

In 2024, the CPM will celebrate 50 years of advocating and advancing the rights of Québec citizens to receive decent and adequate healthcare services.



CPM EXPRESS – JANUARY 2024

TO AFFILIATED USERS' AND RESIDENTS' COMMITTEES, AFFILIATED
GROUPS, AND PROTECTION SANTÉ MEMBERS

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

BILL 15, AN UPDATE

Since its adoption on December 9, we have been awaiting the final version of the new Act to make the health and social services system more efficient.

Indeed, in the final, official version of the law, we will be able to confirm that we have secured the various changes requested by committees, resource persons and all those who helped us protect committee status.

CPM EXPRESS

Whether it be the representation of users' and residents' committees on various Santé Québec governing bodies or the remarks made by the CPM, particularly regarding sections 117 a), 119, 147, 148 and 149, 580 and 1094.

MEETING WITH MRS. SONIA BÉLANGER, MINISTER RESPONSIBLE FOR SENIORS



Our colleague on the CPM Board of Directors, Claire Morin, President of the Users' Committee at Chicoutimi Hospital in the Saguenay region, was on site to represent the CPM at the Health Network's Annual Awards of Excellence ceremony on May 11 and had the opportunity to speak with Mrs. Sonia Bélangé, Minister responsible for Seniors and Minister delegated to Health.

A CRISIS IN THE EMERGENCY ROOM, YEAR AFTER YEAR, FOR AT LEAST THE PAST TWO DECADES

CPM Chair I Brunet has been addressing the crisis in Québec's ERs for at least 20 years, particularly during the holiday season and the period leading up to the summer vacation.

Supported by dedicated physicians, organizations and the relevant literature, the CPM has already taken a stand in favour of a better, more comprehensive home care, including participation by family doctors. I Brunet even hypothesizes that the evolution of family medicine practice towards that of emergency medicine coincided with the beginning of the affluence of patients in emergency rooms. In the past, family doctors visited patients at home, examined sick children and took care of the elderly. Since this practice was discontinued, citizens are left to their fate, invited to call 811, access GAP, or, for the lucky ones, consult their family doctor.

If the Ministry of Health doesn't reform how it organizes care in Québec, we'll continue to witness a crisis in the emergency room for a considerable time. Let's hope that the people in charge of the future Agence Santé Québec will use their power to challenge the current situation of crowded emergency rooms and finally send family doctors home to families.



THE CPM'S 50TH ANNIVERSARY IS ON THE MOVE!

The Claude-Brunet Foundation has set Tuesday, September 24, 2024, 50 years to the day, as the date for a celebration in honour of the 50th anniversary of the creation of the CPM. The event, which will take place at the Courtyard Hotel, 380 René-Lévesque Street West, downtown Montréal, will feature a Lunch-time Conference-Exchange with a prominent figure from the healthcare community, followed by a Dinner and Cocktail Reception from 5:00 to 7:00 p.m., bringing together representatives from the worlds of business, politics and, of course, our affiliated committees and members of *Protection Santé*.

TRAINING IS ALWAYS AVAILABLE TO AFFILIATED COMMITTEES AND ORGANIZATIONS (\$500 PLUS 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 (Me 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 (Me 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).

CPM EXPRESS

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 (Me 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.

HOW TO ASSIST PATIENTS AND RESIDENTS IN THE COMPLAINT PROCEDURE (MR. BENOIT RACETTE).

THE RIGHT TO MEDICAL ASSISTANCE IN DYING (ME PAUL BRUNET).

THE CONFIDENTIALITY OF A PATIENT'S RECORD (ME PAUL BRUNET).

OTHER MATTERS CPM IS CURRENTLY ADVOCATING

- For a more efficient system of home care employment-service paycheque, for which we are still waiting to hear from the Ministry of Health.
- Following information from a committee on the island of Montréal, please inform us of any unilateral decision by which CHSLDs are twinned with hospitals, regardless of location or where or with which healthcare professional the resident is already registered.
- Free parking for users undergoing treatment in oncology, dialysis and neonatal care. Something that CIUSSS and CISSS CEOs still refuse to grant.
- For a solid public health network and against private agencies.
- For home care, including medical visits.

UPCOMING EVENTS

- Virtual CPM Annual General Meeting on Thursday, June 13, 2024
- 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
- Me Stéphanie Yanakis, lawyer
- Me Nancy Piché, lawyer
- Me Céline Dauphinais, lawyer
- Mr. Benoit Racette, training

PHONE: (514) 861-5922

WEBSITE: www.cpm.qc.ca

EMAIL: info@cpm.qc.ca

Conseil pour la protection des malades
3565 Berri St, suite 230 / Montréal (Québec) / H2L 4G3