



Conseil
pour la protection
des malades

ANNUAL ACTIVITY REPORT

2020-2021



PUBLIC EDUCATION

1. Legal advice to committees
2. Phone calls to 200 Users' Committees about their activities and their perception of the CPM's achievements
3. 1st round presented at the 2020 AGM
4. 2nd round will be presented today
5. Work in progress:

Class-action lawsuit against maltreatment authorized by the Superior Court (failure to provide care = maltreatment)

Call for an Act Respecting Long-term Care that will define minimal care and services that an institution is obliged to provide to in-patients

PUBLIC EDUCATION

4. Emergency rooms in crisis: the CPM proposes:

- *Advertise alternate resources (GMF, super clinics, influenza clinics, etc)*
- *Enhance home care*
- *Open more long-term beds*

5. Complaints process

- *Improve its functioning*
- *Shorten the delay to process a complaint*
- *The CPM's Brief on Bill 52*





ON THE POLITICAL FRONT

1. Representations made:

- nationalisation of private nursing homes
- ramping-up of elective surgeries (cancer, cardiac and other)
- denouncing the lack of inclusion in Bill 61 of urgent renovation needed at Maisonneuve-Rosemont

2. Weekly meeting with the Health Ministers' cabinets during the Covid-19 pandemic

3. Appearance before the hearing committee on Bill 56 (family caregivers) and written submission

4. Participation in the consultations of the National Prehospital Emergency System Transformation Committee consultation process.

5. Advocacy for a re-adjustment of regional distribution of family physicians (PREM)

ON THE POLITICAL FRONT



- Complaint lodged to the Quebec Human Rights Commission for discrimination against seniors in the Critical Care Prioritization Protocol in the context of a pandemic:
 1. Violation of a person's constitutional right to health care
 2. Violation of a physician's obligation to provide care
 3. Right of senior citizens not to be discriminated against

ON THE POLITICAL FRONT

- Complaint to the Commission (continued):
- 4. Prioritization protocol:
 - 1st level, 65+ year old excluded when the prognosis of mortality is 80%
 - 2nd level, 50+ year old excluded when the prognosis of mortality is 50%
- 5. Critères utilisés:
 - Severe trauma: 50+ year-old excluded
 - Severe burn injuries, 60+ year-old excluded
 - Frail clinical conditions:
 - 1st level: 65+ year-old excluded
 - 2nd level: 50+ year-old excluded
 - If there is a tie, priority goes to the youngest
 - The decision of the prioritization committee is based on an anonymous evaluation sheet, except for the patient's age

SOCIAL MOBILIZATION

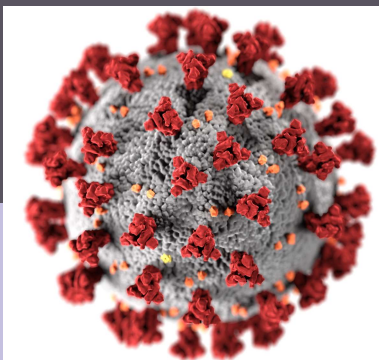


1. Statement sent to 200 members of Protection Santé and 200 Users' and In-patients' committees urging long-term care facilities to install air conditioning or ventilation equipment

2. Media interviews on Covid-19:

Exposing the Government's failure to act promptly in:

identifying, isolating, and treating the patient
prioritizing long-term care facilities
being prepared for a pandemic (training and equipment)



SOCIAL MOBILIZATION

3. Other media interviews to expose or comment:

Issues and hardships reported by long-term care residents and their families

lousy housekeeping and neglected maintenance of wheelchairs

Confinement in long-term care facilities and shedding of services in hospitals

Prioritization schedule of vaccines



SOCIAL MOBILIZATION

- 4.Virtual forum on medical aid in dying:
state of the art and MAID for people
with mental illnesses**
- 5.Virtual meeting with a group of
physicians offering home visits**
- 6.AGM, 17 September 2020: 50
participants**



REPRESENTING PERSONS, GROUPS AND COMMITTEES



1.Filing a complaint with the Human Rights Commission:

human rights violation

discrimination against seniors

**negligence in identifying, isolating, and
testing residents and staff (press review)**

2.Appearance before a House of Commons hearing on Covid-19

REPRESENTING PERSONS, GROUPS AND COMMITTEES

3. Drafted Charter of rights for Users' and In-patients' committees submitted to Provincial and Federal Authorities
4. Annual meeting with the College of Physicians (procedural fairness in disciplinary decisions, questions raised about telephone vs. in-person consultations)
5. Dispute mediation between a Users' Committee and Administration



COLLÈGE DES MÉDECINS
DU QUÉBEC

REPRESENTING PERSONS, GROUPS AND COMMITTEES

6. Legal action in favor of families wishing to obtain medical records of a deceased loved one
7. Written submission and Consultation on Priority Actions for the Government's Long-Term Care Action Plan 2021-2025 to address abuse of elders
8. Formal notices issued in the interest of users and families claiming damages for maltreatment



REPRESENTING PERSONS, GROUPS AND COMMITTEES



9. Call for an inquiry by the Chief Coroner into the deaths that occurred during the Covid-19 crisis
10. Demands for the right to be comfortable and safe at all times and during heat waves, and a memo reminding the committees to report to the CPM observed negligence
11. Participation in the *Salon Visez Droit* of the Montreal Bar Association, and production of a video clip on users' rights and the CPM's advocacy campaigns