

## Board Info

Information bulletin of the meeting of the Board of Directors

### Highlights of the scheduled meeting of the Board of Directors

Thursday, April 11, 2019

Donald Berman Jewish Eldercare Centre – Schweitzer Room

#### Report from the President and CEO

Dr. Lawrence Rosenberg reminded the Board that, for the first time, our CIUSSS was named one of Montreal's Top Employers. The Jewish General Hospital has also placed in the top 100 hospitals in the world, in a survey conducted on behalf of Newsweek.

Ours is the only CIUSSS in Quebec to earn the distinction of being a top employer. The Jewish General Hospital is the only healthcare facility in Quebec and is in fourth place among Canadian hospitals in Newsweek's ranking of the world's top 100 hospitals.

Our CIUSSS was recently certified as a *Lean*

*Centre of Excellence*, the only one to earn the designation in Quebec. Dr. Rosenberg acknowledged the contribution of Joanne Côté – Associate Director of Innovation, and Quantitative and Prescriptive Analysis – and of the Innovation team in obtaining this certification.

Dr. Rosenberg also received the results of his annual evaluation by the Deputy Ministers of Health. These results were excellent and were discussed in the context of how the CIUSSS continues to surpass itself, year after year. Other topics on the agenda were the budget, academic affairs and implementation of digital health throughout the CIUSSS. Dr. Rosenberg also noted that our CIUSSS is the only one in Quebec that is striving to adopt such a vision. The position of Director of Digital Health will soon be created to ensure the success of this implementation.

#### Report from the Associate CEO

Francine Dupuis presented an overview of the renovations at the Henri Bradet Residential Centre. The transfer of some of the residents to the Jewish General Hospital allowed for the work to be completed much more quickly. The residents' return to the residential centre took place on Sunday, April 7. The move went extremely well and patients, as well as staff members, can now benefit from a brand new living/working environment.

It is now the turn of some of patients at the Catherine Booth Hospital to benefit from accommodations at the Jewish General Hospital while work is carried out at Catherine Booth over the next nine months. These patients will move on Sunday, May 26.

A motion was passed to congratulate and thank all of the employees who participated in and helped to facilitate the relocation of Henri Bradet's residents.

### Message from the Chairman of the Board of Directors

Alan Maislin began by acknowledging the contribution of Joanne Côté and the Innovation team for their collaboration in moving the residents of the Henri Bradet Residential Centre and in planning the relocation of the patients of the Catherine Booth Hospital. The work by all of the employees who are directly or indirectly linked to Henri Bradet made all the difference for this vulnerable clientele.

Mr. Maislin reported on the *Rendez-vous des leaders* that was recently organized by the Human Resources team and offered to all CIUSSS managers. The discussions focused on where the CIUSSS is going as an organization, as well as its future prospects.

The Chairman also announced that a new Local Ombudsman will be formally appointed at this meeting and that the team that will work with this person is being assembled.

As of the next Board meeting, it will be possible to fill the vacant position of director that was held until recently by Aviva Aspler.

Meetings are also held regularly with managers and chiefs of various directorate. At these meetings, discussions are held about the organizational, academic and research vision, as well as indicators to measure the performance of the CIUSSS. The desire to keep doing more is also reflected in the recent decision by the CIUSSS to join *Planetree*. Achieving this certification will enable the CIUSSS to take a long-term approach to integrating innovative models of person-centred clinical management and practice.

### Policy and procedure on control measures and isolation

In September 2018, the Quebec Ombudsman recommended that the CIUSSS develop and adopt a protocol on using chemical substances and isolation as measures to control certain healthcare users. The use of these measures must be documented in a detailed note on file, using forms to report on control measures. To properly respond to the recommendations of the Quebec Ombudsman within the prescribed deadlines, Board members adopted the *Interdisciplinary Protocol: Exceptional Use of Control Measures: Restraints, Isolation, Chemical Substances*.

### Protocol on custody for persons who are dangerous to themselves or others

Each type of custody—preventive, provisional for psychiatric evaluation, or regular—has its own series of conditions and obligations. A healthcare user's consent must be sought throughout the process. Workers and the institution are obligated to provide information to the individual, to the department of professional services and to certain third parties. As well, as extremely tight deadlines must be respected for obtaining the judicial authorizations required for temporary guards for psychiatric assessment and regular guards. To ensure compliance with ministerial orientations, Board members adopted the MSSS's model protocol and any customization of the protocol that is approved by the CIUSSS Legal Affairs Team.

### Prevention and protection plan in case of extreme heat

To prepare for summer, the Ministry of Health and Social Services is asking facilities with a long-term care mission to develop a procedure to deal with episodes of extreme heat. To ensure that these facilities meet the Ministry's requirements, to ensure that they meet the various alert levels of the *Direction régionale de santé publique de Montréal*, and to reduce avoidable mortality associated with extreme heat, Board members adopted the *Local Prevention and Protection Plan in Case of Extreme Heat*.

### Appointments

Several appointments were formalized by the Board:

- **Maude Laliberté:** Local Ombudsman of the CIUSSS, as of May 27, 2019
- **Jean-Philippe Payment:** Interim Associate Local Ombudsman of the CIUSSS, as of April 15, 2019

- **Geneviève Chabot:** Associate Director of Rehabilitation and the Multidisciplinary Services Directorate of the CIUSSS, as of April 15, 2019
- **Chantal Bellerose, Nathalie Trastour and Lianne Dzygala:** Inspectors of private seniors' residences in the CIUSSS
- **Paul Gareau, Marlene Jennings, Diane States, Richard Bond, Christine Boyle, Caroline Stoor and Randy Robins:** Members appointed to the Lethbridge-Layton-Mackay Rehabilitation Centre Advisory Committee for two or three years.

### Calendar of meetings of the Board of Directors

In 2019-2020, the Board of Directors meet on Thursdays: September 26, November 7 (public information meeting), December 5, January 30, March 19, April 30 and June 18.

### Reports from committees and advisory bodies

- **Vigilance and Quality Committee:** Anne Lemay, Associate Executive Director for the Support, Administration and Performance Programs, said that a follow-up on the presence of physicians on Continuous Quality Improvement teams was conducted, as requested by Dr. Afilalo at the previous Board meeting. She referred to the need to ensure greater medical involvement with these authorities. This is particularly the case for Nursing, Multidisciplinary Services and Professional Services, which are also responsible for quality in each of their directorates. Physicians will be better able to understand the work that is carried out in the CIUSSS and to communicate their needs. This presence will also meet the standards that are required by the accreditation process, which is now ongoing.

Lucyna Lach added that a meeting was held with Minister Blais on April 9. A presentation was made about the various projects that affect seniors, as well as projects involving the caregivers of aging children, adolescents and adults with neurodevelopmental disorders.

- **Integration Committee:** Ronald Waxman reported that the two meetings in December and March provided an opportunity to review:
  - the Integrated Practice Unit in Youth Mental Health, 12 to 25 years old
  - geographical distribution for Early Supported Leave
  - services offered to MAB Mackay for a group of 40 autistic children
  - launch of a dental and medical clinic for clients with attention deficit and autism spectrum disorders
  - René Cassin and Park Extension sampling centre
  - new organizational chart of the CIUSSS
- **Foundations Committee:** Tony Loffreda provided a brief overview of the implementation of the CIUSSS Employee Engagement and Recognition Program and its activities for employees. The various foundations in the CIUSSS will be approached to contribute financially to these activities, whose objectives are to recognize the work of employees, thank them and ensure the existence of a positive working environment.

### Presentation of the corporate dashboard, and the management and accountability agreement

Anne Lemay presented a summary of the management and accountability agreement and the corporate dashboard for 2018-2019. She explained that extra-territorial coverage increased slightly, with 56.8% in the Emergency Department, 61.7% for hospitalizations, and 61.8% for outpatient clinics. Clinical activity increased by 2% this year, compared to last year.

Highlights were also provided about access to care, safety, the user experience, productivity and CIUSSS staff.

## 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 on:

**Thursday, June 13, 2019, at 7:30 a.m.**  
**Donald Berman Jewish Eldercare Centre**

For more information about the Board of Directors, please visit [www.ciusss-centreouestmtl.gouv.qc.ca/en/west-central-montreal-health/conseil-d-administration](http://www.ciusss-centreouestmtl.gouv.qc.ca/en/west-central-montreal-health/conseil-d-administration)