

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

CPM EXPRESS – NOVEMBER 2023
TO AFFILIATED USERS' AND RESIDENTS'
COMMITTEES
AND PROTECTION SANTÉ MEMBERS

The CPM takes care of the world's number-one health rights: YOUR health rights!

A N U P D A T E O N B I L L 1 5



Following yet another recent meeting with the office of the Minister of Health, here is a brief update on Minister Dubé's proposed Bill 15 for the healthcare network and the CPM's requests.

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Representation of users' and residents' committees in various Santé Québec bodies

Whereas the CPM lamented the fact that the Bill did not secure mandatory seats for representatives of users' committees or residents' committees to sit on the Board of directors of the new Agence Santé Québec, nor the institution councils, the vigilance committees and the risk management committees, here are some encouraging developments:

- o At least one seat will be reserved for a user committee member delegated by his or her committee to become a full member of the institution council, **A GAIN OBTAINED BY THE CPM;**
- o At least one seat will be reserved for a user committee member delegated by his or her committee to become a full member of the Vigilance Committee; **A GAIN OBTAINED BY THE CPM;**
- o We are still waiting for a decision on the Risk Management Committee;

Comments on sections 117 a) and 119

The Bill deprives users' committees of the role of independently assessing user satisfaction. Oddly, it would leave the institution to be the only one to evaluate the services it provides to users. Some committee members we met are disappointed and see this as a loss of the external, impartial and benevolent viewpoint of users and their committees. Once more, committees are pushed aside.

Comments on Sections 145 and 146

Users' committees will finally retain the power to decide on the composition of their committee. **ANOTHER CPM GAIN;**

Replace section 146 by:

"The users' committee of a territorial Santé Québec is composed of members delegated by and from each of the institution users' committees and residents' committees of an institution."

We're waiting to hear back from Health Minister's Office representatives.

Comment on amended section 147.

The CPM has successfully argued that individuals acting as family caregivers to residents of a public long-term care facility where they work should not be allowed to serve on the residents' committee of that facility. **A CPM GAIN.**

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The CPM requests that individuals acting as family caregivers to patients of a public health facility where they work should not be allowed to serve on the users' committee of that facility. Pending.

Comment on the Amended Section 148

Section 148 of Bill 15 will continue to allow committee members to renew their mandate as often as they wish. **A CPM GAIN.**

Comment on Amended Section 149

This section describes the functions shared between residents' and users' committees. The CPM proposed adding the role of assistance (rather than accompaniment) for residents' committees, i.e.:

To assist, upon request, a user in any action he undertakes, including when he wishes to make a complaint under the provisions of Part VII of this Act or under the *Act Respecting the Health and Social Services Ombudsman*; **A CPM GAIN.**

Comments on sections 151 and 152

The CPM also continues to call for improved funding for committees, i.e.:

- o (0.05% of the institution's annual recurrent budget)
- o Minister Dubé promised to improve committee funding in a parliamentary committee on April 20, 2023
- o At least, it should appear in a future regulation.

Comment on amended section 431 (with regard to subsidies to organizations)

- o Replaces current section 337 of the Health and Social Services Act
- o Can be interpreted as follows: a single advocacy organization would be entitled to a subsidy.
- o Does it mean that the CPM would never receive subsidies from the MSSS?

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Comment on the delay in processing a complaint where clinical acts are not involved (section 580)

- o The CPM is asking for a 15-day deadline instead of the 45 days (requested in our brief).
- o Minister Dubé agreed to our request in a parliamentary committee.

We are still waiting for a decision.

Comment on section 659 concerning the spouse's financial contribution when the other spouse is admitted to a CHSLD

The CPM requests that, upon admission to a CHSLD, the administration consider the often modest financial means of the spouse to determine the contribution to the lodging of the spouse admitted.

Pending.

Comment on proposed section 1094

According to the latest amendment proposed by the Minister's Office, all existing user committees will continue to exist. **A CPM GAIN.**

STRIKE IN THE HEALTHCARE NETWORK

Given the strike announced in the healthcare network, the CPM is urging committees and key contacts to inform us of any situation in which, despite the rules governing essential services, users are deprived of essential care or other important services in hospitals, long-term care facilities, home care services or rehab centres. The CPM can then put together a case file and refer the matter to the Labour Administrative Tribunal for appropriate action.

CARE SUPPORT ASSISTANTS ARE BEING DISCHARGED, AND THERE ARE COMPLAINTS ABOUT THE SHORTAGE OF ORDERLIES

A CPM member informed us that the Administration has decided to cut the service of care support assistants that in a given region. Residents were informed that they were cutting back on these service assistants who, since the pandemic, had been and continue to be valuable in filling the shortage of orderlies. How can the Administration continue to claim a staff shortage, at least among our orderlies, when assistants are laid off? Please let us know if this situation arises in your facility.

TRAINING ALWAYS AVAILABLE TO AFFILIATED COMMITTEES AND ORGANIZATIONS (\$500 + EXPENSES)

- [An overview of the Dubé reform, Bill 15](#)

A brief review of the provisions governing users' rights and the functioning of users' and residents' committees (M^e Paul Brunet).

- [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^e 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).

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- 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^e Paul Brunet).

- Why and how to make use of a camera in a LTC facility (Me Paul Brunet)

Facing inaction or the absence of any answer to their requests or complaints, users or their families desperately resort to this drastic solution.

- The right to medical assistance in dying (Me Paul Brunet)
- How to assist patients and residents in the complaint procedure (Mr. Benoit Racette)
- The Confidentiality of a patient's record (Me Paul Brunet)

OTHER ISSUES CURRENTLY BEING ADDRESSED BY THE CPM

- o Further to a report from a committee located on the island of Montréal, we ask you to inform us of any action decided unilaterally by the Administration, i.e., the pairing of CHSLDs with hospitals, regardless of the location or the resident's general practitioner.
- o Free parking for users undergoing oncology, dialysis and neonatal treatment.
- o A robust public health network and against private agencies.
- o Home care, including medical visits. For a more efficient system of home care employment vouchers.

U P C O M I N G E V E N T S

- o Virtual CPM Annual General Meeting on Thursday, June 13, 2024
- o In-person celebrations for the 50th anniversary of the founding of the Conseil pour la protection des malades on September 24, 2024 (an initiative of the Claude-Brunet Foundation)

*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
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