

Ambitious citizen assessment of the quality of services at the Montréal West Island IUHSSC

Montréal, August 21, 2017 – As the annual meeting of the Canadian Medical Association (CMA) is presently taking place, the Regroupement provincial des comités des usagers (RPCU) discussed its work to implement an ambitious project that will assess quality of services and respect for user rights. This project is the result of close cooperation between the Montréal West Island Integrated University Health and Social Services Centre (IUHSSC) and its Integrated Centre Users Committee (ICUC). As part of this project, several surveys are being administered to the clientele that use the various components of the institution, be it a hospital, CHSLD or youth centre, as well as to people receiving rehabilitation services or services in their homes. The project also includes a communication strategy for institute managers, department heads and professional committees.

"This assessment will allow the Committee to present the priority issues to the institution's Board of Directors with a view to improving the services offered, as it is the only body with the legal authority to make such recommendations. We applaud the members of the Committee for their initiative, and especially the ICUC Chair, Ms. Micheline Béland. We would also like to thank the institution's management and its President and CEO, Mr. Benoît Morin, for their openness and engagement. This project is set to become an inspiration for everyone involved in health and social services in Canada," stated Mr. Pierre Blain, Director General of the RPCU.

According to the RPCU, one of the many challenges faced when implementing this project was the wide variety of missions and clientele in an institution as large as an IUHSSC. The RPCU also highlighted the importance of respecting the users' linguistic rights, the cultural diversity of the institution's clientele and the skills of the professional orders that provide services.

"Bringing this project to fruition will be a real challenge. It should be favourably received, setting an example throughout the network. This is a great way for citizen voices to contribute to improving services," concluded RPCU President Claude Ménard.

The results of the surveys will be presented to the institution's Board of Directors in a few months.

About the RPCU

The Regroupement provincial des comités des usagers (RPCU) is the leading representative of the users of Québec's health and social services network. It defends user rights and represents the 600 user and resident committees of Québec's health and social services institutions. The mission of the user and resident committees is to defend the rights of the users and to work to improve the quality of the services offered to the users of the health and social services network. The RPCU also defends the rights of seniors and youth.

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