

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

## **CPM EXPRESS – APRIL 2023**

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

**NOT TO BE MISSED!**

**PATIENT EXPERIENCE**

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



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

**In person or virtually, simultaneous translation**

**You may register now: [bturcotte@cpm.qc.ca](mailto:bturcotte@cpm.qc.ca)**

**PATIENT EXPERIENCE**

**Health Minister Christian Dubé recently stated that the second major pillar of his health plan is patient experience.**

The Conseil pour la protection des malades, therefore, proudly organizes and hosts a symposium, under the honorary chairmanship of Ms. Diane Lamarre, on how the healthcare system can improve patient experience, as called for by the Minister himself. The Minister of Health, Mr. Dubé, was also invited to speak at the symposium.

**September 28, 2023  
9:00 a.m. to 4:00 p.m.  
Alt Brossard Hotel, DIX30 Brossard  
Held in person and virtually  
Simultaneous translation French-English**

<b>REGISTRATION FEES</b>		
	IN PERSON	VIRTUAL PARTICIPATION
AFFILIATED MEMBER	150 \$ per person (includes lunch)	100 \$ per person
NON-MEMBER OR NON-AFFILIATED	200 \$ per person (includes lunch)	150 \$ per person
<p><b>Registration and payment</b>  <a href="mailto:bturcotte@cpm.qc.ca">bturcotte@cpm.qc.ca</a>                      514-861-5922                      1-877-276-2433                      Fax : 514-861-5189</p>		

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***Sign up quickly; places are limited!***

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## THEMES AND TOPICS ADDRESSED

Accompanied by expert speakers and users, the CPM will state its position on the Minister's objective in Bill 15. The French Patient Experience Institute defines patient experience as "the totality of **interactions and situations experienced** by people or their entourage during **their healthcare journey**. These interactions are shaped both by **the organization of this journey** and by the **life history** of the individual in question."

Placing patients at the heart of the system means considering all of their needs, both upstream and downstream of a consult or hospitalization, which implies proximity of care, coordination of care and services, community mobilization, etc.

The current care trajectory most often involves several care and service providers at various locations and times. This mapping often seems complex for the patient and becomes a real obstacle course.

Our speakers will address patient experience in the contexts:



***“Patient Experience and the challenges of primary care”*** (accessibility, continuum of care, home care). Presentation by Mr. Yves Couturier, Ph.D., professor in the Department of Social Work, University of Sherbrooke, scientific director of the Primary Care Learning Network.



***“Patient Experience and the Journey of Family Caregivers in Long-Term Care”***. Presentation by François Aubry, Ph.D., professor, Department of Social Work, Université du Québec en Outaouais, responsible for the Ph.D. in Applied Social Sciences, Université du Québec en Outaouais.

***“Digital technology to the rescue of the patient experience”***

- To be announced

***“Personal testimonies of trajectories”***



**Ms. Ginette Desmarais**, a family caregiver with multiple experiences, Sherbrooke.



**Mr. Christian Chabot**, a patient partner and a frequent user of the health network who shares his knowledge with hospitals and university researchers in Quebec City.

**Scientific committee:**

Mr. Pierre Hurteau, Ph.D.  
Vice-President  
Conseil pour la protection des malades

**Administration, Registration :**

M. Benoit Turcotte

***More information to come in the upcoming weeks!***

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<sup>e</sup> 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<sup>e</sup> 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<sup>e</sup> Paul Brunet).
- **The right to medical assistance in dying** (M<sup>e</sup> Paul Brunet).
- **How to assist patients and residents in the complaint procedure** (Mr. Benoit Racette).
- **The confidentiality of a patient's record** (M<sup>e</sup> Paul Brunet).

# THANK YOU FOR YOUR LOYALTY

## THE CPM TEAM

- M<sup>e</sup> 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, affiliated Users' Committee McGill, University Health Centre (MUHC) — **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<sup>e</sup> Stéphanie Yanakis, lawyer
- M<sup>e</sup> Nancy Piché, lawyer
- M<sup>e</sup> Céline Dauphinais, lawyer

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