

2019-2020 REPORT

THE CIUSSS DE L'ESTRIE – CHUS,
is an institution that is committed to improving public health by providing quality care and services.

Successes and challenges



LONG-TERM HOME SUPPORT SERVICES

1,083,950 service hours for **25,808 people** **442,569** additional service hours in **2 years**

179,212 hours beyond the MSSS commitment (surpassed objective by 20%)



MEDICAL IMAGING

(mammography, ultrasound, CT scan, MRI, positron emission tomography (PET) scan)

52,289 exams performed within a 90-day wait time or less compared to **48,190** last year

Nearly **60%** of requests processed within the prescribed deadline (**45%** in 2019)



SCHOOL HEALTH - PROMOTION AND PREVENTION

A sound partnership with **5 school boards** in the region which translated to health prevention and promotion initiatives being completed in **99.5%** of public schools in the territory

An increase of **23.5%** within one year



374,765 people registered with a **FAMILY PHYSICIAN** or **85%** of the population

1,819 more registrations in a year

10,015 fewer registrations than the ministerial objective



TROUBLED YOUTH

43.3% increase in reports for neglect, up from **2,406** to **3,447** **1,294 reports** retained compared to **1,203** in 2018-2019

14.39% of youth managed by Youth Protection were for cases of neglect



NON-EMERGENCY SURGERIES ABOVE ONE-YEAR WAIT TIME

317 compared to **60** at the same period last year



HUMAN RESOURCES

Decrease in the disability insurance rate, from **8.01%** to **7.72%**

Increase in work attendance rate to **90.6%** (ministerial commitment: **89.94%**)

Increase in overtime rate since last year

5.4% compared to **4.57%** as of March 31, 2019



AVERAGE STAY ON A STRETCHER AT THE EMERGENCY DEPARTMENT

Slight increase: **12.7 hours** compared to **12.5 hours** last year

13.2 hours (2018) | **14.5 hours** (2015)

AN ORGANIZATION IN ACTION, FOCUSED ON MASTERING ITS OPERATING ACTIVITIES

Highlights

IMPLEMENTATION OF THE YOUTH AND FAMILY ACTION PLAN

Many steps have already been achieved, guided by our **4 main objectives**:

- To engage in a **comprehensive approach** to **foster the development** of all children and their families
- To consolidate and roll out a **social safety net** for vulnerable children and their families (screening, early intervention and coordinated response)
- To meet the needs of children who are in a compromising situation through **facilitated access to services**
- To be dedicated in **recognizing and supporting** youth protection **professionals**

IMPROVED FACILITIES

Launching of work for the new CHSLD de Granby (**176 beds**), the Centre mère-enfant, and the new emergency department at Hôpital Fleurimont

Expansion of the CHUS research centre to host a new PET-CT scanner

Expansion of the intensive care unit at Hôpital de Granby to continue to improve local and regional health care and services

Inauguration of the new Bombardier-Beaudoin orthopedic clinic in Cowansville to meet the growing demand of users and to provide clinical teams with better adapted rooms

IMPROVED ACCESS TO SURGERY

Implementation of a vast project in which all parties involved - Direction des services professionnels and various other departments (surgery, obstetrics and gynecology, and anesthesiology) - work together to improve access to specialized medicine, including the initial consultation with a medical specialist

TOGETHER
for
LIFE

PRIORITIZING THE GENERAL HEALTH OF HUMAN RESOURCES

Finalization of the agreements with union partners, continuous hiring in all areas of activity, work on prevention and work attendance that contribute to improving the disability insurance rate

IMPLEMENTATION OF THE ARIANE DIGITAL HEALTH RECORD IN THE TERRITORIES OF HAUTE-YAMASKA AND DE LA POMMERAIE

Major project to solidify acquisitions and to consolidate IT systems as well as to support the clinical teams by facilitating the flow of information among the various systems

SUCCESSFUL FIRST STAGE OF THE ACCREDITATION CYCLE

Overall conformity rate: **95.6%**

2,190 criteria evaluated by the Accreditation Canada team

HANDLING OF COMPLAINTS

Did you know...?

USERS ARE ENTITLED TO FILE A COMPLAINT

If they are dissatisfied, users are entitled to file a complaint regarding the care and/or services that they have received, should have received or require.

THE SERVICE QUALITY AND COMPLAINTS COMMISSIONER IS RESPONSIBLE FOR THE APPLICATION OF THE COMPLAINT EXAMINATION PROCEDURE

- The service quality and complaints commissioner is directly answerable to the board of directors and **exercises her duties freely and independently**.
- For the purposes of her investigation, the commissioner **is entitled to request the written communications** required for processing complaints, to call a meeting with the persons concerned, and, at the end of her investigation, to make recommendations.
- When there are reasonable grounds to believe that the rights of a user or group of users are not being enforced, the commissioner **can take action on her own initiative** and recommend any measure to improve user satisfaction and to foster the enforcement of their rights.

ENSURING THAT USERS' RIGHTS ARE PROTECTED AND IMPROVING THE QUALITY OF CARE AND SERVICES

The service quality and complaints commissioner's team processed **2,357 files**, a slight decrease of **2.64%** compared to 2018-2019. As for the medical examiners, **209 files** have been closed, a decrease of **5%** compared to the same period last year.

The dissatisfaction expressed concerned primarily the quality of care and services (know-how) and the quality of interpersonal relations between staff and physicians and the users (soft skills). More than **950 improvement measures** were brought up following the examination of the complaints.

PERSPECTIVES FOR 2020-2021

- To pursue efforts to face the areas of vulnerability identified this year, notably as regards certain delays to access care and services
- To maintain the energy deployed to ensure the completion of the improvement measures
- To continue to develop an integrated vision of quality and performance
- To demonstrate resiliency when dealing with the organizational challenges posed by the current pandemic

INFORMATION:

santeestrie.qc.ca

or **1-866-917-7903**

THE CIUSSS DE L'ESTRIE – CHUS

IS...

THE MOST COMPREHENSIVE IN QUÉBEC, INCLUDING A UNIVERSITY HOSPITAL CENTRE

Nearly 100% of health care and social services offered

- from birth to end-of-life care
- from prevention (school health and services, vaccinations, etc.), to specialized care (surgery, oncology, radiology, etc.) and super-specialized care (neurology, neonatology, etc.)

MILLIONS OF CLINICAL ACTS PER YEAR

ONE OF THE STRONGEST FORCES OF RESEARCH IN QUÉBEC

With the Centre de recherche du CHUS (CRCHUS), the Centre de recherche sur le vieillissement (CdRV) and the Institut universitaire de première ligne en santé et services sociaux (IUPLSSS)

HUNDREDS OF PARTNERS

Family medicine groups, community pharmacies, private medical clinics and community organizations

THE LARGEST EMPLOYER IN ESTRIE

Centre intégré universitaire de santé et de services sociaux de l'Estrie – Centre hospitalier universitaire de Sherbrooke

Québec

9

local service networks

10

% of Estrie's economic activity

21

foundations

More than 100

More than

facilities

Nearly 400

Nearly

researchers

1,100

beds at hospital centres and in rehabilitation centres

More than 1,300

More than

physicians and pharmacists

More than 1,500

More than

doctoral students in the 1st cycle of medicine and resident doctors

Some 2,000

Some

volunteers

2,100

beds at residential and long-term care centres

Some 13,000

Some

internships

Nearly 19,000

Nearly

employees

Nearly 500,000

Nearly

residents in the territory served