

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

CPM EXPRESS – AUGUST 2023

TO AFFILIATED USER'S AND RESIDENTS' COMMITTEES
AND PROTECTION SANTÉ MEMBERS

Hurry up! There are still a few places left!

PATIENT EXPERIENCE

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



Heartfelt thanks for their dedication to the organization of the event:

Ms. Diane Lamarre, Honorary Chairperson

Mr. Pierre Hurteau, Ph. D., Chairman Scientific Committee

Many thanks to all our guest speakers, panellists and participants!

OPENING OF THE SYMPOSIUM



Me Paul G. Brunet, M.A.P., lawyer, president of the *Conseil pour la protection des malades*



Mme Diane Lamarre, symposium moderator.
CM, M.Sc., D.H.C., pharmacist, scientific analyst for the *TVA network*



Address by la *Fédération des médecins spécialistes du Québec*

PRESENTATIONS



“Patient Experience and the Challenges of Primary Care”

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 by **Ms. Louise Belzile**, Ph. D., specialist in gerontology and author of several books.



“Patient Experience and the Journey of Family Care Givers in Long-term Care”

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, *Université du Québec en Outaouais*, Department of Social Work, co-leader of the Master of Social Work program, Saint-Jérôme campus.





« Digital Technology in Measuring Patient Experience at the CISSS de la Côte-Nord, including Participation in a Pilot Project ».

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*.

LUNCH

REAL-LIFE STORIES



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 expertise with hospitals and university researchers (Quebec City).



Ms. Giroflée Arsenault, a family caregiver for an oncology patient admitted to a research protocol (Montréal).

A WORD FROM THE MINISTER OF HEALTH AND SOCIAL SERVICES — MR. CHRISTIAN DUBÉ



CLOSURE

R E G I S T R A T I O N F E E S

Thursday, September 28, 2023
9 :00 a.m. to 4 :00 p.m.
Alt Brossard Hotel, Dix30, Brossard
In-person and Online
Simultaneous translation French – English


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

Please take note: for participants who travel by public transport, the distance between the Quartier Station of REM and the hotel is 900 metres.



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LACK OF HUMANITY REGARDING PARKING RATES FOR PATIENTS UNDERGOING TREATMENT

The CPM received information on distressing problems for patients receiving daily or weekly treatments in oncology, dialysis or neonatal care. Some CIUSSs and CISSs have offered fee reductions of up to 50%, but more is needed.

Even with such a discount, these patients' parking expenses can soar by several tens of dollars and easily exceed \$50 monthly.

Many users, caregivers and families, already overwhelmed by the situation that afflicts them, do not have the means to pay the reduced rate.

Circular no. MSSS 2020-019 (section 34) authorizes the CIUSSs and CISSs to establish special measures for various clientele, including frequent users and users demonstrating an exceptional humanitarian necessity. As if to add insult to injury, several CIUSSs and CISSs also show net parking revenues of several million dollars in their financial statements.

Patients requiring regular daily or weekly treatment in oncology, dialysis or neonatology should not have to pay any fees when they come to the care facility. The CPM has made representations on the subject and awaits a response before pursuing the matter further.

USERS ARE HAVING DIFFICULTIES WITH THE EMPLOYMENT SERVICE PAYCHEQUE

The CPM has received several complaints from users. They are not satisfied with the service provided by the CLSC, which could be faster and simpler. Several service providers are without wages. It negatively affects service providers who resent not being paid and users who badly need their services.

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A complaint has been lodged with the Minister of Health, responsible for home care. If no progress is made soon, the CPM will consider further action.

**THANK YOU FOR
YOUR LOYALTY!**

The Conseil pour la protection des malades 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, Users' Committee Lethbridge Layton-Mackay— **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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