Report on activities
2020-2021

Jean-Philippe Payment (Interim)
Service Quality and Complaints Commissioner
Public Information meeting
November 17, 2021
Note:

1 – This presentation has been produced in such a way as to promote the inclusion of people with visual impairments.

2 - Anyone interested in this presentation can request an electronic copy of it to ombudsman.ccomtl@ssss.gouv.qc.ca or by visiting our web page at ciussswestcentral.ca/complaints.
Plan of this presentation

- Office of the Commissioner's staff
- Role of the Office of the Commissioner
- Some statistics from the Office of the Commissioner
- Medical Examiners
- Role of the Medical Examiners
- Statistics of the Medical Examiners
## Office of the Commissioner’s staff - 2020-2021

<table>
<thead>
<tr>
<th>Role</th>
<th>Names</th>
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</thead>
<tbody>
<tr>
<td>Commissioners</td>
<td>Maude Laliberté (05/2019-10/2021)</td>
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<td>Jean-Philippe Payment (interim 10/2021)</td>
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<tr>
<td>Delegates</td>
<td>Émilie Blackburn (begin. 09/2020), Julien Brisson (begin. 11/2020), Marie-Eve Lemoine (begin. 09/2020)</td>
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<td>Delegate – significant caregivers mandate</td>
<td>Ayalla Weiss-Tremblay (05/2020 à 08/2021)</td>
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<tr>
<td>Administrative staff</td>
<td>Helen Vassiliou; Marie-Madeleine Chaslas; Kimberly Ann Dagenais-Jezni; Navnit Kaur (until 09/2020)</td>
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Role of the Office of the Commissioner

1 - Examine and deal with complaints from users;
2 - Examine and process reports of mistreatment of the elderly or the vulnerable;
3 - Assist users in the complaint process;
4 - Assist users to receive a service from the establishment;

Objectives:
1- Ensure that the rights of users are respected;
2- Contribution to improving the quality of care and services.
Statistics : Office of the Commissioner’s volume of activities

Years and totals

- 2016-17 (n=1483)
- 2017-18 (n=1496)
- 2018-19 (n=1904)
- 2019-20 (n=2408)
- 2020-21 (n=2818)

Total volumes

Consultations
Interventions
Assistances
Complaints
Motives of non-medical complaints (n=564)

- Soins et services dispensés (n=147): 26%
- Relations interpersonnelles (n=147): 13%
- Accessibilité (n=85): 15%
- Organisation du milieu et ressources matérielles (n=73): 13%
- Droits particuliers (n=73): 13%
- Aspect financier (n=28): 2%
- Autre (n=11): 5%
Percentage of non-medical complaints processed within the time limit set out in the Health Act
Our efforts are paying off

With an ↑volume of complaints

<table>
<thead>
<tr>
<th></th>
<th>↑conclusions within time limit set in Health Act</th>
<th>↑complaints concluded</th>
<th>No backlog</th>
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# Medical Examiners - 2020-2021

## Medical Examiner Coordinator

<table>
<thead>
<tr>
<th>Medical Examiner Coordinator</th>
<th>Dr. Harvey Sigman</th>
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## Medical Examiners

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<tr>
<th>Medical Examiners</th>
<th>Dr. Vania Jimenez, Dr. Ronald Ludman, Dr. Richard Margolese, Dr. Markus Martin, Dr. David Mulder (ad hoc), Dr. Nathan Sheiner, Dr. Paul Warshawsy</th>
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## Administrative staff

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<tr>
<th>Administrative staff</th>
<th>None (historic administrative support provided by the Office of the Commissioner)</th>
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Role of the Medical Examiner

Medical examiners are individually appointed by the CIUSSS Board of Directors and report only to the latter. They do not work directly for the Office of the Commissioner or are linked to it. They collaborate with the Office of the Commissioner on organizational matters.

The sole mission of medical examiners is to examine and deal with complaints against physicians, dentists, physicians and residents from the general public*.

Goals:
1- Ensure that the rights of users are respected;
2- Contribution to improving the quality of medical care and services.

*Users + sec. 44 prov. Health Act
Medical complaints (n=101)
Motives of medical complaint (n=121)

- Soins et services dispensés (n=78)
- Relations interpersonnelles (n=29)
- Droits particuliers (n=6)
- Accessibilité (n=5)
- Organisation du milieu et ressources matérielles (n=1)
- Autres (n=2)
Percentage of medical complaints processed within the time limit set in the Health Act (2019-20)
Percentage of medical complaints processed within the time limit set in the Health Act (2020-21)

52%
In conclusion

- Renewed emphasis on a faster response to complaints despite new added missions devolved to the Office of the Commissioner such as maltreatment and Seniors’ redsidences (RPA);
- Promote accessibility to the complaint process for users and soon new offices at the Jewish General Hospital;
- Take more direct action to promote the quality of care and services in collaboration with clinical directors and general management.
Thank you for your presence.

For more information on the complaint examination system, our annual report, the complaint form or our promotional items, please do not hesitate to contact us by scanning the QR code below.