

360°

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STAFF NEWSLETTER
Integrated Health and Social Services
University Network for West-Central Montreal

TEARING DOWN WALLS TO WIDEN ACCESS TO CARE

Beginning in early April, we embarked on a highly significant, new chapter in organizing healthcare services in Quebec. This is truly a historic period, even though the transformation of the public healthcare network actually got under way in 2005, when various establishments with multiple missions began the first wave of amalgamations. Only now, 10 years later, has the integration of all of these missions really received the go ahead.

To coordinate this venture, a partnership was created between the President and CEO, and the Associate Executive Director. It was the Minister's intention that these two managers share a common vision and complementary skills. My position, as Associate Executive Director, is directed toward

facilitating the integration of various programs and services within ministerial guidelines.

When we created the Health and Social Services Centres (the CSSS's) in 2005, we initially integrated several CLSCs, as well as a number of long-term care facilities. In the case of CSSS Cavendish, a rehabilitation hospital was added. Over the following years, thanks to the support of our Board of Directors, four more establishments were incorporated into this group. And now, we are integrating a hospital for short-term care and other establishments in our region that had not previously been absorbed. In all of these instances, the goal has always been the same: to opt for integration in order to make access easier for users, to harmonize procedures, and to determine the appropriateness of our interventions.

This experience has allowed me to stay a step ahead in anticipating any difficulties in our new undertaking and in helping the new directors to do their jobs. I will be responsible for coordinating the integration of services not only within individual

programs, but also among the various programs. The ultimate goal is to tear down walls, so that healthcare users can gain access to a range of integrated services that meet their needs.



Certainly, this is an ambitious project—and it is something we must believe in, if we are to meet the challenges that lie ahead. We are a motivated team and I am confident that together, we will succeed.

FRANCINE DUPUIS
ASSOCIATE EXECUTIVE DIRECTOR

ACCREDITATION VISIT

The accreditation visit planned for December 2015 at CSSS Cavendish has been moved to fall 2016 as it will now be CIUSSS-wide. The continuous improvement teams are already on the road to success as their work is well underway. Several initiatives related to the transversal standards and Required Organizational Practices (ROP), are part of our DNA, and can be clearly seen on the ground. These initiatives were highlighted at the visit on June 9 and 10. A calendar of activities, follow-up and meetings will be shared soon. The administration and the Quality Department extend their sincere thanks to the teams for their ongoing and proactive commitment to safe care and services.

CATHERINE BOOTH
HOSPITAL

CLSC DE BENNY FARM

CLSC DE
CÔTE-DES-NEIGES

CLSC MÉTRO

CLSC DE
PARC-EXTENSION

CLSC RENÉ-CASSIN

CONSTANCE-
LETHBRIDGE
REHABILITATION
CENTRE

CÔTE-DES-NEIGES
BIRTHING CENTRE

DONALD BERMAN
MAIMONIDES
GERIATRIC CENTRE

FATHER-DOWD
RESIDENTIAL CENTRE

HENRI-BRADET
RESIDENTIAL CENTRE

JEWISH ELDERCARE
CENTRE

JEWISH GENERAL
HOSPITAL

MAB-MACKAY
REHABILITATION
CENTRE

MIRIAM HOME AND
SERVICES

MOUNT SINAI HOSPITAL
MONTREAL

RICHARDSON
HOSPITAL

ST-ANDREW
RESIDENTIAL CENTRE

ST-MARGARET
RESIDENTIAL CENTRE

Centre intégré
universitaire de santé
et de services sociaux
du Centre-Ouest-
de-l'Île-de-Montréal

Québec

RECENT APPOINTMENTS

The following senior managers have been officially appointed. See the full list of appointments and the organizational chart: jgh.ca/en/CIUSSS-Administration



Rosemary Steinberg
Service Quality and Complaints
Commissioner



Dan Gabay
Director of Multidisciplinary
Services



Dr. Roderick R. McInnes
Director of Research



Virginie Tourte
Director of Logistics

NEW HEALTHCARE NETWORK CAN EASE EMERGENCY CROWDING

The need to reduce high volumes of Emergency patients—at the Jewish General Hospital and at hospitals across the province—is one of the key challenges that Quebec’s reorganized

healthcare system was designed to tackle, says the head of Montreal’s West-Central healthcare network.

“Easing congestion in the JGH Emergency Department can be achieved through harmonized efforts among the many institutions in our network—a task that we’re now better equipped to handle than ever before,” says Dr. Lawrence Rosenberg, President and CEO of the Integrated Health and Social Services University Network for West-Central Montreal.

Dr. Rosenberg says that in many instances, patients in the Emergency Department need treatment not in an acute-care hospital, but in other settings such as frontline clinics (CLSCs, GMFs) or even the Network’s high-quality home-care services. “Now that our healthcare institutions are working more closely together to offer a smoother continuum of care, we have an opportunity to reduce waiting times and to care for patients with the services that are best suited to them.”

FRONT LINE SERVICES EXHIBIT

On June 4, 2015, many workers from different programs participated in the first front line services meeting of our network, enabling them to discuss the various services offered to our clientele. An exhibit displayed innovative projects that are recognized as the best practices and serve as an exceptional complement to the programs already in place. We were also able to see the richness and experience of our teams.

Dr. Lawrence Rosenberg, President and CEO, Ms. Francine Dupuis, Associate Executive Director, Ms. Marie Ouellon, Director of the Frontline integrated services program, as well as members of the management team, were also present. The event was a huge success and may be repeated in the future.

From left to right: Gabrielle Lemieux, Planning, Programming and Research Officer, QMUPM, Geneviève Grégoire-Labrecque, Research Officer, SHERPA

