

2020  
2021

# REPORT

THE CIUSSS DE L'ESTRIE – CHUS,  
an institution mobilized to respond  
to the public's needs

## SUCCESS AND CHALLENGES



### PHYSICAL AND INTELLECTUAL IMPAIRMENTS, AND AUTISM SPECTRUM DISORDERS

**91.9%** of young children with significant developmental delay had access to services within deadline | **85.5%** (2020)



### AVERAGE STAY ON A STRETCHER AT THE EMERGENCY DEPARTMENT

Slight increase: **13 hours** compared to **12.7 hours** last year

**12.5 hours** (2019) | **13.2 hours** (2018)



### MENTAL HEALTH (waiting list)

**1,400 people** | **1,411** (2020)



### **371,334 people** registered with a **FAMILY DOCTOR** at a GMF\*

**1,080 more registrations** in a year



### ADDICTIONS

**Reduction** in the number of people who received services

**3,224** compared to **3,340** last year



### NON-URGENT SURGERIES (+ 6 month wait time)

**3,065** compared to **1,566** at the same period last year



### HOME ASSISTANCE SERVICES

**1,272,474** service hours for **30,096 people** | **25,808** (2020)

Added **120,720 hours** in one year



### ONCOLOGICAL SURGERIES

**78.8%** of patients treated within **56 days or less** | **79.9%** (2020)



### EMERGENCY ROOM WAIT TIMES

**47 minutes less** waiting time to see a physician

**158 minutes** (2021) | **205 minutes** (2020)

\*GMF: family medicine group

# HIGHLIGHTS

**COLLABORATION, CREATIVITY, AGILITY** and **MUTUAL AID** to face the pandemic and to rapidly adapt our service offer to the needs of the population while pursuing the work we initiated last year.

## ASSISTANCE AND PROTECTION OF CHILDREN AND THEIR FAMILIES: AN ORGANIZATIONAL PRIORITY



Unveiling of the *Plan d'action pour les jeunes et leur famille*, the result of a broad consultation of **300 internal and external partners** from various environments.

## THE GENERAL HEALTH OF HUMAN RESOURCES: MORE THAN EVER AT THE HEART OF OUR DECISIONS

*Recruitment, a must*

Additions of **4,823 new resources** (all job categories confounded) thanks to the multiple strategies executed (jecontribue.ca, lending of staff to education network, recall of retired employees, training program for beneficiary attendants/caretakers).

*The importance of psychological health*

Prioritisation of **taking care of oneself and of coworkers**, enhancement of the **employee assistance program**, implementation of a **health and well-being platform**, and particular emphasis on **communication** to ensure that everyone can access the right information at the right time.

## FACILITIES ADAPTED TO THE NEEDS OF STAFF AND USERS

Continuation of work at **Centre mère-enfant** and on the **new emergency** at Hôpital Fleurimont which will group pediatric psychiatry, the maternity ward, pediatric medicine - including intensive pediatric care, intensive neonatal care, and the new emergency for those aged 0-100 years.

Expansion of CHSLD Santé Courville in Waterloo (**11 beds added** for a **total of 66 beds**).

Inauguration of CHSLD Leclerc in Granby, which has **176 beds**.

Launching of work to add a **maison des aînés et alternative** in Sherbrooke, Granby, Magog, and, soon, Coaticook.



# DID YOU KNOW...?

## THE SERVICE QUALITY AND COMPLAINTS COMMISSIONER:

- is responsible for **applying the complaints examination procedure**;
- reports directly to the **board of directors**;
- works **freely and independently**;
- has the authority to **demand the communication of information** required to handle complaints, **to convene the persons concerned**, and at the outcome of his examination, **to make recommendations** to improve the quality of care and services;
- can **intervene on his own initiative and recommend any measure** concerning user satisfaction and the respect of their rights, when he has reasonable motives to believe that the rights of a user or a group of users are not respected.

## 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.

**IT IS THEIR RIGHT!**

## HANDLING OF COMPLAINTS

**2,263 files** dealt with by the **commissioner and his team** | 2,357 last year

**153 files** concluded by the **medical examiners** | 209 last year

**913 improvement measures** issued | 950 in 2019-2020

**Main dissatisfactions expressed:** technical skills, continuity of care, service organization, clinical decisions, etc.

## 2021-2022 OBJECTIVES

**To exercise** accrued vigilance regarding decisions that might affect the rights of the user during a pandemic.



**Use** all the levers to contribute to the continuous improvement of services in seniors' homes (RPA).

**To contribute** to the collective effort to improve the access, continuity and quality of care provided to youth and their families.



**To participate** in the development of a culture of well-treatment towards vulnerable seniors and adults.

## INFORMATION:

**santeestrie.qc.ca**  
ou **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), the Institut universitaire de première ligne en santé et services sociaux (IUPLSSS) and the research activities at Hôpital de Granby led by six research clinicians (two neurologists, three internists and a urologist).

## HUNDREDS OF PARTNERS

Family medicine groups (GMF), 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  
(RLS)

10%  
OF ESTRIE'S  
ECONOMIC  
ACTIVITY

More than  
100  
FACILITIES

21  
FOUNDATIONS

1,100  
VOLUNTEERS

1,100  
BEDS at hospital  
centres and in  
rehabilitation  
centres

1,300  
PHYSICIANS and  
PHARMACISTS

11,750  
INTERNSHIPS  
representing some  
220,630 days of  
internship

2,100  
BEDS licensed  
at residential and  
long-term care  
centres (CHSLD)

20,500  
EMPLOYEES and  
MANAGERS

Nearly  
500,000  
RESIDENTS in  
the territory served