

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

CPM EXPRESS – JUNE 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

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P A T I E N T E X P E R I E N C E

The Conseil pour la protection des malades is therefore 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.

Thursday, September 28, 2023
9:00 a.m. to 4:00 p.m.
Hôtel ALT, Quartier Dix30, Brossard
Held in person and online
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		

Scientific Committee : Mr. Pierre Hurteau, Ph. D.
 Vice-president
 Conseil pour la protection des malades

SOME CHSLD ARE STILL WITHOUT AIR CONDITIONING OR VENTILATION

We still receive complaints from users and committees that air conditioning and ventilation are unavailable in residents' rooms. According to our information, the worst situation is in Saguenay.

Proper air conditioning and ventilation are mandatory because of ministerial directives on the subject and for resident safety purposes. Residents have the right to enjoy a comfortable room, including a room temperature that suits them. And it belongs to them, not management, to determine their level of comfort. As the anti-maltreatment guidelines indicate, institutions must adjust to residents' needs. And air conditioning and ventilation are free of charge. Please inform us if, in your region, residents continue to suffer needlessly in long-term care facilities. If need be, we will make public the name of delinquent installations.

WE MIGHT AS WELL DIE AT THE MALL

Many elected representatives from all parties are busy these days, either on the issue of their pay rise, which they voted for themselves just recently, or on the question of where to allow people to obtain medical aid in dying.

Data suggests that most of us wish to die at home, cared for by competent staff, and surrounded by their loved ones, family and friends.

For some years now, various programs, including the one in Verdun, have been very successful, with doctors and nurses coming and going to the homes of people who are ill, often at the end of their lives. People appreciate the clinical attention they receive at home from healthcare professionals. We need to encourage, better fund and decide to send our doctors, nurse practitioners, nurses and nursing assistants to the homes where people live and wish to die.

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It seems rather peculiar that our elected representatives should be discussing where people should be allowed to obtain medical assistance in dying, with all the available and conclusive data that exists on dying at home.

What have you become, dear elected officials, to be so distracted and so inattentive to common sense, dignity and respect that people deserve at the end of life? We could die at the mall, while we're at it.

PARKING FEES ARE AGAIN THE TALK OF THE TOWN

Following a request for action from members in Lanaudière, the CPM reminded the responsible authorities that people with serious illnesses or requiring frequent trips to the hospital — and those accompanying — deserve free access to hospital parking.

We're talking here about oncology, hemodialysis and neonatal treatments.

The MSSS circular 2020-019 authorizes CIUSSS, CISSS and their CEO to put forward special measures for various types of clientele, including frequent users and users demonstrating the need for an exception on humanitarian grounds.

So do not hesitate to make this request for persons in one of the situations described above. And please keep us informed.

USER SATISFACTION SURVEY

TACT, a communications firm, is working with the CPM to organize and hold the CPM's 50th-anniversary celebration in 2024.

It also offers to conduct satisfaction surveys for interested committees. Simply contact Frédéric Alberro at Tact, 514-241-7784. E-mail address: falberro@tactconseil.ca.

*HAVE A GREAT SUMMER AND
LET'S KEEP IN TOUCH!*

*ABUSE AND PATIENTS' NEEDS
NEVER TAKE A VACATION.*

**THANKS AGAIN 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. 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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