

Meeting of the Board of Directors held on March 30, 2009, at the Lakeshore General Hospital site

This bulletin is a brief report on the main topics of interest that were discussed during the meeting of the Board of Directors of the West Island HSSC. A copy of the minutes approved by the Board may be obtained from the Executive Directorate.

At their last meeting, the members of the Board of Directors of the West Island HSSC discussed the renovation of the Emergency Department and two projects in partnership with two health and social service organizations.

Renovating the Emergency Department

The *Agence de santé et des services sociaux de Montréal* is expected to greenlight the renovation of the Emergency Department of Lakeshore General Hospital, announced Executive Director Suzanne Turmel. If all goes as expected, the HSSC can begin drafting plans in the next few weeks. This announcement followed a meeting between Ms. Turmel and representatives of the Agence on March 27. Board President Richard Legault reminded Board members that Health and Social Services Minister Yves Bolduc had already expressed his support for the project during a visit to the HSSC in February.

Accreditation program

Ginette Samson, responsible for accreditation, presented the Accreditation Report for 2007–2010. She emphasized that there are currently 11 quality improvement teams at the HSSC. She listed the main initiatives that would take place before Accreditation Canada's visit in November 2010. Two training sessions for the Qmentum program, which replaces the MIRE program and establishes the new evaluation criteria for service quality, will be held in June.

Partnerships with other organizations

In her report, Ms. Turmel expressed her wish to strengthen the HSSC's relationships with two health and social service organizations. The first partner, the Vaudreuil-Soulanges HSSC, does not have a hospital in its catchment area. Therefore, about 30 % of its clientele uses the services of Lakeshore General Hospital. As Ms. Turmel explained, "We are interested in collaborating with the Vaudreuil-Soulanges HSSC, since we are already caring for a portion of their clientele."

The second partnership will be with Ste. Anne's Hospital, in Sainte-Anne-de-Bellevue. Ms. Turmel announced that the HSSC is presently in negotiations with representatives from this institution in order to ratify an exchange of services agreement. She estimated that this agreement will be in effect within the next year.

Increased deficit

Treasurer Robert Stocker announced an increase of approximately \$700,000 in the deficit expected this year. Mr. Stocker now predicts a deficit of \$8.1 million, a revision of his prediction of \$7.4 million reported at the February meeting. This increase is partly due to a greater demand than expected for services offered in birthing centres, oncohematology, hemodialysis, cataract surgery, as well as home care.

Satisfied patients

The satisfaction rate for services received is very high among the HSSC's clientele, according to a survey conducted by the Communications Department. Marie-Josée Labrosse, Director of Communications and Strategic Planning, confirmed that more than 80 % of users indicated that they were "very satisfied" or "satisfied" with the services they had received. The points that received the most criticism were opening hours and wait times. Respondents also expressed their desire to be more aware of the services offered to the community. In praise of the staff, 89 % of respondents evaluated the attention they received very favourably. The survey had 369 respondents.

Risk management

Stéphane Charbonneau, the HSSC's risk management consultant since January, presented his first progress report. He also announced the installation of new software facilitating the decentralization of accident reports. With this software, accident reports can be generated online from any work station.

CMDP report

Dr. Radu Popovici, President of the Conseil des médecins, dentistes et pharmaciens (CMDP), presented the organization's annual report for 2008. He listed the nominations effected at the CMDP over the last year. He announced that the archival and imaging communications system, acquired by Lakeshore in November 2008, would be up and running by this spring. The CMDP reported a budgetary surplus in 2008.

Hosting agreement

Charles Bertrand, Head of Information Services, asked the Board to ratify a local, server and service-management localization agreement with the information management company SOGIQUE. The costs related to this contract will be defrayed by the Ministère de la Santé et des Services sociaux.

Tribute to Dr. John Charters

The Board paid tribute to the memory of Dr. John Charters. Dr. Charters was the first head of pediatrics at Lakeshore General Hospital. An examining room will bear his name, and a commemorative plaque will be placed at the entrance of the room.

Air traffic noise

Marc Brunet will represent the Board at the Advisory Committee on the adverse health effects of noise pollution caused by air traffic at the Pierre-Elliott-Trudeau International Airport.

Next meeting. The next meeting will be held on April 27 at the Lakeshore General Hospital site.