

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

CPM EXPRESS – SEPTEMBER 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!

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

In keeping with the Minister's wishes, and under the honorary presidency of Mme Diane Lamarre, the CPM is pleased to host a symposium on how the health network can improve patient experience.

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.



BILL 15 — AN UPDATE

For the benefit of committees, here is a brief update on Bill 15, *An Act to make the health and social services system more effective*:

- All existing users' and residents' committees will go on.
- The new National Users' Committee will allow three members to represent them.
- The function of the National Users' Committee will be to support the committees instead of overseeing them.
- No seats are currently allocated to representatives of users' or residents' committees on the Board of Directors of *Santé Québec*, nor on the institution councils, risk management committees, and watchdog (vigilance) committees.
- The role of users' committees in assessing independently user satisfaction has been withdrawn. It will be vested in the institution.
- A new paragraph was added to section 147 at the specific request of the RPCU. It will allow long-term facility employees to be members of residents' committees as long as they are family caregivers. The CPM strongly objected to this addition, and a discussion is underway among the CPM Board of Directors. We await the final version of section 147 of Bill 15 to decide what to do next.
- The CPM also will continue to call for improved funding for the committees.

**LACK OF HUMANITY REGARDING
PARKING RATES FOR PATIENTS
UNDERGOING TREATMENT**

Management of the CISSS de Lanaudière continues to refuse or neglect to offer free parking to patients in oncology, dialysis and neonatology who frequently visit hospitals in the CISSS de Lanaudière territory. Yet, the CISSS de Lanaudière's latest financial statements show a surplus of revenues of \$ 4,000,000 from parking fees. If other committees face the same predicament, please let us know.

**USERS ARE HAVING
DIFFICULTIES WITH THE
EMPLOYMENT SERVICE
PAYCHEQUE**

Many users, registered in home care programs, are still waiting for an improvement in the operation of the employment-service paycheque. Some users are not receiving the essential care and services they need because the CLSCs and the Ministry of Health are slow to correct their practices. Complaints have been lodged with both the Protecteur du citoyen and the Ministry. The MSSS has committed itself to correct the situation, but it doesn't seem to be urgent in their mind. We will continue to fight for these users' rights.

KEEP US INFORMED!

ABUSE AND THE NEEDS OF THE USERS REQUIRE

ACTION ALL YEAR LONG!

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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