

2021 REPORT 22

CIUSSS DE L'ESTRIE — CHUS

The core of our mission: meet the needs of the population by offering quality care and services in a safe environment.

SUCCESSSES AND CHALLENGES



YOUTH

Increase in the average wait time for a Youth Protection assessment
72.63 days (2022) | **52.26** days (2021)



360,302 people registered with a **FAMILY PHYSICIAN** in a FMG*

Decrease of **11,032** people since last year (**371,334**)



MENTAL HEALTH

(waiting list)

1,758 people compared to **1,400** last year



ELECTIVE SURGERIES

(more than 6 months of waiting)

4,811 compared to **3,065** last year



ADDICTION

Increase in the number of people who received services

3,532 compared to **3,224** last year



PHYSICAL OR INTELLECTUAL DISABILITY AND AUTISM SPECTRUM DISORDER

991 residential beds (2022) | **812** spaces (2021)



EMERGENCY-ROOM WAITING TIME

53 additional minutes spent waiting to see a doctor

211 minutes (2022) | **158** minutes (2021)



HUMAN RESOURCES

90.17% attendance at work compared to **90.05%** last year



HOME CARE

1,598,301 hours of services provided to **25,718** individuals in 2022 | **30,056** individuals served in 2021
325,827 hours added in one year



COVID-19

97% of test results delivered within 24 hours compared to **90%** last year

81.9%: Cumulative immunization coverage rate for ages 12 and older, for each age group, compared to **12.7%** last year

*FMG: family medicine group

HIGHLIGHTS

For the second year in a row, the unprecedented health crisis has colored not only the actions of our internal community, but also those of our users, their families, their and loved ones. The stabilization of our service offer, in addition to the integration of all the services required for COVID-19, would not have been possible without the commitment and dedication of all the managers, employees, physicians, researchers, students and, volunteers.

YOUTH COMPONENT: A PRIORITY AT ALL TIMES



Continuation of the work on the Youth and Family Action Plan. You can follow the Plan's progress or find about all the services offered to families and how to access them by regularly visiting this website: santeestrie.qc.ca/en/ciuss/projets-majeurs/all-concerned

IMPORTANCE OF THE OVERALL HEALTH OF HUMAN RESOURCES

STAFF PSYCHOLOGICAL HEALTH

Regular reminders of the employee assistance program, implementation of a meditation hotline, weekly enhancement of the health/wellness platform for all staff and their families, facilitation of "time-out" workshops, and implementation of a peer support network.

ARRIVAL OF NEW RECRUITS

More than 3,700 new staff to provide relief to the teams and maintain the service offer to meet the needs of the population.

FACILITY MODERNIZATION

Inauguration of the new intensive-care unit in Granby

Continuation of work for the Mother and Child Centre and the new emergency room at Fleurimont Hospital.

The new building—which will be named the Enfant Soleil Pavilion—is scheduled to open in the summer of 2024.

Launching of the construction project for the CHSLD du Granit in Lac-Mégantic

Initiation of work on the Sherbrooke and Magog seniors' and alternative housing projects, which are scheduled to open in the fall of 2022 in Sherbrooke and in the spring of 2023 in Magog. The one in Coaticook should open at the end of 2023; the timeline for Granby has yet to be determined.

DID YOU KNOW?

FILING A COMPLAINT IS A USER RIGHT

Anyone who is dissatisfied with the care or services they are receiving or require, have received, or should have received may file a complaint.

IT IS THEIR RIGHT!

THE SERVICE QUALITY AND COMPLAINTS COMMISSIONER:

- is responsible for *implementing the complaint* review process;
- reports directly to the *Board of Directors*;
- works *independently*;
- has the authority *to require the provision of information necessary* to investigate complaints to summon the persons concerned, and, upon completion of its review, to *make recommendations* to improve the quality of care and services;
- may *intervene on his or her own initiative* and *recommend any measure* aimed at the satisfaction of users and the respect of their rights, when it has reasonable grounds to believe that the rights of one or more of these persons are not being respected.

COMPLAINT HANDLING BY THE NUMBERS

2,306 cases handled by the Commissioner and team | **2,263** last year

138 cases completed by medical examiners | **153** last year

954 improvement measures issued | **913** last year

Main dissatisfactions expressed:

technical competence, continuity of care, organization of services, clinical decision-making, etc.

CONTRIBUTIONS TO QUALITY IMPROVEMENT

Promote access to quality youth services and greater respect for the rights of children in need of care and services.

Improve the safety of care and services and ensure greater respect for the rights of people living in private seniors' residences (PSRs).

Prevent and *manage* abuse of seniors and adults in vulnerable situations by continuing to receive and process reports of abuse in a thorough and timely manner.

INFORMATION:

santeestrie.qc.ca
or 1-866-917-7903

CIUSSS DE L'ESTRIE – CHUS is...

THE MOST COMPLETE IN QUEBEC, INCLUDING A UNIVERSITY HOSPITAL CENTRE

Nearly 100% of health and social services provided:

- from conception to end-of-life care;
- promotion/prevention (school-based care and services, immunization, etc.) to specialized care (surgery, oncology, radiology, etc.) and subspecialized care (neurology, neonatology, etc.).

MILLIONS OF CLINICAL PROCEDURES PER YEAR

2,340 BEDS licensed in
residential and long-term care
centres (CHSLDs)

1,174 BEDS in hospitals and
rehabilitation centres

THE LARGEST EMPLOYER IN ESTRIE

1,312
PHYSICIANS AND
PHARMACISTS

21,250
EMPLOYEES
AND MANAGERS

9
LOCAL
SERVICE
NETWORKS
(LSNs)

10%
OF ESTRIE'S
ECONOMIC
ACTIVITY

HUNDREDS OF PARTNERS

Family medicine groups (FMGs), community
pharmacies, private medical clinics, and
community organizations

MORE THAN
100
FACILITIES

450
researchers

21
FOUNDATIONS

1,100
VOLUNTEERS

NEARLY **500,000** PEOPLE
LIVE IN THE SERVICE AREA

13,342
INTERNSHIPS,
representing
some 248,467
days of work
experience

ONE OF THE MOST IMPORTANT RESEARCH FORCES IN QUEBEC

With the CHUS Research Centre (CRCHUS),
the Research Centre on Aging (CdRV), the
Institut universitaire de première ligne en santé
et services sociaux (IUPLSSS), and the research
activities carried out at the Hôpital de Granby
by six research clinicians (two neurologists,
three internists, and one urologist)