

*Nearly 50 years of experience in advocating and
advancing the rights of Quebec citizens to receive
decent and adequate healthcare services*

CPM EXPRESS — March 2023

**TO AFFILIATED USERS' AND RESIDENTS' COMMITTEES, AND
PROTECTION SANTÉ MEMBERS**

**NOT TO BE MISSED!
THEME: PATIENT EXPERIENCE**

**CPM SYMPOSIUM – SEPTEMBER 28, 2023
IN BROSSARD, ALT HOTEL, QUARTIER DIX30**



Honorary Chair: Mrs. Diane Lamarre, CM, M.Sc, D.H.C.
Pharmacist, scientific commentator for the TVA network

In person or virtually, simultaneous translation
You may already register: bturcotte@cpm.qc.ca
More information to come in the next few weeks

USERS' RIGHTS ARE A YEAR-ROUND ISSUE AT THE CPM

The CPM takes care of the world's number-one health rights: YOUR health rights!

Here is an update on various actions and advocacy by the CPM following complaints from residents, family members, and users' committees:

R E Q U E S T S F O R A C C E S S T O M E D I C A L R E C O R D S : T H E B A T T L E F I E L D

Written by Stéphanie Yanakis, a lawyer and associate at the CPM

Since the pandemic, I have had to help members request access to the medical file of a deceased person. When making such a request, it is mandatory to provide certain documents and reasons for the request. Without a valid reason, access is denied under the pretext of confidential information belonging to the deceased. In addition to the reasons for the request, the will and the confirmation of the will search from the Quebec Bar, and the Chambre des notaires, are essential to include with the consultation request.

In my experience, mentioning a legal consultation with a lawyer generally helps to limit medical archivists' requests. I usually write a letter supporting the member's request and send it with the required documents. In most cases, the archivists then contact the family to agree on the cost of photocopying and the method to forward the file.

Unfortunately, one must be patient, as obtaining a copy of the medical file can take several days or even weeks.

MOURNING FAMILIES LEFT IN THE DARK

Written by Me Nancy Piché, a lawyer and collaborator at the CPM

For several months now, I have noticed that more and more new members are complaining that they have no details about the circumstances leading up to the death of a vulnerable family member.

They are ignored! Their attention is diverted by pressing them, by intimidating them. Their phone messages, emails receive no answer. Even if the standard of 24 hours to free a room is not always strictly imposed, it often happens that it is imposed. Is it done to prevent access to people who could provide information?

Moreover, despite a police investigation, it is impossible to obtain all the answers to the questions from the staff.

Many of these stories have been reported to me, and I can't help but suspect the worst intentions. A fall, an accident but in what context! The administration's attitude leads us to the worst assumptions, especially when it is the third similar case in the same institution.

Following an investigation, the coroner even adds, "It is permissible to question the circumstances surrounding a fall."

As part of my duties with the CMP, I have assigned myself the mission of relentlessly accompanying these complainants to ensure that they do not become discouraged. Specifically, I review written complaints, provide ongoing follow-up, and propose a timeline for the proceedings through the various complaint mechanisms.

TRAINING ALWAYS AVAILABLE
TO AFFILIATED COMMITTEES
AND ORGANIZATIONS (\$500
+ EXPENSES)

- **The proper role of a Users' or Residents' Committee** as defined by law, by the *MSSS Framework on Users' Committees*, and in the literature, and not according to everyone's wishes (M^e Paul Brunet).
- **How to be a patient advocate within a committee**: Make your volunteer work rewarding by doing something meaningful and useful for patients, residents, and their families or loved ones (Mr. Benoit Racette).
- **Standard efficient procedures for direct action in long-term care facilities (LTC)**: Introducing oneself, informing authorities of the role a committee and its members play within the institution and with the administration, and respecting the law and the authorities without complacency (M^e Paul Brunet).
- **Why and how to make use of a camera in a LTC facility**: Facing inaction or the absence of any answer to their requests or complaints, users or their families desperately resort to this drastic solution (M^e Paul Brunet).
- **The right to medical assistance in dying** (M^e Paul Brunet).
- **How to assist patients and residents in the complaint procedure** (Mr. Benoit Racette).
- **The confidentiality of a patient's record** (M^e Paul Brunet).

THANK YOU FOR YOUR LOYALTY

THE CPM TEAM

- M^e Paul G. Brunet, President, Chief Executive Officer, and Chairman of the Board — **Montréal**
- Mr. Pierre Hurteau, Vice-Chairman, affiliated Users' Committee Residents, Committee of the CHSLD Camille-Lefebvre — **Lachine**
- Ms. Micheline Boucher-Granger, Treasurer, Co-opted member — **Laval**
- Ms. Ginette Boisvert, Secretary, affiliated Users' Committee, Centre d'hébergement Christ-Roi — **Mauricie and Centre-du-Québec**
- Ms. Nicole Johnson, Administrator, Co-opted member — **Gaspé**
- Ms. Marielle Raymond, Administrator, affiliated Users' Committee, Centre hospitalier régional du Grand-Portage — **Rivière-du-Loup**
- Mr. Daniel Pilote, Administrator, Co-opted member — **St-Jean-sur-Richelieu**
- Ms. Nicole Trottier, Administrator, co-opted member — **Abitibi-Témiscamingue**
- Ms. Seeta Ramdass, Administrator, — **Montréal**
- Ms. Ginette Desmarais, Administrator, affiliated Residents' Committee, Hôpital et centre d'hébergement d'Youville — **Sherbrooke**
- Ms. Claire Morin, Administrator, affiliated Users' Committee, Hôpital de Chicoutimi — **Saguenay**
- Ms. Francine Leroux, Administrator, affiliated Users' Committee, Lake of two Mountains — **Laurentians**
- Mr. Benoit Turcotte, office manager and webmaster
- M^e Stéphanie Yanakis, lawyer
- M^e Nancy Piché, lawyer
- M^e Céline Dauphinais, lawyer

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