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PRESS RELEASE

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NUMEROUS CHALLENGES LIE AHEAD FOR ANY PARTY THAT ASSUMES OR MAINTAINS POWER IN QUÉBEC ON OCTOBER 5, 2026, SAYS THE CONSEIL POUR LA PROTECTION DES MALADES

With over 50 years of experience in the healthcare system, the Conseil pour la protection des malades (CPM) has outlined a set of priorities. They are designed to encourage each political party to make meaningful commitments during the election campaign:

- 1. Prioritize implementing a clear, serious plan with transparent actions focused on reducing emergency room wait times and the number of patients on waiting lists** — whether for clinical appointments, seeing a specialist, home care, mental health services, or admission to long-term care facilities (CHSLD), senior housing, or alternative housing.
- 2. Adopt a fair price list to regulate the cost of care and services in senior housing complexes (RPA), which have become prohibitively expensive in many locations.** As the government relies on RPAs to provide additional housing options for seniors, it must maintain oversight of owners' prices to ensure affordability.
- 3. Address the discrimination faced by healthcare users in rural areas** by offering fair compensation for their travel expenses to access care unavailable locally. Currently, users are reimbursed only \$0.21 per kilometre, while healthcare staff receive \$0.65 per kilometre. Additionally, rural users incur a 200-kilometre deductible with no compensation, further disadvantaging them.

4. **Increase the number and ratio of caregivers** with adequate funding, especially in long-term care. Currently, the rise in abuse complaints seems to be driven more by a caregiver shortage than by actual abusive behaviour.
5. **Increase funding and speed up coverage for innovative medications** that help patients live longer and enhance their quality of life, especially for those with cancer or rare diseases.
6. **No patient should be left behind.** We call on the Québec Ministry of Health and Santé Québec to maintain a strict policy ensuring that no patient is left behind — by guaranteeing that every digital tool comes with a personalized, accessible, and adequately staffed alternative. Ensure that the digitization of healthcare is inclusive; and addresses challenges related to digital poverty and digital literacy.
7. **Amend the Act** to reduce the processing time for user complaints not related to reserved professional acts from 45 days to 15 days.
8. **Mandate that complaints commissioners and their delegates** avoid setting up their offices in or near those of the Administration.
9. Ensure that when confidential information is anonymized, authorities are also required to record and **disclose in their annual reports the situations in which patients seek medical assistance in dying (MAID).**
10. Mandate healthcare facilities to adopt specific measures to **prevent falls and medication management errors** — two longstanding systemic problems repeatedly highlighted in healthcare annual reports on accidents and incidents. These improvements are long overdue. This involves modernizing and installing computerized medication distribution systems in hospital pharmacies, a technology already common in other Canadian provinces.
11. **Ensure fair treatment for adults in long-term care facilities** by ending the practice of seizing the very few assets that guarantee a basic quality

of life for the non-residential spouse. These assets are currently used to cover the care costs of the admitted spouse.

12. **Simplify access to support programs for family caregivers, who often face difficulties due to intricate requirements;** increase funding for these programs, as current levels remain inadequate despite recent announcements.
13. **Stop budget cuts to paratransit services across all regions of Québec** and resume construction of elevators in the metro.
14. Although recent amendments have enabled the MSSS and Santé Québec to support the institutional care of individuals with mental health conditions, **they must also ensure that emergency and psychiatric inpatient units are equipped with suitable, calming environments and staffed with appropriately trained personnel.**
15. **An equitable healthcare system** must provide socioculturally secure and adequate care, respecting the diversity of identities and needs, particularly those of marginalized and poorly served racialized populations, who encounter systemic barriers and discrimination that are contributing to health inequities.
16. The healthcare system must show more **compassion** by ensuring that hospitalized patients have **access to cable TV** — which has been suspended in many hospitals for over a year — or by providing a user-friendly, reliable alternative.

The CPM is a private nonprofit organization that has been advocating for over 50 years to ensure all members of Québec society — regardless of age, illness, disability, language, ethnicity, sexual orientation, or cultural background — receive respectful and appropriate care and services tailored to their needs. The CPM genuinely listens to patients and offers support. Its board of directors, composed of representatives from various regions across Québec, is dedicated to defending users' rights in their respective areas.

The CPM advocates for the most important healthcare rights in the world: yours.

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The Conseil pour la protection des malades team

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