation of the *Loi visant à renforcer le régime d'examen des plaintes du réseau de la santé et des services sociaux*.

Since June 2021, the CIUSSS has been responsible for the complaint review system of eight private and private partners not formally bound by agreement, which represents approximately 1,200 additional beds.

With the mission aimed at addressing abuse added in 2018, senior residences in 2019, and private and private-contracted institutions, a total of nearly 3,800 beds have been added to the Office's portfolio.

Recourse to the Quebec *Protecteur du citoyen* is relatively low. Mr. Payment pointed out that 55.1% of complaint files were resolved with improvement measures. Regarding the fight against abuse, CIUSSS teams do not report all incidents of abuse to the Commissioner. He emphasized the excellent quality and collaboration of the SAPA teams.

Mr. Payment pointed out that the response rate of independent medical examiners to users remains at 61 days, which is 15 days higher than the target of 45 days. They are meeting the target 54% of the time. Since March of this year, medical reviewers have been managing their files directly through the departmental platform.

Mr. Payment mentioned that there are no surveys to measure client satisfaction. Clients are satisfied with two-thirds of the services offered. He is therefore working on creating new survey templates to respond to clients and improve their satisfaction. The rate of calls to the *Protecteur du citoyen* is average across the province. The level of complexity of complaints has also increased.

### **Protocol for the confinement in health and social services institutions of dangerous persons who represent a danger to themselves or others because of their mental health**

Me Andréane Baribeau presented the statistics on institutional custody according to the mission for the period from June 1 to September 1. In the current quarter, the number of custodies in institutions has stopped increasing. Since May, the Court of Quebec has required that institutional custody hearings be conducted in person, which has resulted in an increase in the number of patients brought to the courthouse. Me Baribeau adds that 62 cases of interim custody have been presented to the Court and 61 of them have been granted by the Court. With respect to the number of applications for authorized institutional custody, 54 were submitted to the court and 53 were granted. In general, the success rate of cases presented by the CIUSSS to the Court is high.

## **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/](http://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, November 24, 2023,  
at 7:30 a.m. by videoconference**

For more information about the Board of Directors, please visit:  
[ciusswestcentral.ca/about-us/board-of-directors/](http://ciusswestcentral.ca/about-us/board-of-directors/)