

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

CPM EXPRESS – MAY 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

PATIENT EXPERIENCE

The Conseil pour la protection des malades is proud to organize and host 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, has been 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 on-line
Simultaneous translation French-English

REGISTRATION FEES		
	IN PERSON	ONLINE
AFFILIATED MEMBER	\$150 per person (includes lunch)	\$100 per person
NON-MEMBER OR NON-AFFILIATED	\$200 per person (includes lunch)	\$150 per person
Registration and payment bturcotte@cpm.qc.ca 514-861-5922 1-877-276-2433 Fax: 514-861-5189		

Sign up quickly; places are limited!

THEMES AND TOPICS TO BE 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, **and Ms. Louise Belzile, Ph.D.**, is a specialist in gerontology and author of several books.



“Patient Experience and the Journey of Family Caregivers in Long-term Care,” presentation by **Mr. François Aubry, Ph.D.**, Professor, Department of Social Work, Université du Québec en Outaouais, Researcher at the Research Centre of the Institut universitaire de gériatrie de Montréal, **and by Ms. Josée Grenier, Ph.D.**, Associate Professor, Department of Social Work, Co-Leader of the Master of Social Work program, St-Jérôme campus.



“Digital technology for the benefit of patient experience”: measuring patient experience at the CISSS de la Côte-Nord, including participation in a pilot project. Presentation by **Ms. Jessie Landry**, Planning, Programming and Research Agent, Multidisciplinary Services, Quality, Evaluation, Performance and Ethics Directorate, Center intégré de santé et de services sociaux de la Côte-Nord.

PERSONAL TESTIMONIES OF TRAJECTORIES



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



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.



Ms. Giroflée Arsenault, a family caregiver for a cancer patient admitted on a research protocol.

Scientific committee:

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

Administration, Registration :

M. Benoit Turcotte
bturcotte@cpm.qc.ca

***Do not miss our upcoming newsletters for more
information on this important event!***

BILL 15, THE COMMITTEES ARE CONCERNED

With its restructuring of the healthcare network, the Ministry of Health and Social Services has brought about unanimity on at least one theme: the feeling of uncertainty and anxiety felt by the members of the affiliated committees and their resource persons. Indeed, with the plan to cut some one hundred committees, thus adding disproportionate tasks to the resource persons who will inherit the facilities and missions without committees, reducing the voice of the patients and their influence within the facilities, which are thus cut off from their representatives. Let us hope that, as the CPM and others have requested, the proposed legislation will be amended to put the voice of users back at the heart of the life of every healthcare institution in Quebec.

ORDER OF MONTRÉAL 2023, AWARDED TO A MEMBER OF AN AFFILIATED USER COMMITTEE

The Council for the Protection of Patients joins its voice to that of the Sud-Ouest-Verdun Users' Committee to make the following important announcement:

Mr. René D'Allaire, a member of the CLSC mission, has been invested as a Knight of the Order of Montréal by the Mayor of Montréal, Ms. Valérie Plante. Mr. D'Allaire is an exemplary citizen, particularly for his commitment to grassroots organizations and to advocating for the rights of people with disabilities. The CPM is proud to have people like Mr. D'Allaire serve on this affiliated committee.

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, 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
- Me Stéphanie Yanakis, lawyer
- Me Nancy Piché, lawyer
- Me Céline Dauphinais, lawyer

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