



Provincial registry of incidents and accidents: The RPCU intends to keep a close eye on the situation

Montreal, Dec. 6, 2011 – The Regroupement provincial des comités des usagers (provincial association of users' committees) (RPCU) has reviewed the data contained in the first Semi-annual report of incidents and accidents occurring during the delivery of health care and social services. The RPCU is delighted that such data are being made public, as this will promote improvements to the services provided.

"By publishing these data, Québec is demonstrating transparency in the management of incidents and accidents. That is worth noting," declared Mr. Claude Ménard, President of the Regroupement provincial des comités des usagers. "The Minister of Health and Social Services had promised it, and he kept his word," he added.

70% of the reported cases had to do with falls, medication errors or defective equipment. According to the RPCU's analysis, 14.9% of the 179,000 incidents and accidents listed were disclosed to the user, as he could have suffered consequences as a result. The RPCU notes that this was indeed the case for 716 users, or 0.40%.

"Unfortunately, the vast majority of incidents and accidents happen to people aged 75 or older," notes Mr. Pierre Blain, General Manager of the RPCU. "This is far too many, and the institutions need to review some of their ways of doing things." The RPCU believes that the institutions must act quickly, and must engage their personnel in finding solutions and adopting appropriate measures. *"The personnel of health care institutions are without a doubt the most important resource that the network has, and they must be involved in improving services."*

Users' committees and residents' committees also have a role to play in this effort. Indeed, their purpose is, among other things, to evaluate users' satisfaction with the services received in a healthcare institution. Unfortunately, the committees' voices are not always heard by management and boards of directors.

"In the months to come, we will carefully analyze the data of the next semi-annual report, and we will announce our assessment of the situation. This issue is so important, users cannot fail to take an interest in it," concludes Mr. Blain.

About the RPCU

The Regroupement provincial des comités des usagers (RPCU) is the voice of the users' and residents' committees of Québec's health care and social services institutions. Its mission is to strive to improve the quality of services provided to users of the health and social services network.