

2022-2023 — REPORT

SUCCESSES AND CHALLENGES

A constantly evolving range of care and services to meet the needs of the population



HOME CARE

Increase in the hours of service and people served

Addition of **244,837** hours in one year for a total of **1,843,138** hours of services provided to **26,567** people | **25,718** people served in 2022



YOUTH

Increase in the average wait time for a Youth Protection assessment

87.63 days | **75.84** (2022)



MENTAL HEALTH

Reduction in waiting list: **269** fewer people

1,489 people | **1,758** (2022)



ADDICTION

Increase in the number of people who received services

3,543 people | **3,532** (2022)



347,640 people registered with a **FAMILY PHYSICIAN** in an FMG*

Decrease of **12,662** registrations since last year (**360,302**)



PHYSICAL OR INTELLECTUAL DISABILITY AND AUTISM SPECTRUM DISORDER

1,059 beds in residential services **991** (2022)



HUMAN RESOURCES

90.45% work attendance compared to **90.17%** (2022)



EMERGENCY-DEPARTMENT WAITING TIME

42 minutes additional wait to see a doctor

253 minutes | **211** (2022)



STRETCHER IN THE EMERGENCY DEPARTMENT (average length)

Stay increased by almost **1.5** hours

15.26 hours | **13.9** (2022)



NONURGENT SURGERIES

(more than 6 months waiting time)

Reduced waiting list:

813 fewer requests

4,179 compared to **4,992** (2022)

*FMG: family medicine group

HIGHLIGHTS

While COVID-19 was still making the rounds last year, sanitary measures were relaxed, leading to a decline in compliance with basic practices. The result was an increase in other viruses and bacteria. The services provided by rapid-response tests, vaccination centres, and COVID-19 screening centers were maintained. Moreover mobile teams travelled to private seniors' residences, intermediate resources, and hospital centres to provide local vaccination services.



MAJOR FACILITY MODERNIZATION PROJECTS

The «Maison des aînés et alternative de Sherbrooke» (alternative and seniors' housing) has been welcoming residents since November 2022. Work is underway on the **Magog, Granby, Coaticook, and Lac-Mégantic** sites. You can follow the progress of our projects and find out about opening dates by visiting our website regularly: santeestrie.qc.ca/ciuss/projets-majeurs/maisons-des-aines-et-alternatives

Given the pace of construction continuing over the past year, the new Fleurimont Hospital building, to be known as the **Pavillon Enfant Soleil** and comprising the **Mother and Child Centre** and the new **emergency department**, is due to open in September 2025.



Global health of human resources at the heart of our actions

A DIVERSIFIED HEALTH AND WELL-BEING OFFERING FOR ALL EMPLOYEES

In addition to the **multitude of options available** to staff—the Employee Assistance Program, the community of watchers (staff trained in psychological first aid), and the meditation hotline—we have added a **range of activities for getting active, meditating, and relaxing**, as well as a multitude of opportunities to access **content from experts** in health and well-being. All are offered free of charge on digital platforms. In addition, a **large-scale employee experience survey** was launched in spring 2022 to determine the level of team satisfaction within the organization.

RECRUITMENT: THOUSANDS OF PEOPLE ACCEPTED THE CALL!

Indeed, **3,063 people** have joined the CIUSSS de l'Estrie – CHUS family in order to counter the labour shortage and maintain the service offering to meet the needs of the population.

The well-being of young people and their families remain a priority



Deployment of the Action Plan for young people and their families has continued in collaboration with our internal and external partners from various backgrounds. You can follow the progress of these projects or to find out about the services available to families and how to access them by visiting our website regularly: santeestrie.qc.ca/ciuss/projets-majeurs/tous-concernes.

DID YOU KNOW?

The service quality and complaints commissioner:

- is responsible for **implementing the complaint** investigation process;
- reports directly to the **Board of Directors**;
- works entirely **independently**;
- has the authority to **require the provision of information necessary** to investigate complaints, to summon the persons concerned, and, upon completion of the investigation, 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 user satisfaction and the respect for their rights when he or she has reasonable grounds to believe that the rights of one or more users are not being respected.



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!

4 MAJOR INITIATIVES TO HELP IMPROVE QUALITY!

Ensure access to first-line care and services, end-of-life care in CHSLDs, and accessibility to a hospital centre.

Promote fluidity in specialized-care trajectories and continuity of care and services after a stay in hospital and with prison inmates.

Improve user safety when applying control measures in hospitals and during care in CHSLDs.

Ensure the respect of equity, diversity, and inclusion related to access to care and services.

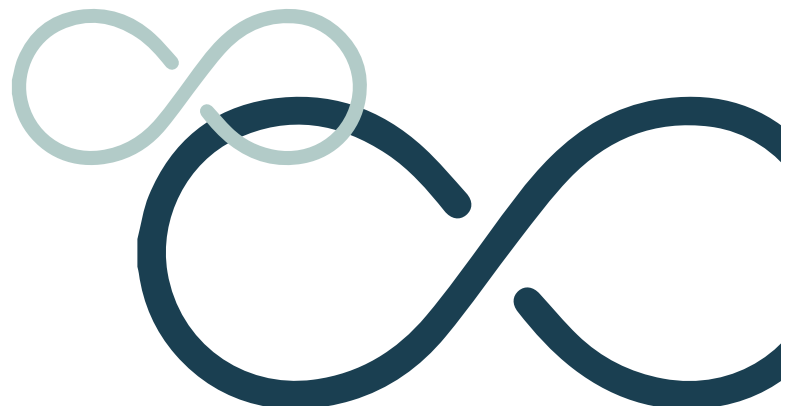
COMPLAINT HANDLING BY THE NUMBERS

2,574 files processed by the Commissioner and her team | **2,306** (2022)

178 cases completed by medical examiners | **138** (2022)

1,127 improvement measures issued | **954** (2022)

Main dissatisfactions expressed: technical competence, continuity of care, organization of services, clinical decision-making, etc.



INFORMATION

santeestrie.qc.ca | 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
- from promotion/prevention (school-based care and services, immunization, etc.) to specialized care (surgery, oncology, radiology, etc.) and subspecialized care (neurology, neonatology, etc.).

507,208
PEOPLE LIVING

in the service area

9 local
service
networks
(LSNs)

ONE OF QUEBEC'S MOST IMPORTANT RESEARCH FORCES RANKED 16TH IN CANADA

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 Hôpital de Granby by three research clinicians (one neurologist and two internists)

More
than
100
FACILITIES

10%
OF ESTRIE'S
ECONOMIC
ACTIVITY

MILLIONS
OF CLINICAL
PROCEDURES
PER YEAR

20,748
EMPLOYEES
and MANAGERS

1,577
PHYSICIANS and
PHARMACISTS

496
RESEARCHERS

13,430
INTERNSHIPS
representing
some 251,238
training days

725
VOLUNTEERS

21
FOUNDATIONS

HUNDREDS OF PARTNERS

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

**THE
LARGEST
EMPLOYER in
ESTRIE**

1,084

BEDS in hospitals and rehabilitation centres, including intensive functional rehabilitation units (URFIs)

2,340

BEDS in residential and long-term care centres (CHSLD), seniors' homes and alternative housing (adult clientele)