

Assemblée générale annuelle 2018 Annual General Meeting 2019



Ordre du jour

Agenda

Mot d'ouverture

Rapports

- Direction générale
- Activités cliniques et opérationnelles
- Résultats financiers
- Enseignement
- Recherche
- Ombudsman

Présentation spéciale

- Application Opal

Mot de clôture

Welcome Remarks

Reports

- *Executive Office*
- *Clinical & Operational Activities*
- *Financial Results*
- *Education*
- *Research*
- *Ombudsman*

Special Presentation

- *Opal Application*

Closing Remarks



Mot d'ouverture

Welcome Remarks

Peter Kruyt
Président du Conseil d'administration
Chairman of the Board of Directors



Rapport de la Direction générale

Executive Office Report

Pierre Gfeller MD CM MBA
Président-directeur général
President and Executive Director



Premières démarches

First Steps

Rencontres et première analyse de l'organisation

- Forces
- Faiblesses
- Opportunités
- Menaces

Establish Action Plan

- *Ensure that the necessary leadership is in place*
- *Work better with our partners*
- *Strengthen our processes*
- *Determine our priorities to guide our decisions*

Bilan de l'année The Year's Accomplishments

ENJEU / PLAN D'ACTION 2018-2019	Statut
Approche de planification stratégique avec le conseil d'administration	●
Améliorer la relation avec le comité des usagers	●
Améliorer la relation avec le MSSS	●
Réévaluer les communications	●
Coordination du RUISS	●
Nomination de cadres :	
Directrice des finances	●
Directrice générale associée, Administration	●
Directeurs des services techniques	●
Directeur associé des communications	●
Directrice des ressources humaines, communications et affaires juridiques	●
Directeur exécutif et scientifique en chef, Institut de recherche du CUSM (IR-CUSM)	●
Clarifier le lien de gouvernance entre le CUSM et l'IR-CUSM	●
Clarifier la mission et l'avenir du Neuro	●
Intégration des processus administratifs	●
Intégration graduelle des processus cliniques	●
Surcapacité des soins adultes au site Glen et impact sur le service de l'Urgence	●
Élaboration de règlements départementaux	●
Accès à l'information à être améliorer	●
Structure du département de médecine (MSSS)	●
Volumes en traumatologie pédiatrique	●
Équipe de gestion répartie sur plusieurs sites	●




Rapport des activités cliniques et opérationnelles

Clinical & Operational Activities Report

Ewa Sidorowicz, MD, CM, FRCP(c) MSc
Directrice des services professionnels
Director of Professional Services

Antoinette Di Re, BSc, MBA
Directrice, Services multidisciplinaires (sites adultes), Mission de santé mentale, Trajectoire du patient NSA/SAPA
Director, Multidisciplinary Services (adult sites), Mental Health Mission, NSA/SAPA Patient Trajectory



Dossiers prioritaires *Priority Files*

Accès aux urgences

- Ouverture de lits temporaires additionnels
- Revue du flux des patients, incluant le volet d'hospitalisation
- Partenariat pour que chaque patient soit au bon endroit au bon moment

Accès aux tests d'imagerie

- Augmentation des heures d'ouverture en imagerie médicale, en particulier pour la tomodensitométrie et l'imagerie à résonance magnétique

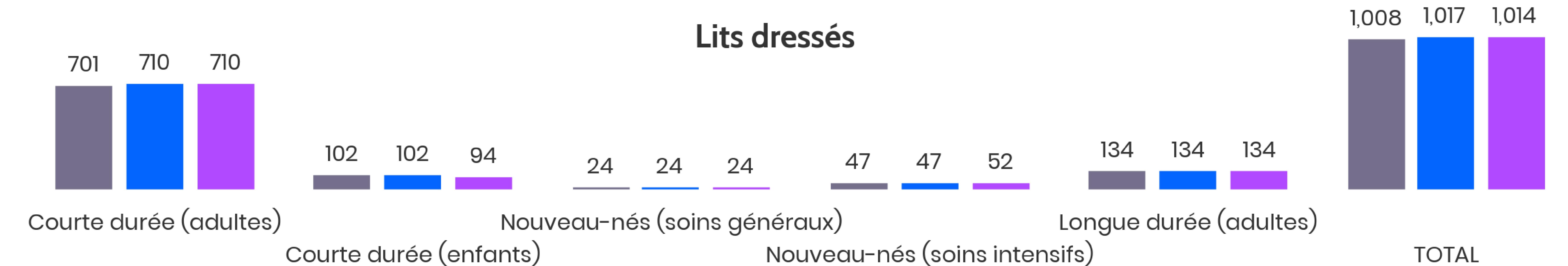
Accès aux chirurgies

- Revue administrative du suivi des listes d'attente

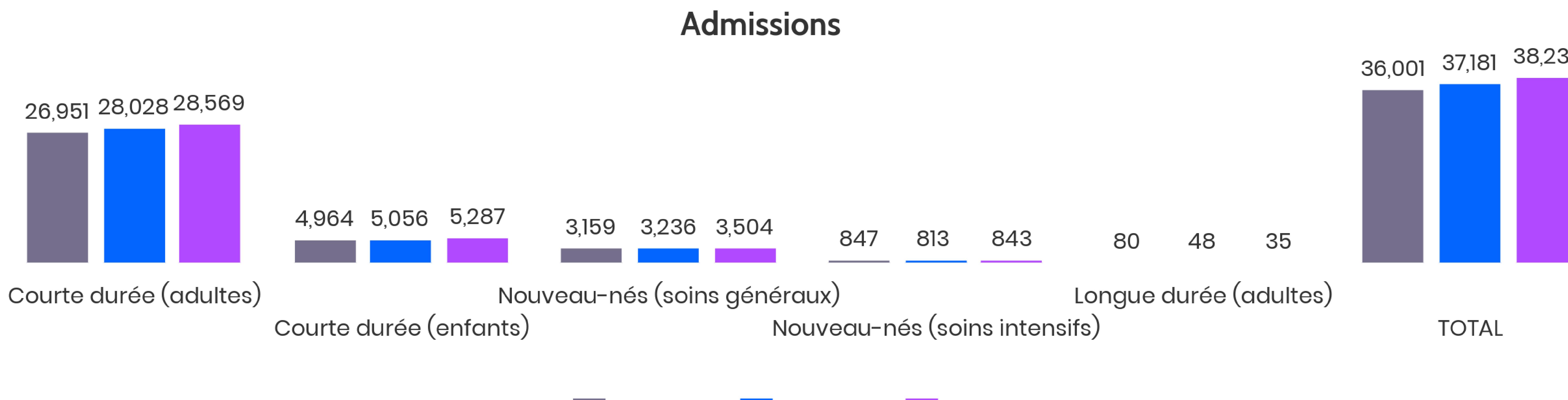
Dossiers prioritaires *Priority Files*

- Modernisation de l'HGM et la revue de son plan clinique
- Modernisation de l'Hôpital Lachine
- Carte d'hôpital unique avec logos du CUSM et de l'HME du CUSM
- Consolidation au Neuro des patients ayant subi un AVC – préparation
- Grappe Optilab CUSM – 2e année
- Déploiement des systèmes d'information unifiés du MSSS pour pharmacie, imagerie et formation continue partagée – rôle du CUSM

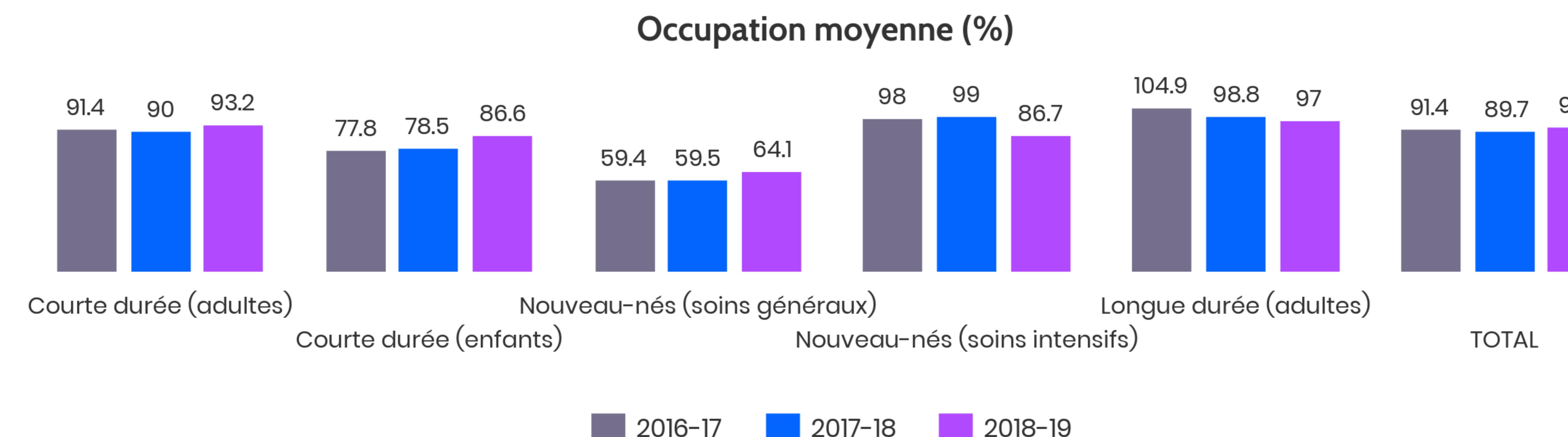
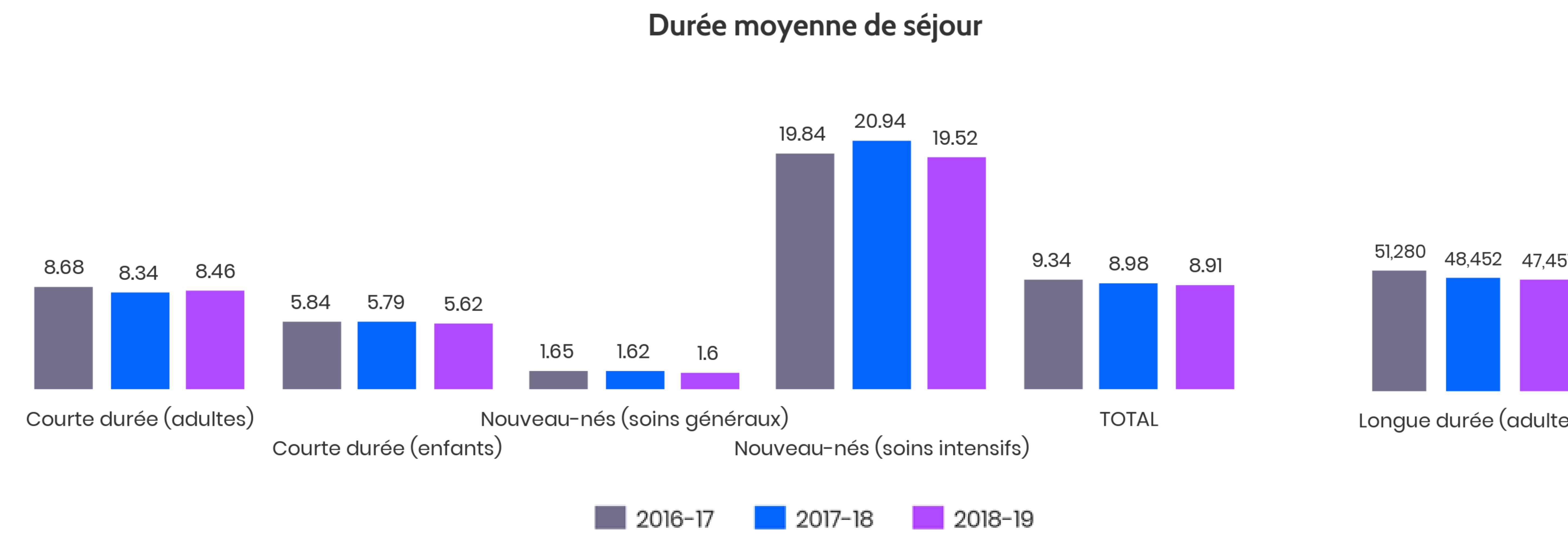
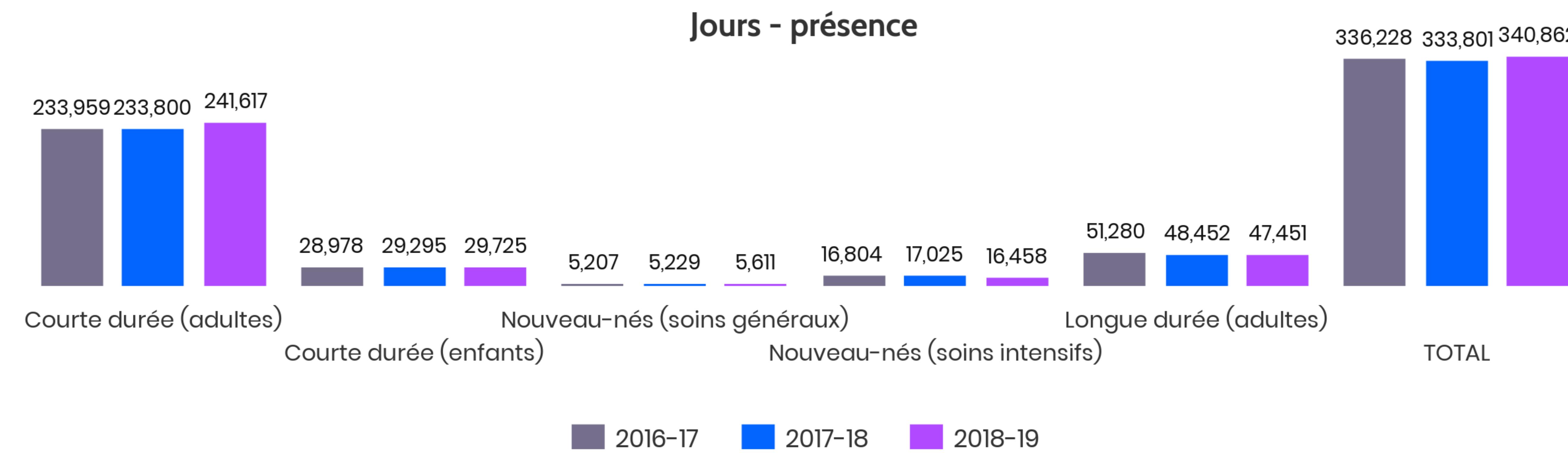
Hospitalisations



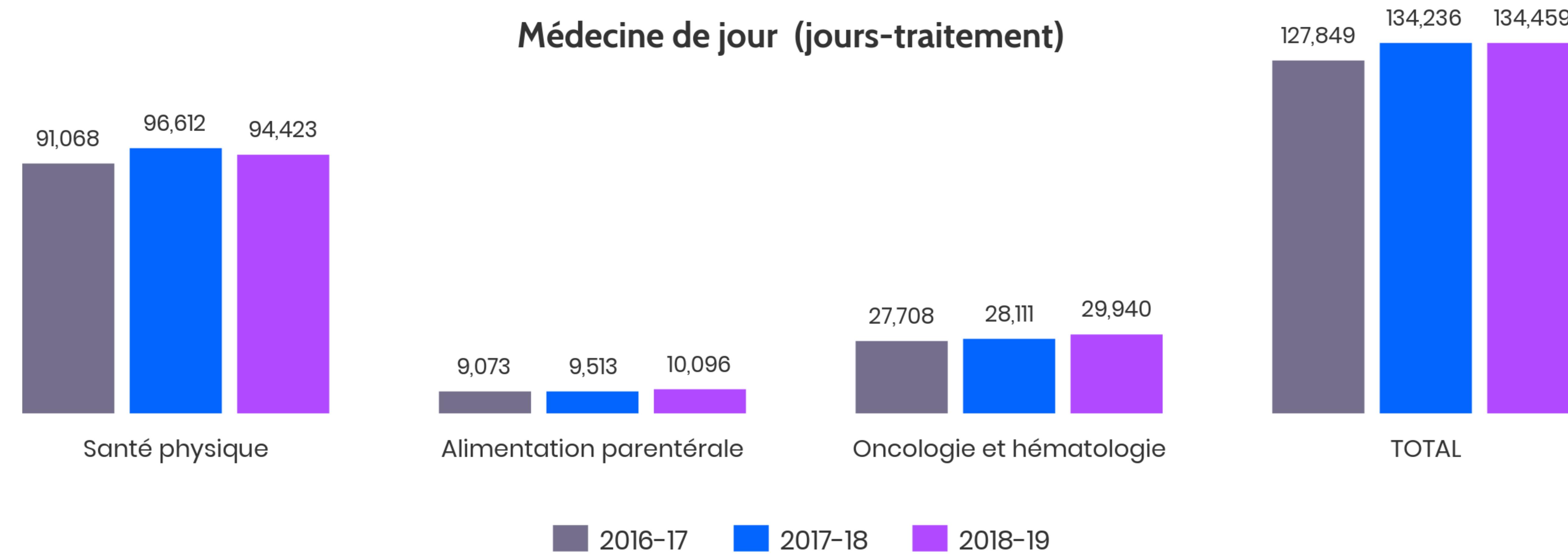
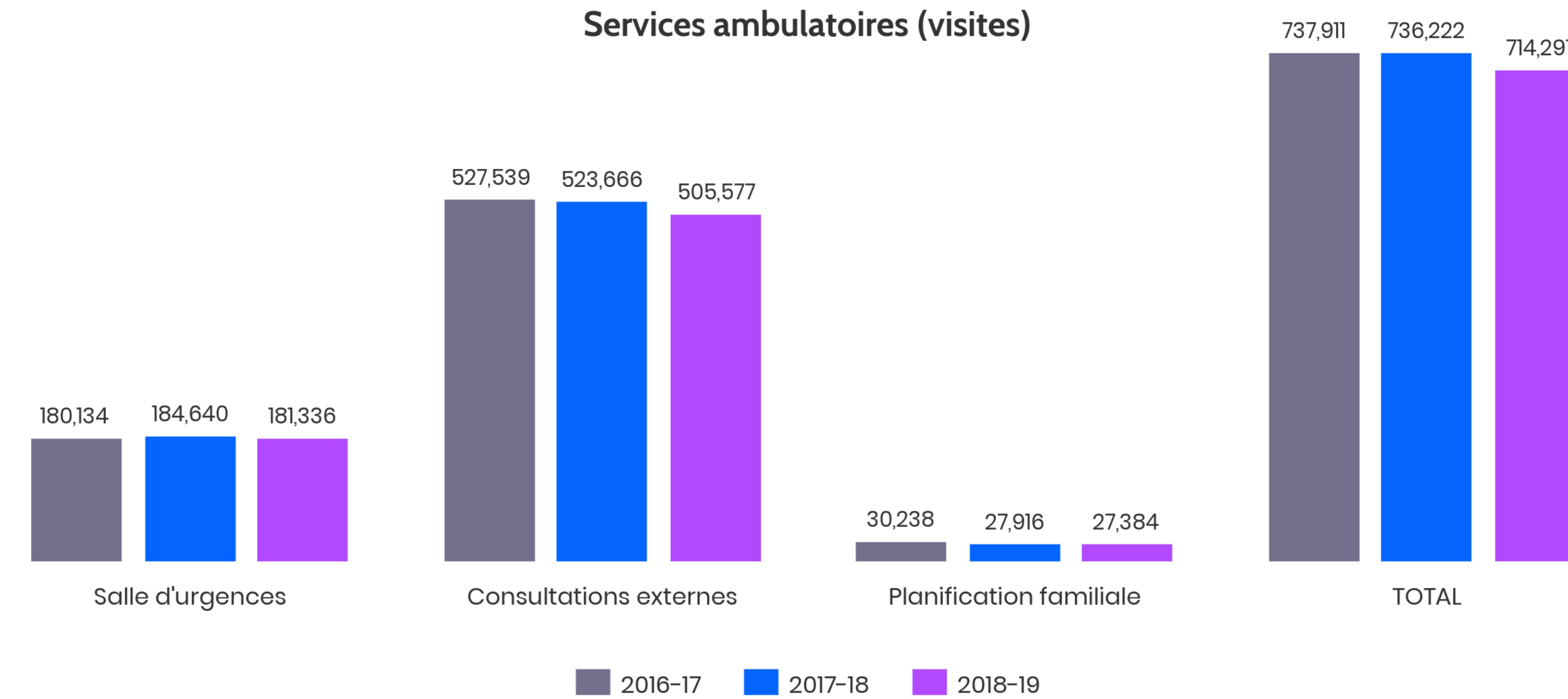
■ 2016-17 ■ 2017-18 ■ 2018-19



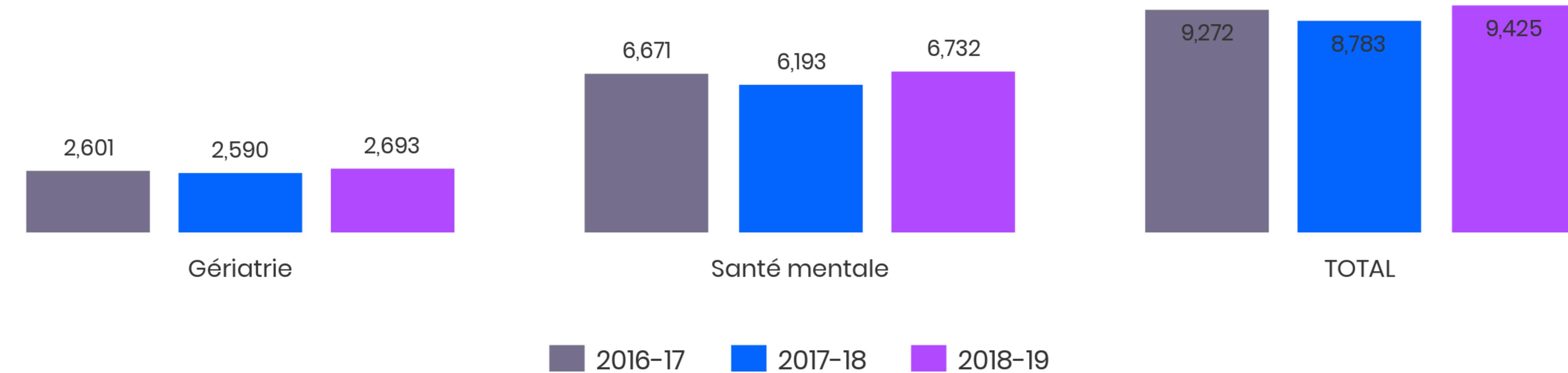
■ 2016-17 ■ 2017-18 ■ 2018-19



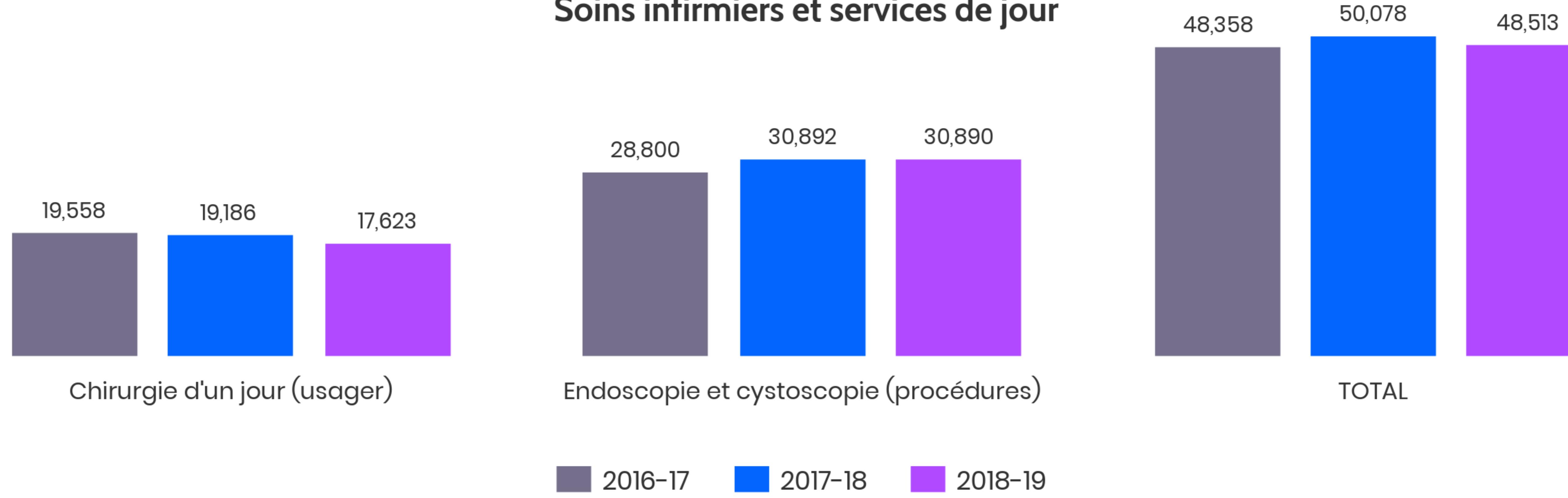
Alternatives à / to hospitalisations



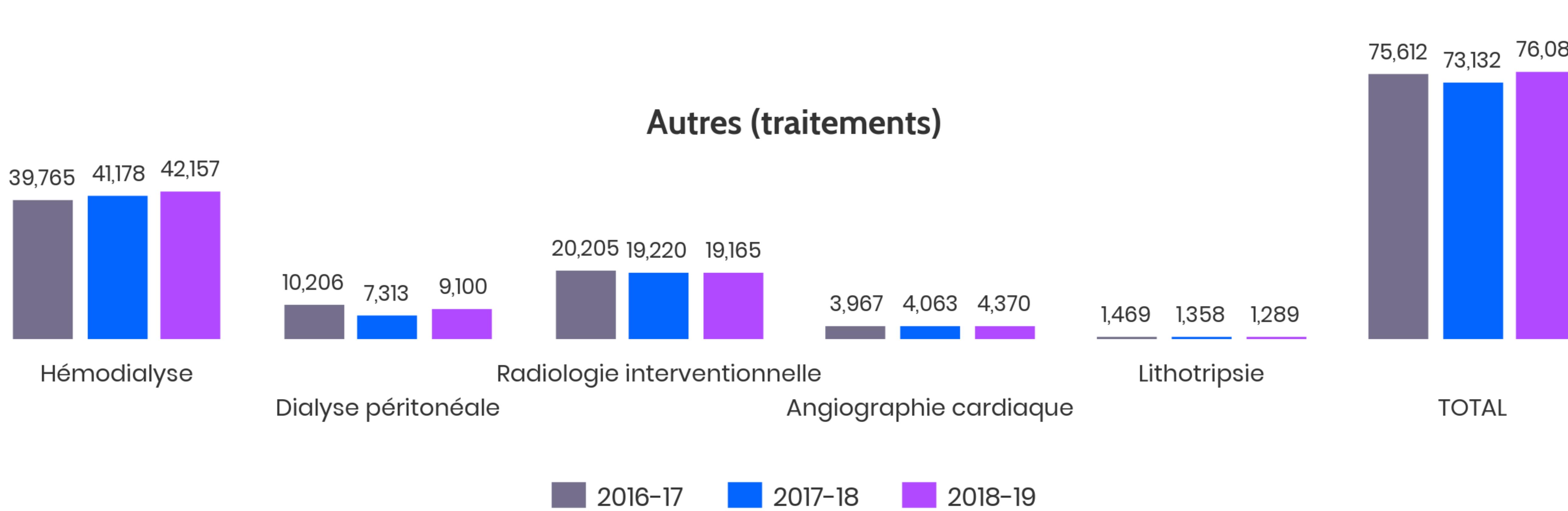
Hôpital de jour (présences)



Soins infirmiers et services de jour



Autres (traitements)



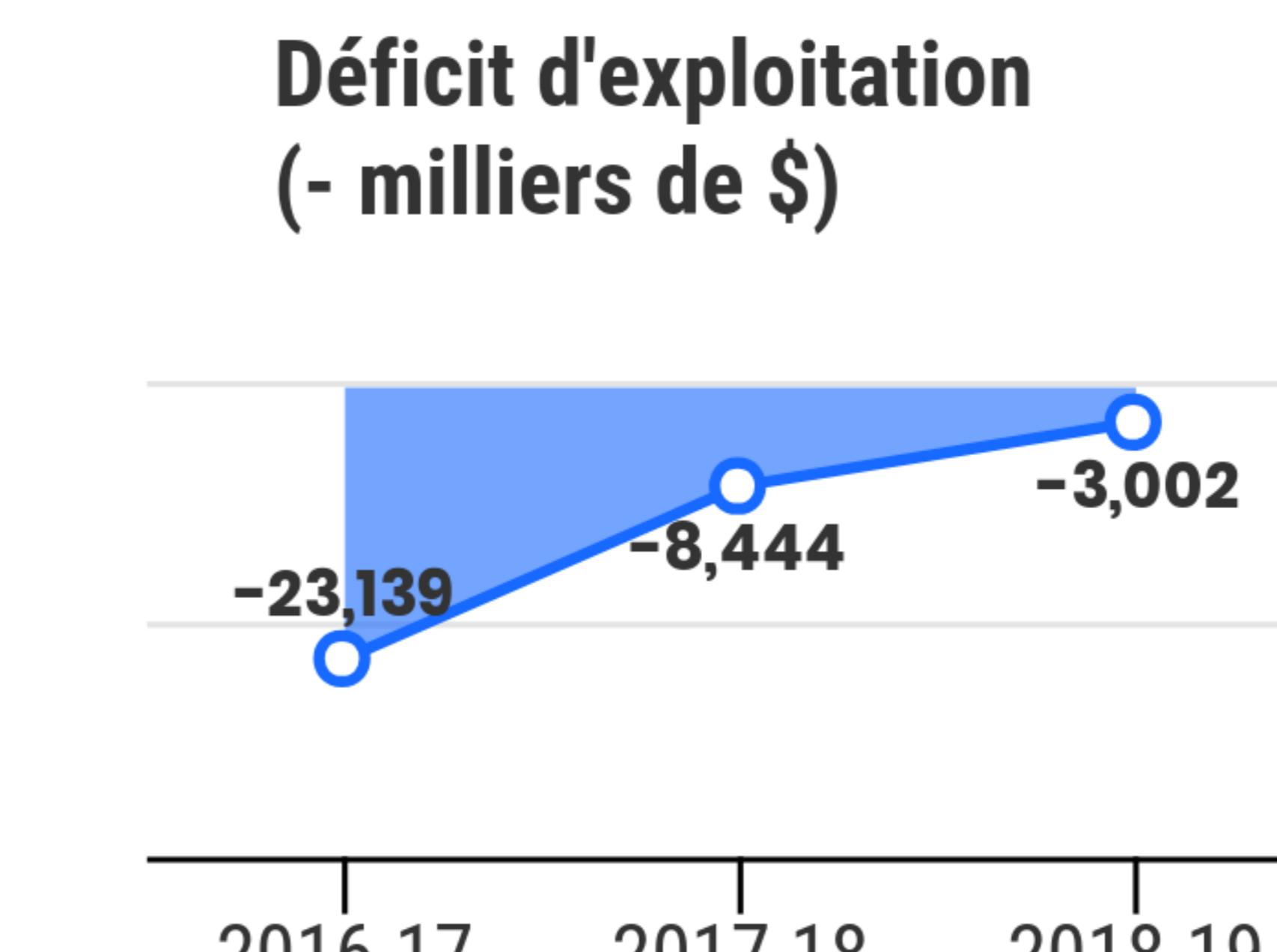
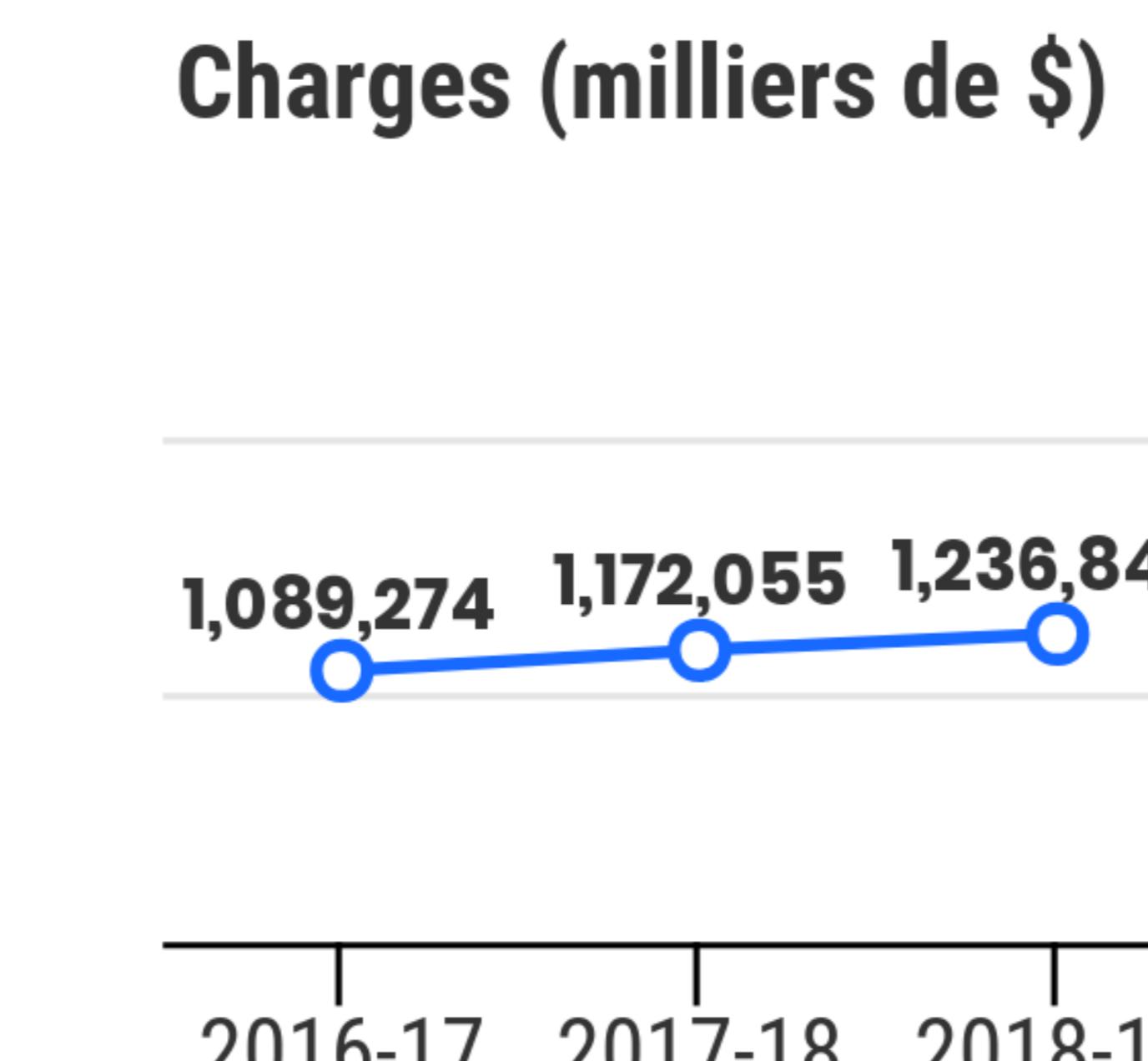
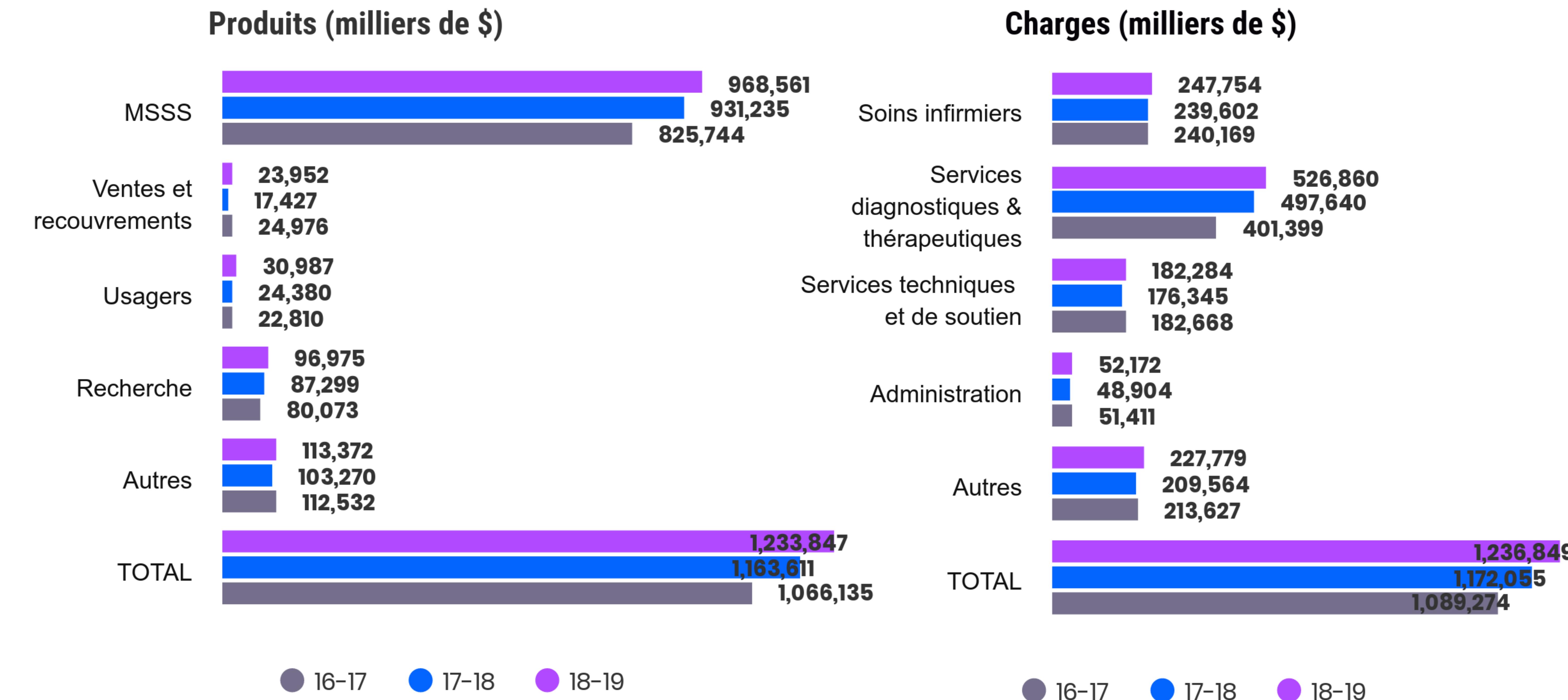


Résultats financiers

Financial Results

Dawn Singerman, CPA, CMA
Directrice des ressources financières
Director of Financial Resources

Résultats financiers : Fonds d'exploitation



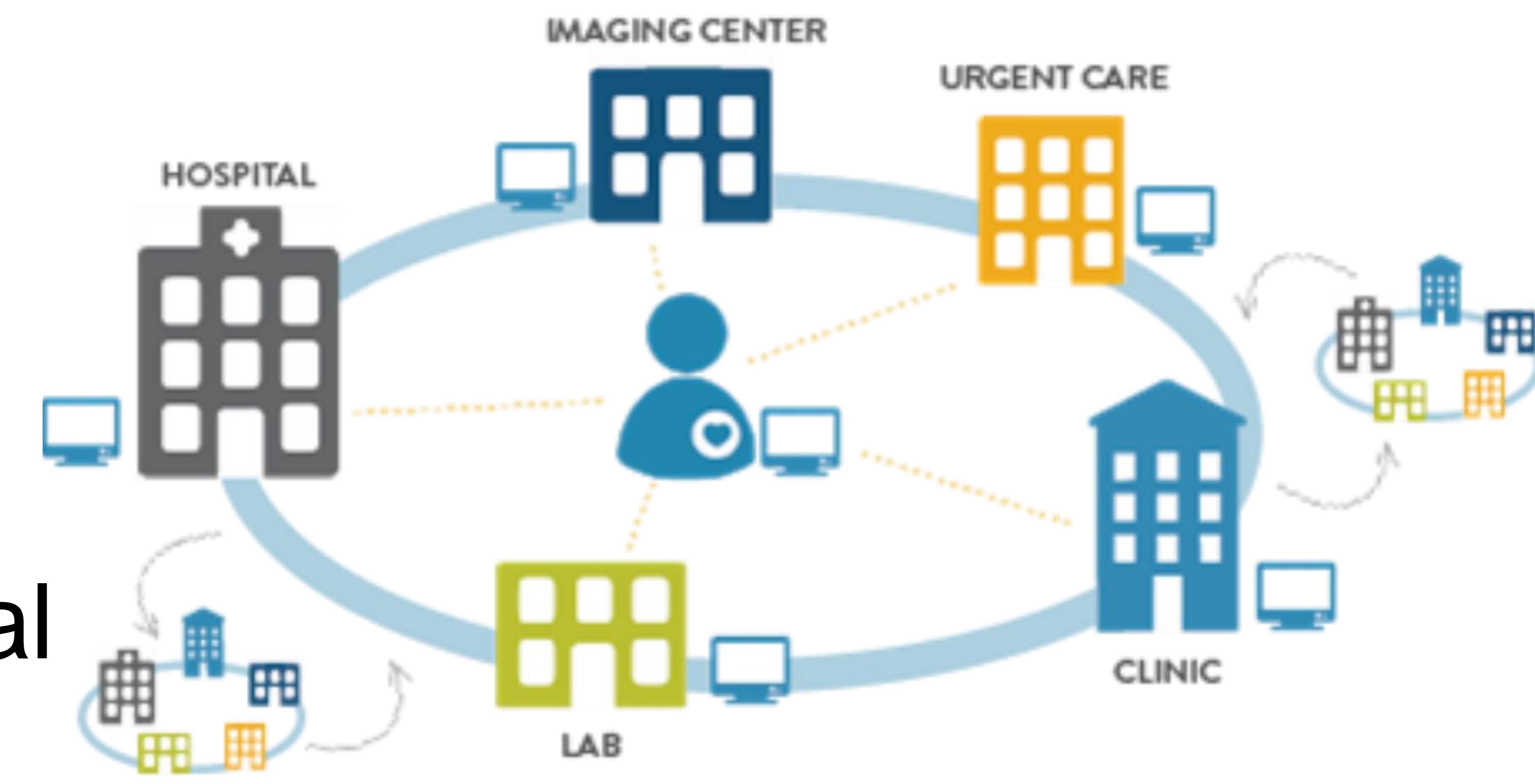


Rapport sur l'enseignement *Education Report*

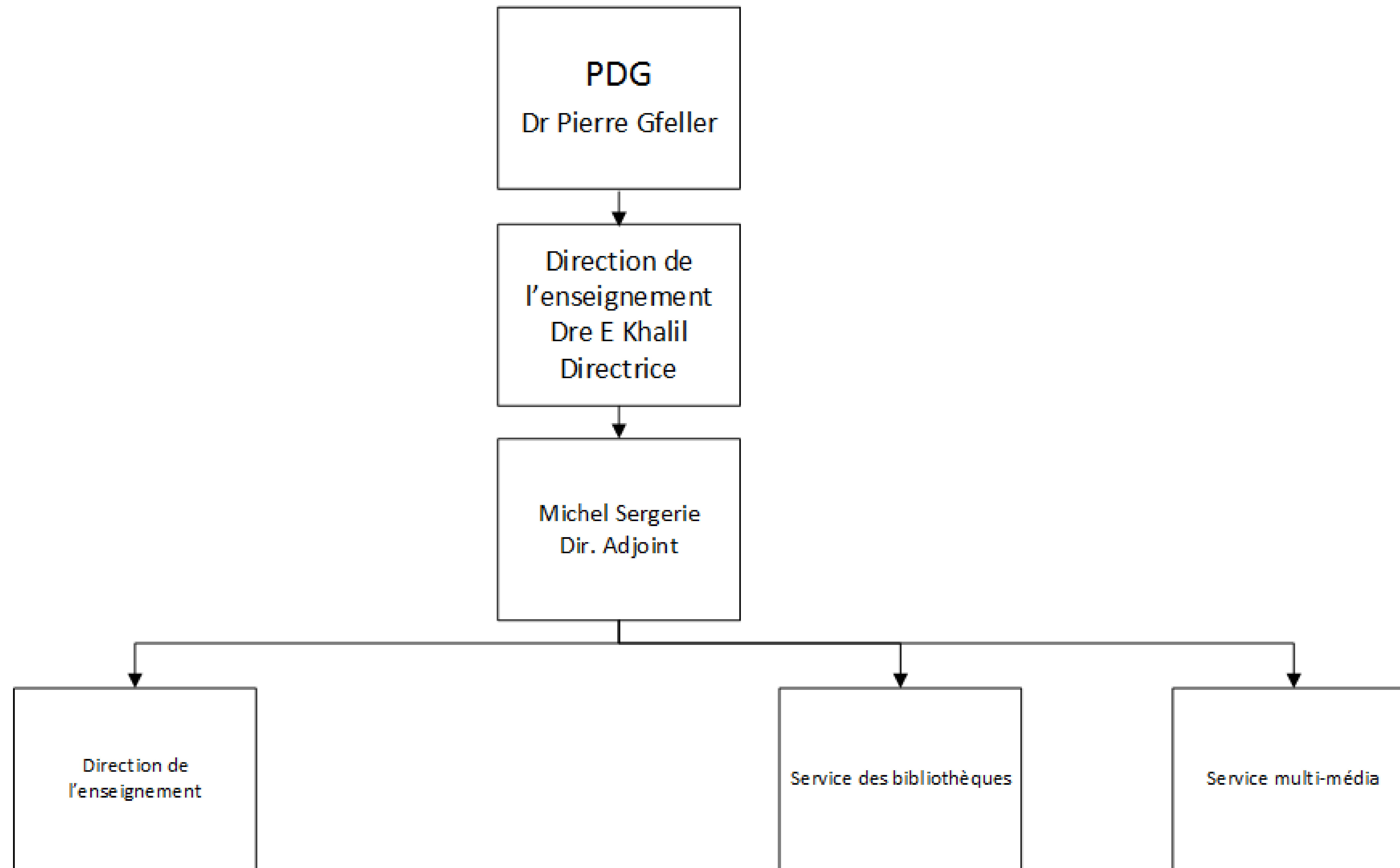
Elene Khalil, MD, CM, FRCPC, FAAP
Directrice de l'enseignement
Director of Education

What is the Added Value of Education in Health Establishments?

- Reinforces focus on the patient
- Increases quality of care
- Enhances interdisciplinary/inter-professional collaboration for learners and faculty
- Improves knowledge and practice for learners and faculty
- Prepares our future professionals
- Retains and attracts strong staff



Education Directorate Reporting Structure



- **Bridge / Facilitator**

Communication pole and interface with faculty, program directors/ medical chiefs and clinical directors (DPS, DN, DMS etc.)



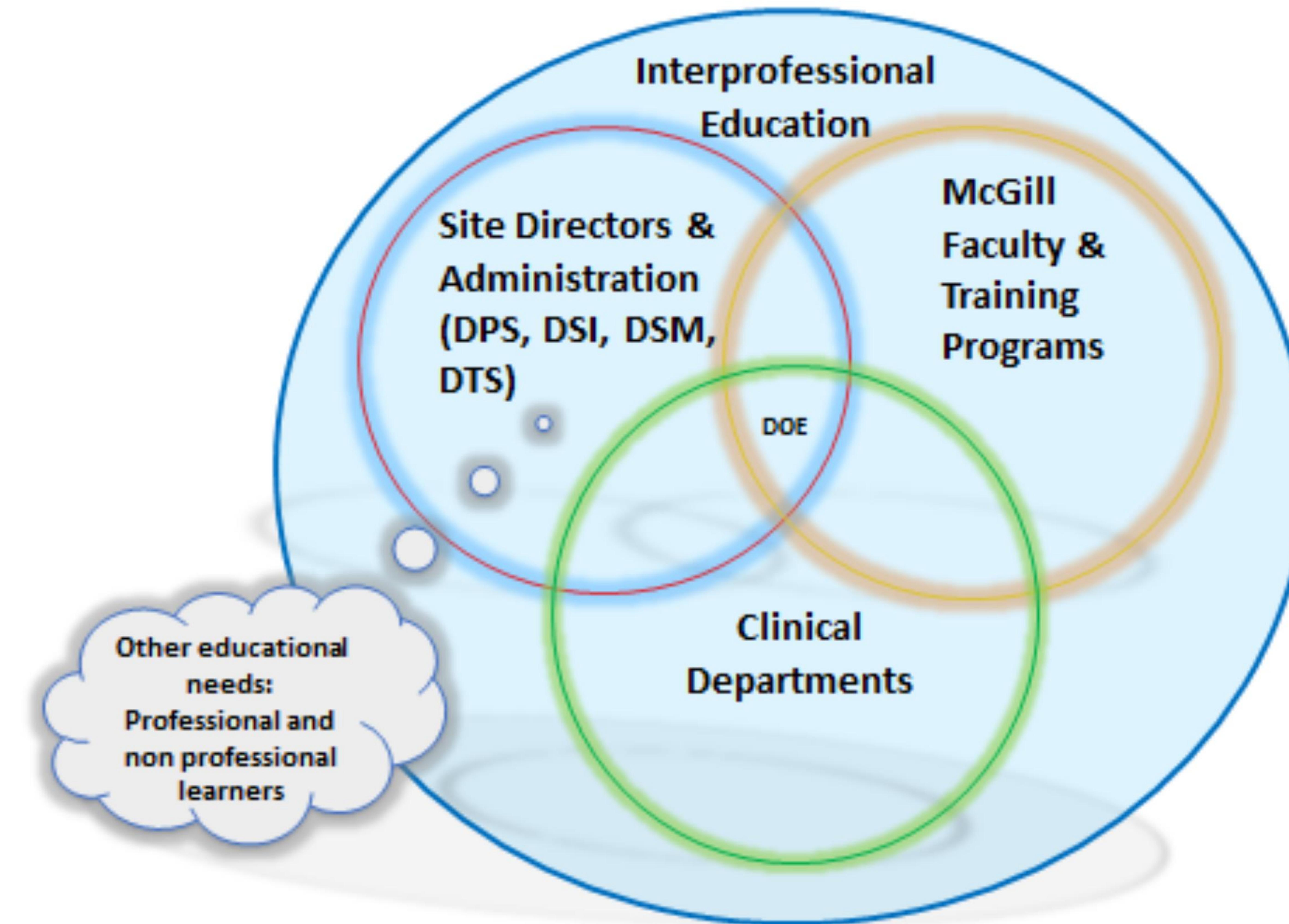
- **Spokesperson**

Program directors/ medical chiefs and upper management

- **Leader**

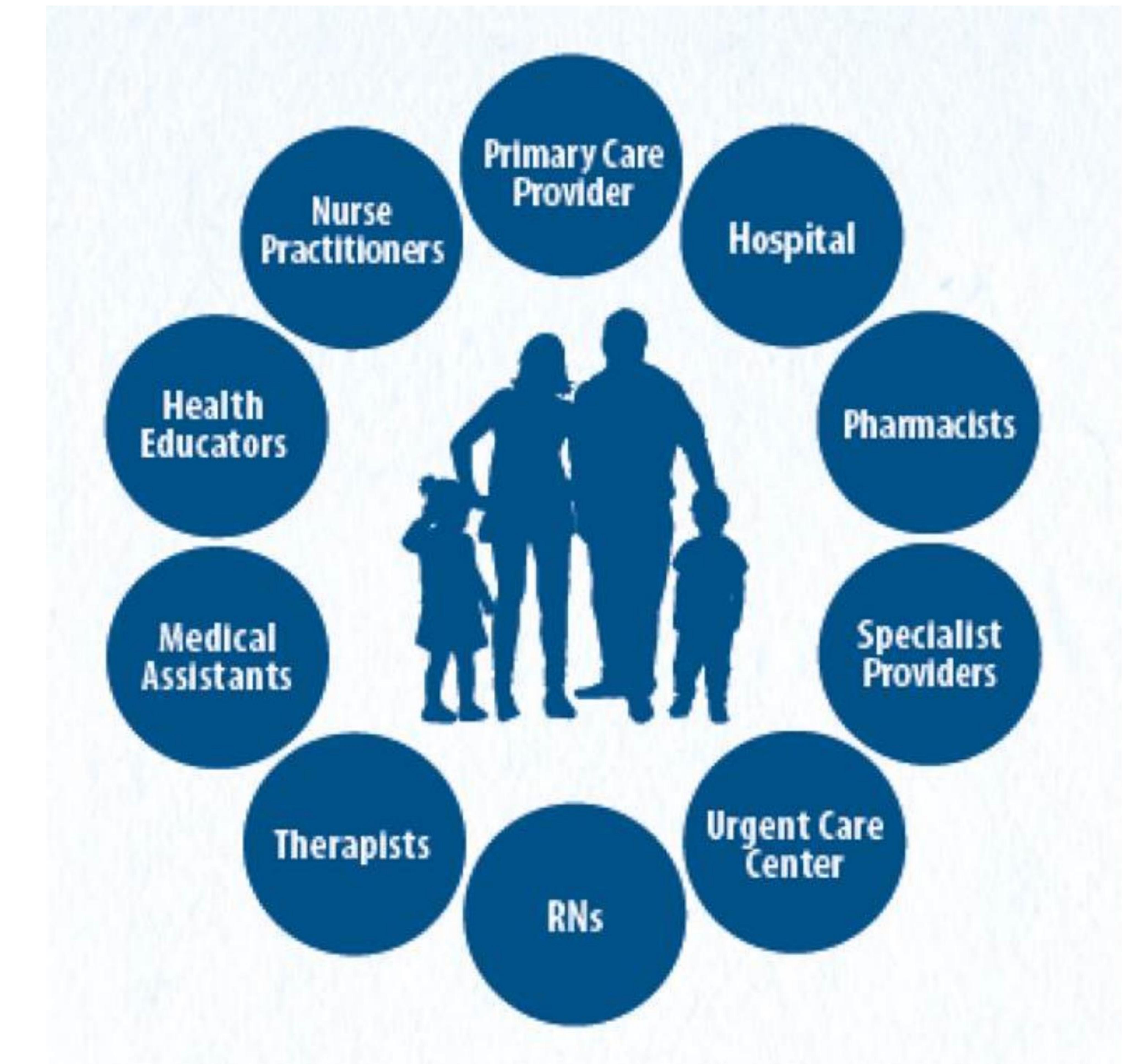
Development of local teaching activities, support programs, policies and chair of teaching committees, innovator

How We Interface



Vision

To promote the highest quality, safe and efficient patient-centred care through the education of current and future interprofessional members of the healthcare team.



Mission

The MUHC Directorate of Education will be the **leader in education** of current and future healthcare providers by promoting a **safe, positive, engaging and collaborative environment** where the synergies of interprofessional partnerships and effective resource allocation will benefit all learners across health professions and through all stages of learning. Through the fostering and strengthening of partnerships with all teaching institutions, particularly with McGill University, it will support educational endeavours that **will encourage all health professionals to develop within the tertiary/quaternary care delivery mission of the MUHC.**

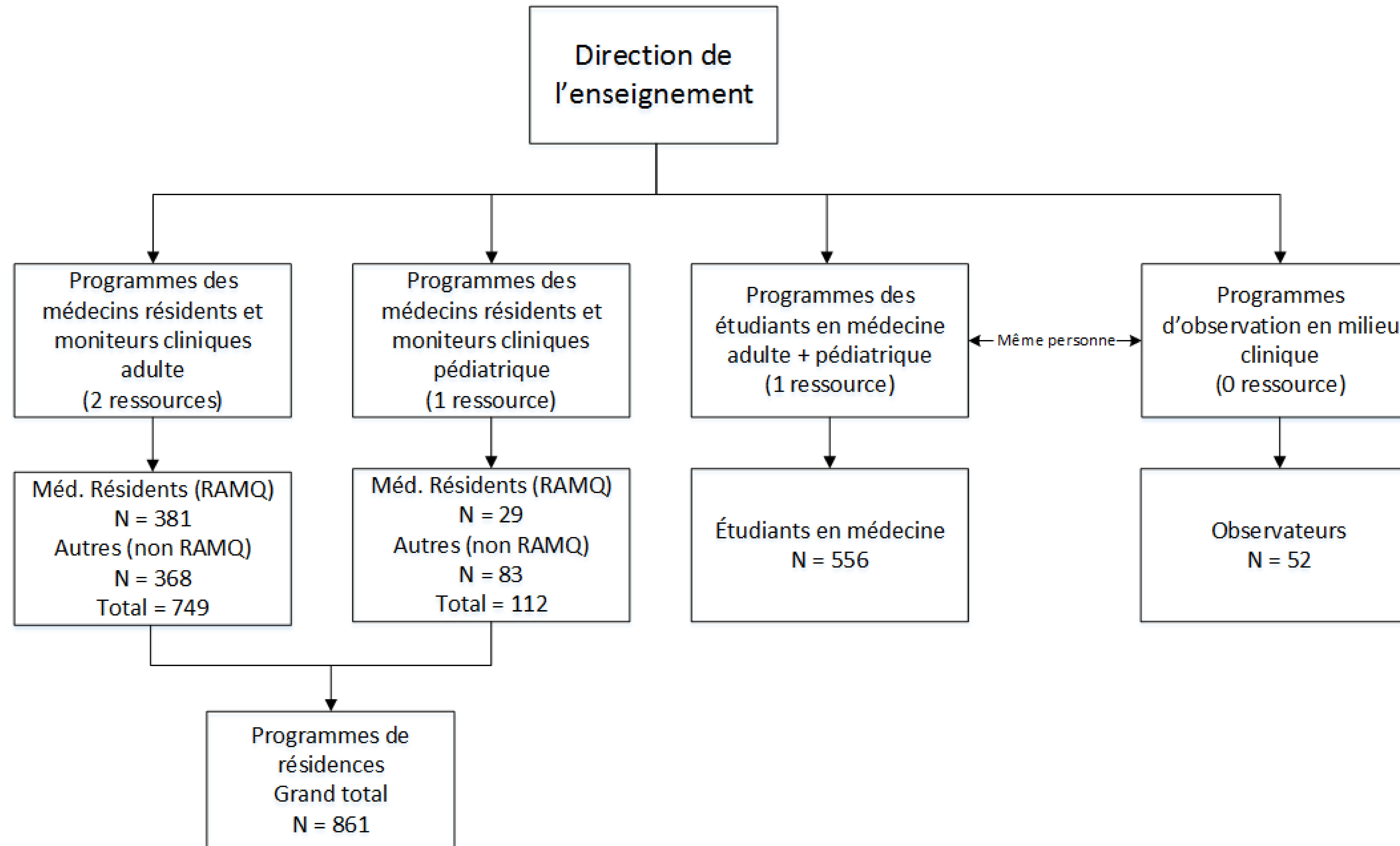
Strategies

- Provide a safe **teaching environment** that is conducive to learning for the MUHC's inter-professional teams / learners.
- Develop and foster **partnerships** within the MUHC's internal and external educational network.
- Provide **leadership** and **structure** for the passionate and dedicated **educators** of the MUHC.
- Encourage engaging **teaching methods and attitudes**.

Strategies

- Serve as a **repository** for educational information, resources, support.
- Enhance **educational outreach** across McGill RUISSS via telehealth.
- Ensure that available **financial resources are allocated** based on defined selection criteria.
- Facilitate **innovative teaching and assessment tools**, including simulation.
- Promote **scholarly activity** in medical education.

Medical Education



Others We Train

- Over 5,500 healthcare professionals trained/year
- 1,000 medical and surgical residents
- 2,400 nurses
- 550 medical students
- 1,200 researchers
- 400 students in allied health professions

Accomplishments

- Resident orientation
- Established security screening process
- Medspecs
- Observership Program
- Joining the University of Montreal library consortium
- Soft launch of Directorate of Education Intranet page

Accomplishments

- Solidifying relationship with McGill and our education counterparts at Montreal regional CIUSSSs
- Academic Retreat on learning environment
- Laying foundations for educational partnerships with RUISSS members: Montérégie Ouest, Outaouais
- Accreditation: PGME- RCPSC, CMQ, CFP
- MUHC Interprofessional Committee for Education (MICE)
- Simulation needs assessment for education, training and competencies maintenance

Overarching Goal

Highest quality patient-centred care
NOW and into the *FUTURE*



Please rate your experience:

Outstanding

Excellent

Very good

Good

Average

Poor

Thank you!

A close-up photograph of laboratory glassware, including several clear plastic test tubes and a pipette with a clear liquid sample, set against a dark background.

Rapport sur la recherche

Research Report

Bruce Mazer, MD

**Directeur exécutif et scientifique en chef par intérim,
Institut de recherche du CUSM**

***Interim Executive Director and Chief Scientific Officer,
Research Institute of the MUHC***

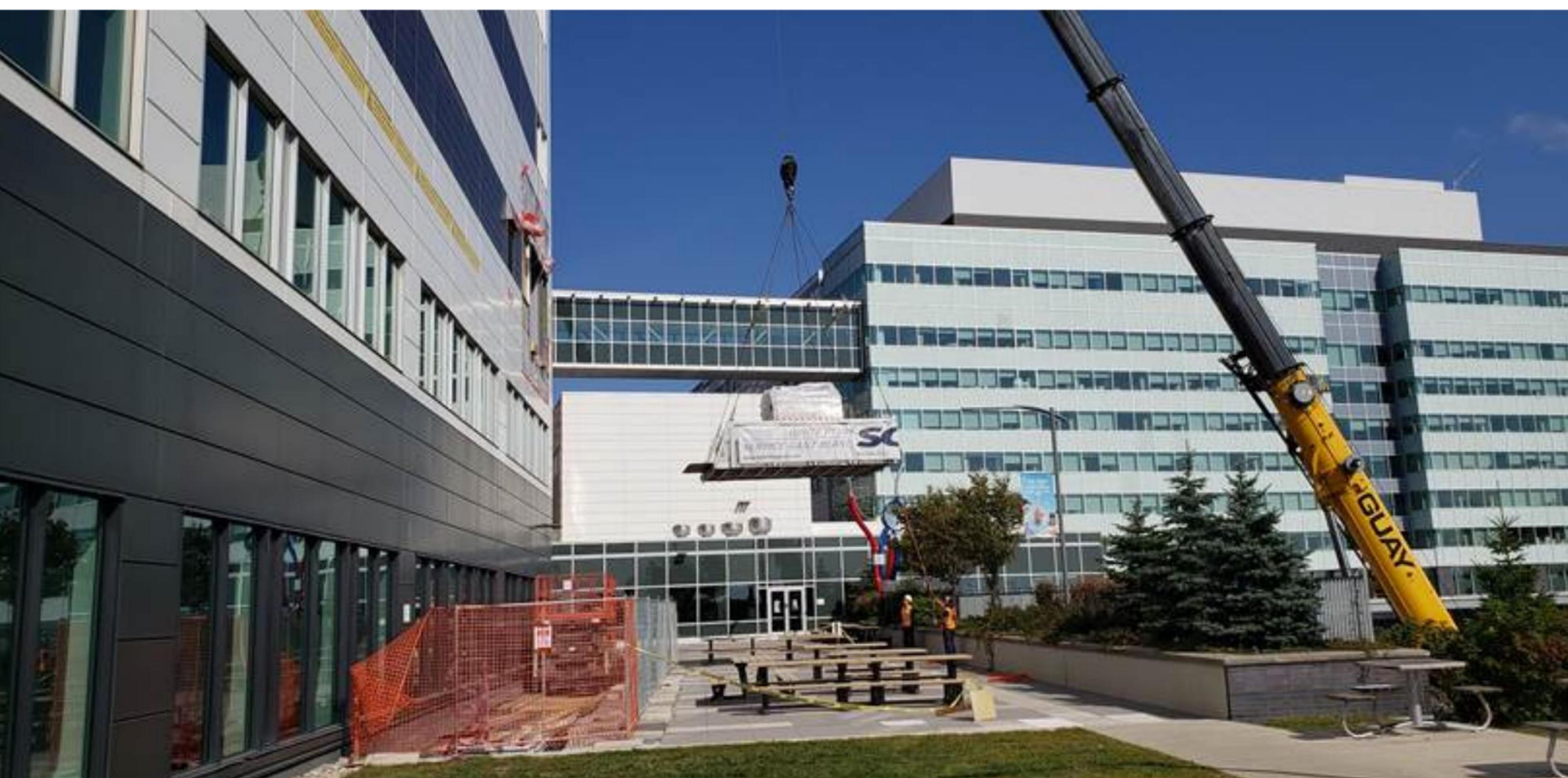
- Largest hospital-based research institute in Quebec
- 420 full and part-time researchers
- Over 120 basic and translational science laboratories
- 100 of Canada's top outcomes and epidemiology researchers
- Over 200 research labs with clinic/patient-oriented researchers
- Nearly 1,200 masters, doctoral and postdoctoral students and other trainees

Research Infosource Rankings



- 2017 Research Expenditures
 - \$178M, Canadian Ranking #3
- 2018 Research Expenditures
 - \$204M, 14% increase
- 2019 Research Expenditures
 - TBD: Rankings in November 2019

New Facilities for Research



MGH Redevelopment: Centre for Outcomes Research



Surgical Innovation Platform: BEACHHEAD

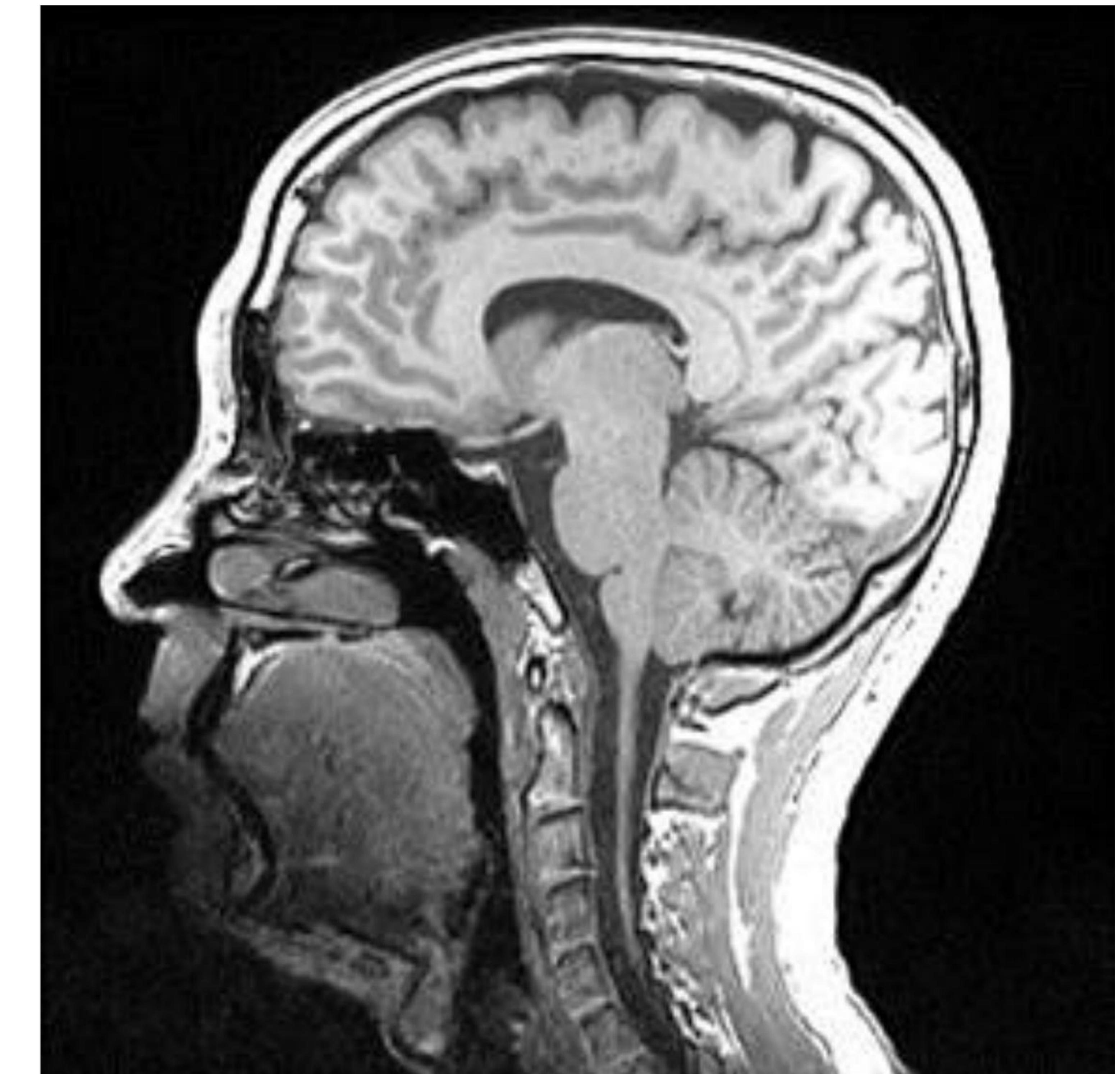


Incubator for Surgical Innovation



MGH Major Investments: Strategic Infrastructure Fund and CFI

- CFI funding
- MRI for MGH Traumatic Brain Injury Program



In the News

- **Dr. Emily McDonald:** Move to single-patient rooms resulted in decrease of infection rates
- **Dr. Yoram Shir, MD:** Gut bacteria associated with chronic widespread pain for first time
- **Deborah Da Costa and Tuong-Vi Nguyen :** Pregnancy-specific anxiety may impact how long a woman exclusively breastfeeds her child
- **Dr. Maziar Divangahi:** Canadian researchers on promising path towards developing flu treatment using lipid target

In the News

- **Dr. Alex Gregorieff** : Team from RI-MUHC and Lunenfeld-Tanenbaum RI discover a new stem cell (Nature)
- **Dr. Kaberi Dasgupta and Dr. Meranda Nakhla** : Maternal gestational diabetes linked to diabetes in children
- **Dr. Isabel Fortier** : Air pollution speeds up aging of the lungs and increases COPD risk
- **Dr. Brett Burstein** : Increase in children and teens seen in ERs for suicide attempts and suicidal thoughts

In the News

- Dr. Geneviève Bernard : International team of scientists detect cause of rare pediatric brain disorder
- Dr. Lucy Gilbert and Dr. Kris Jardon : A reliable test for early detection of endometrial and ovarian cancers wins Québec Science's 2018 Award for Discovery of the Year!
- Dr. Gabriella Gobbi : Increased depression and suicidal behaviour risk for young cannabis users
- Dr. Will Foulkes and Dr. Jazusz Rak: Shared genetic marker offers new promise in targeting specific ovarian and lung cancers

In the News

- Dr. Jean-Pierre Routy : A hide-out for viruses in the testicles
- Dr. Stéphane Laporte: Innovative biosensor technology reveals secrets of how drugs work
- Dr. Janusz Rak : How does cancer spread? Researchers pinpoint a gene that affects cell-to-cell communication leading to the disease
- Dr. Don van Meyel : Can't sleep? Fruit flies and energy drinks offer new clues
- Dr. Nitika Pai: Can a smart app encourage HIV-self testing in Canada?

Major Endeavours

Montreal Cancer Consortium

- \$42M Multi-centre Terry Fox Research Institute and Imagia Grant
- MESI Fonds d'accélération de collaboration en santé: Immunotherapy for Oncology (McGill, JGH, MUHC, CHUM, HMR)
- \$35M Br. pounds for Thoracic Oncology

McGill Integrated Institute for Infection and Immunity

- To unify patient care and evaluation and increase personalized therapies in infectious diseases, autoimmunity, allergy cancer and immune defects

Major Support

- Foundations – MCH, MUHC, MGH, Cedars, unprecedented programs for innovation
- US Department of Defense grants: #1 in Canada
- CIHR Spring 2019: 21% success rate (national avg 15%)

What's the Secret?

- WE ARE A RESEARCH-DRIVEN HOSPITAL
- Able to study disease and health from conception to end of life
- On the cutting edge at the present and primed for the future
- We aim to innovate and translate rapidly from bench and computer to the bedside!



Rapport de l'ombudsman

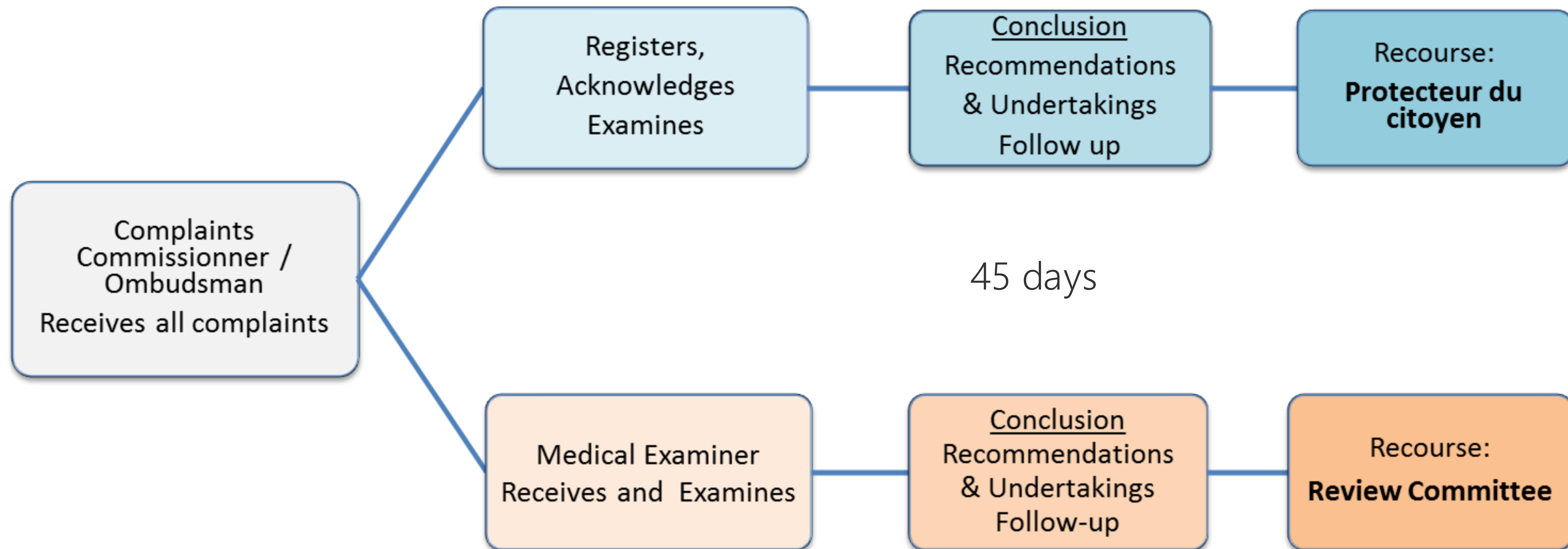
Ombudsman's Report

Lynne Casgrain, BA, LLB

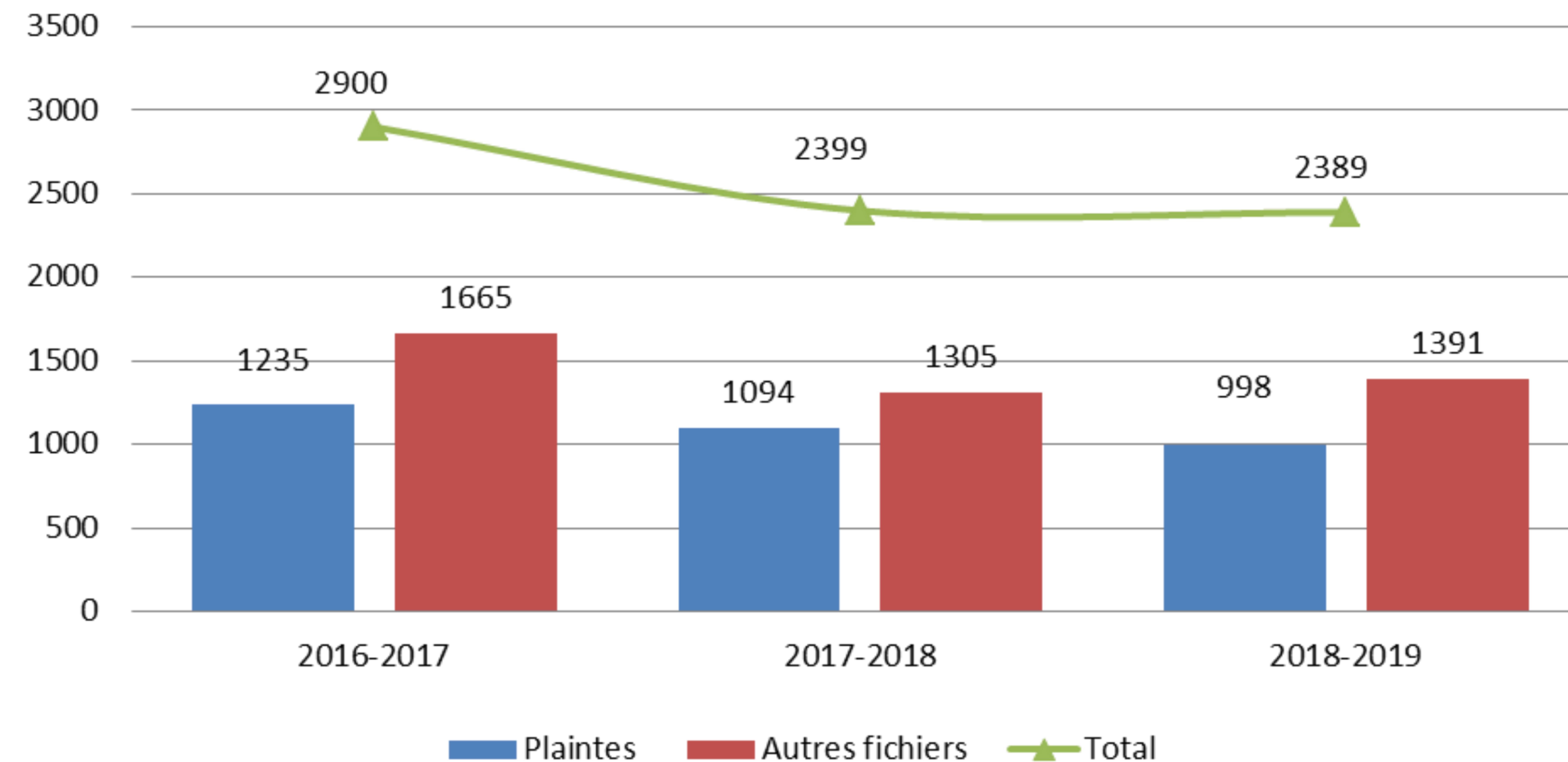
**Commissaire/Ombudsman, Bureau des plaintes et de
la qualité des services**

***Commissioner/Ombudsman, Office of Complaints and
Quality of Services***

Plan du système de plainte

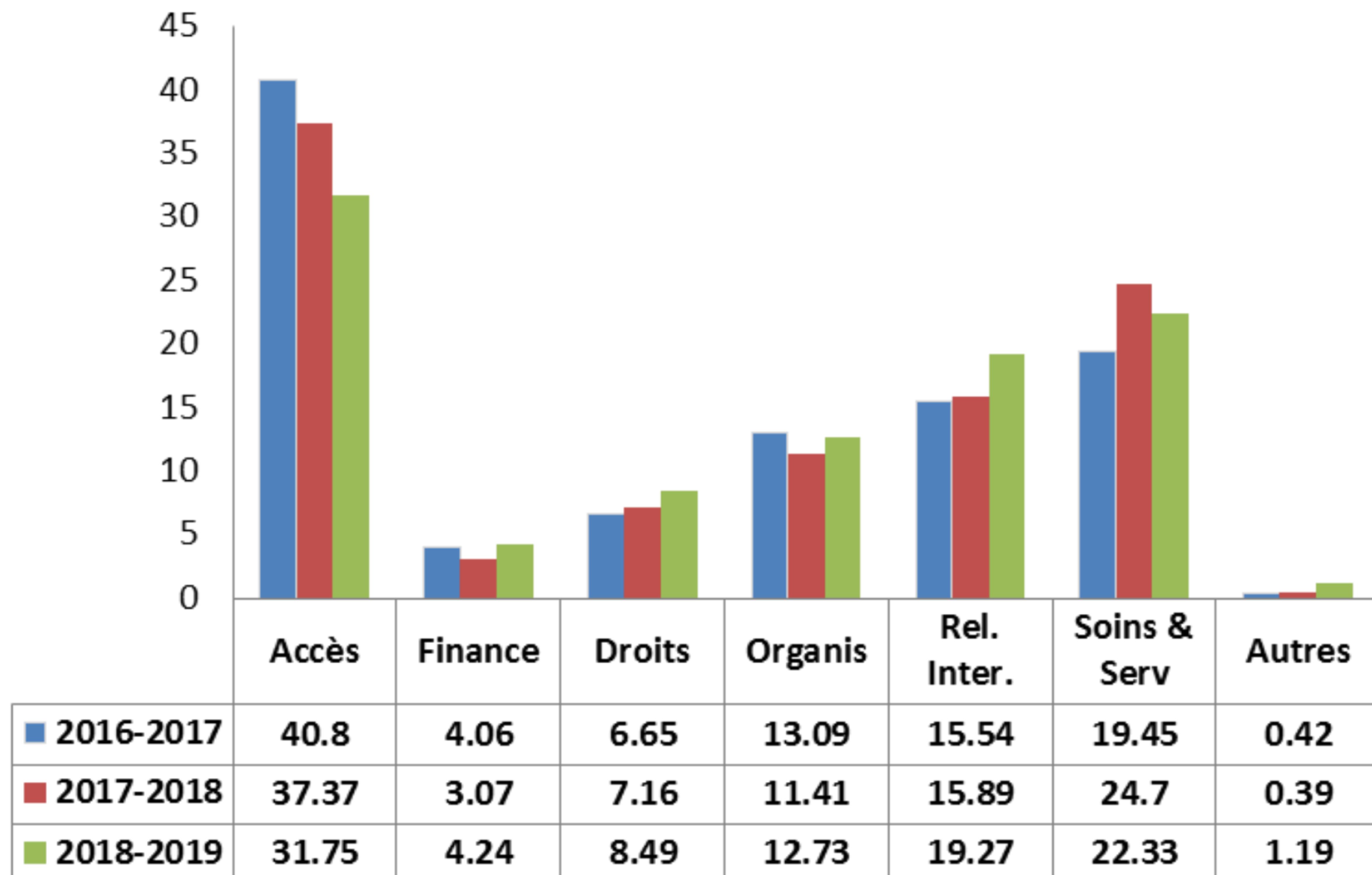


Nombre total des fichiers ouverts

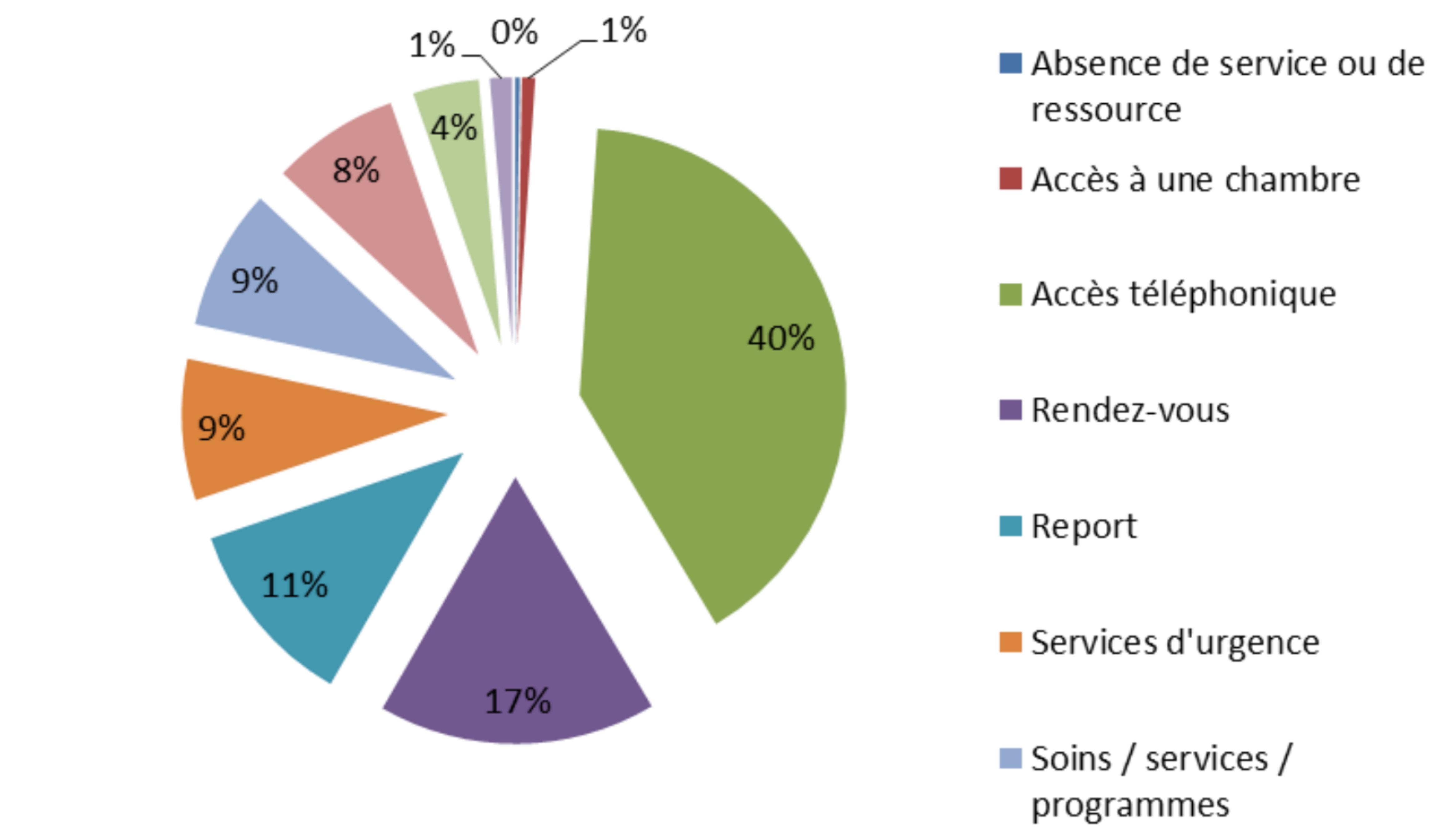


Motifs de plainte

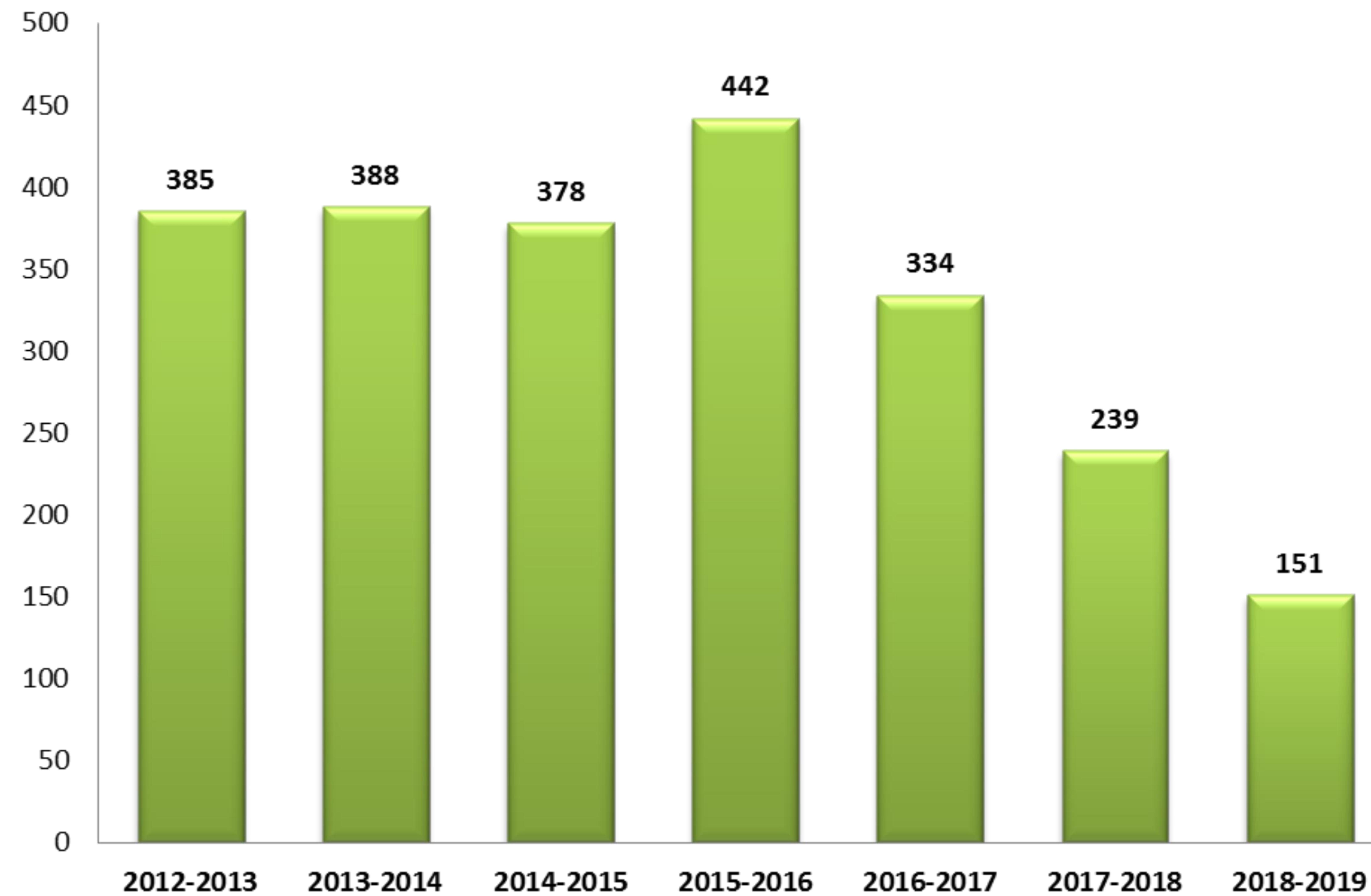
Toutes catégories



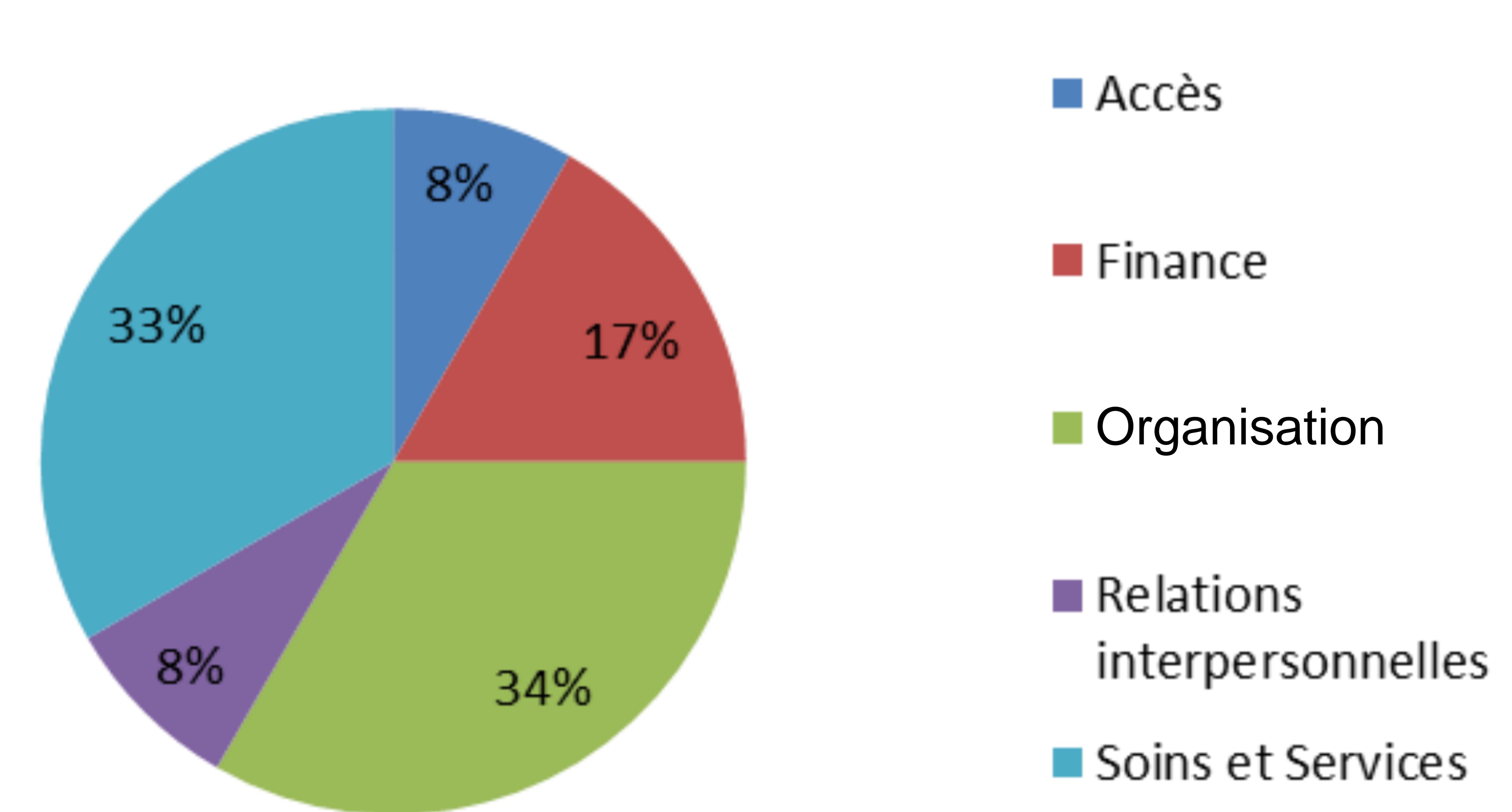
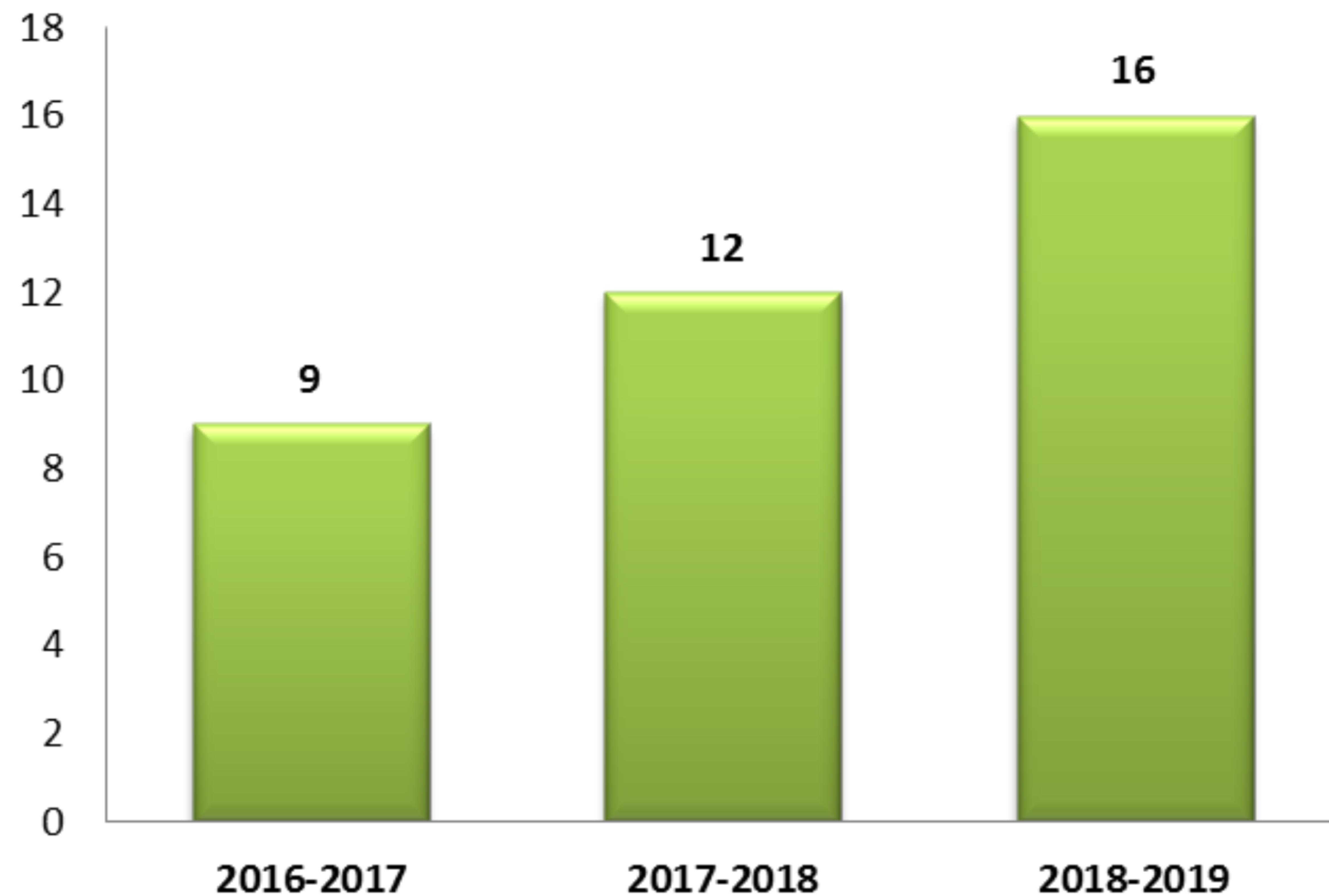
Accès



Accès téléphonique : 2012 à 2019

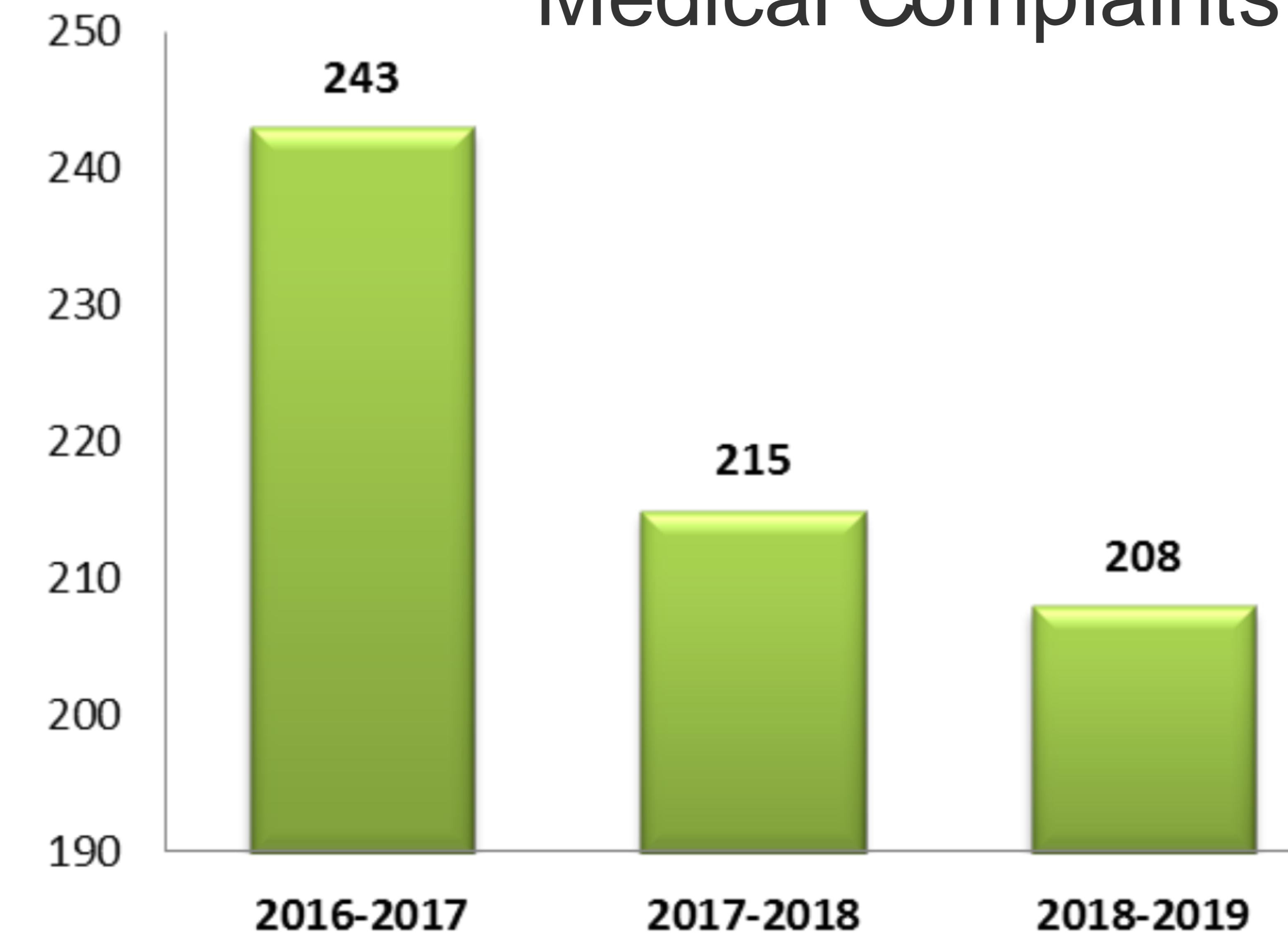


Protecteur du citoyen

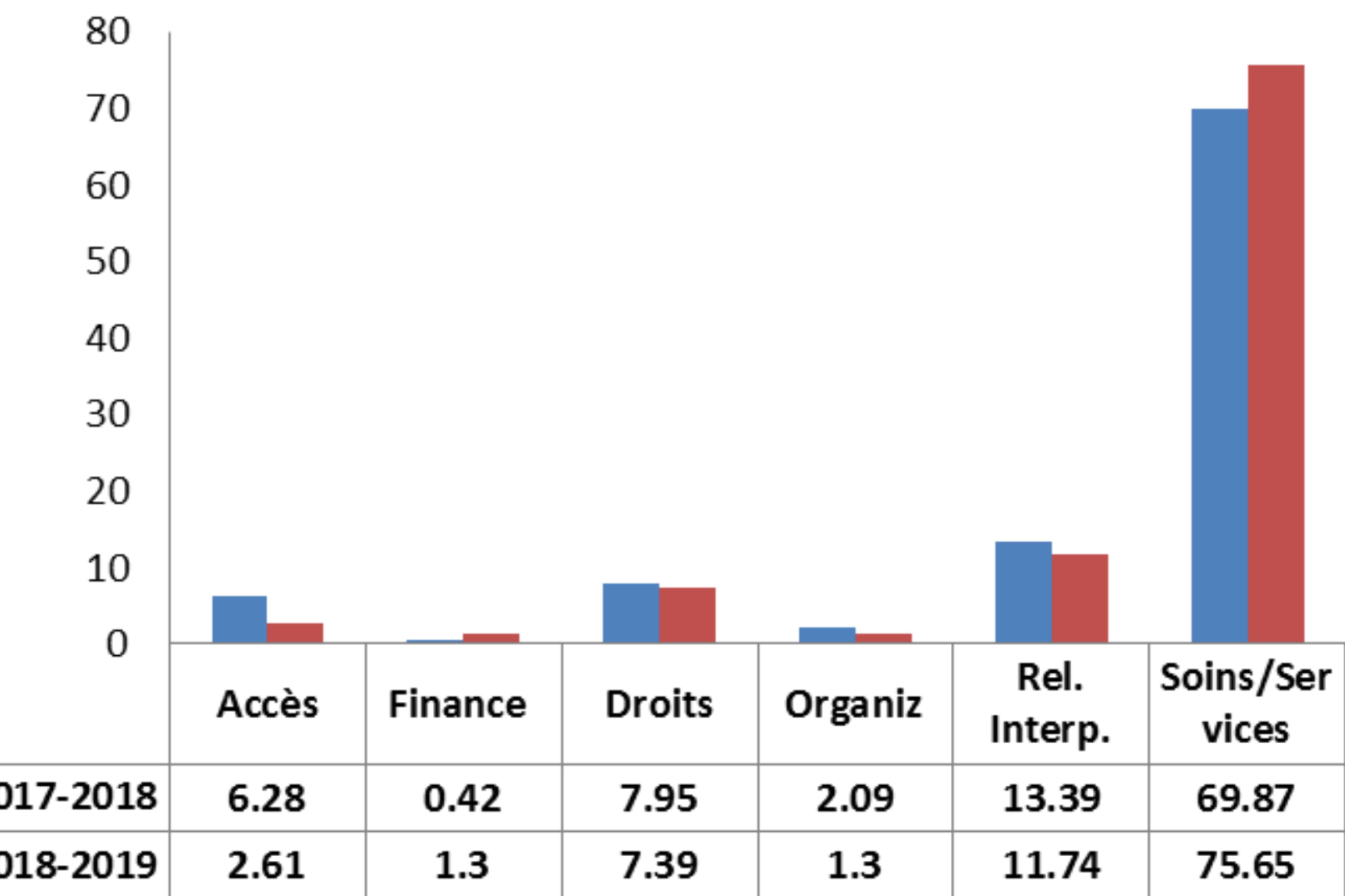


Plaintes médicales

Medical Complaints



Medical Complaints - Motives (%)



Review Committee Files





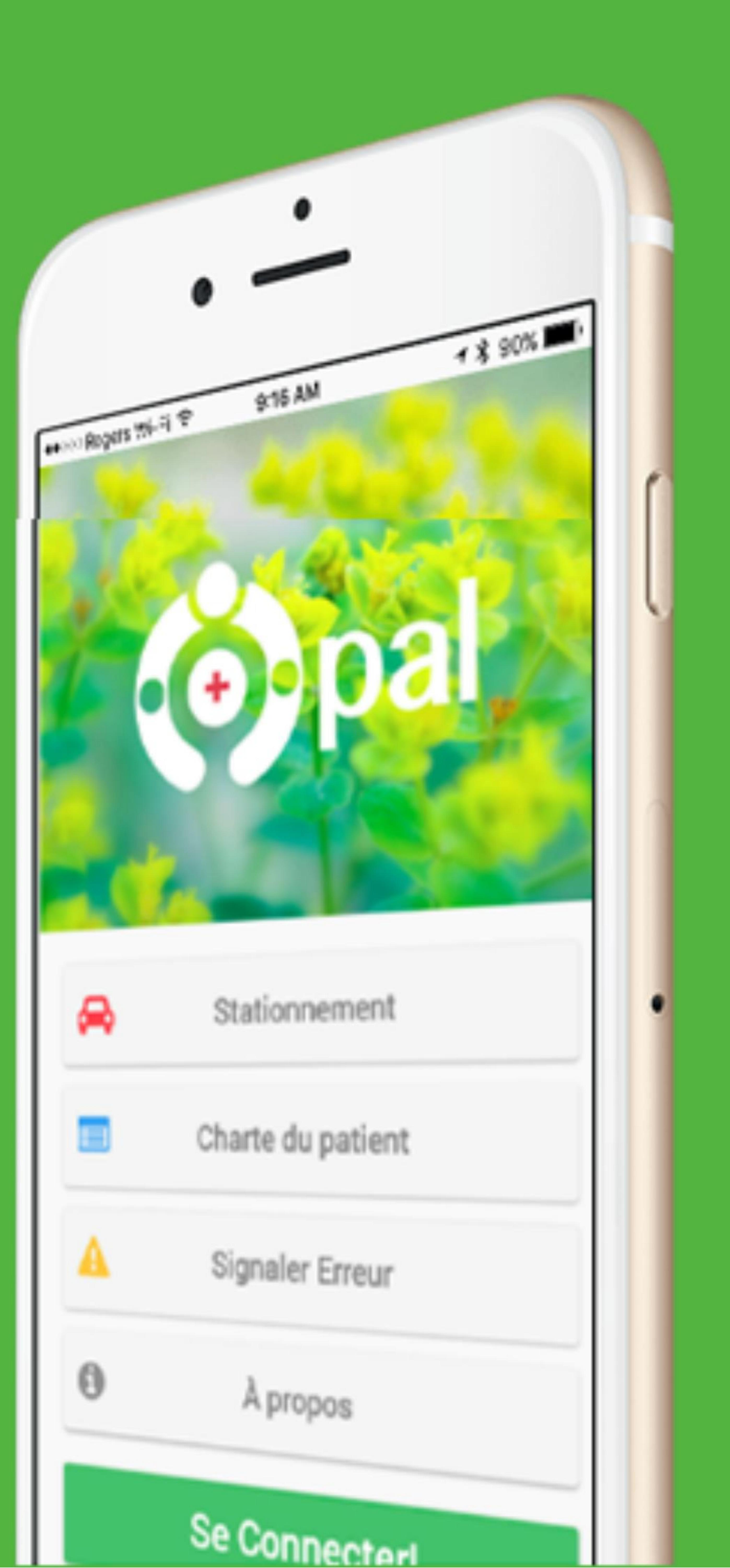
L'application Opal

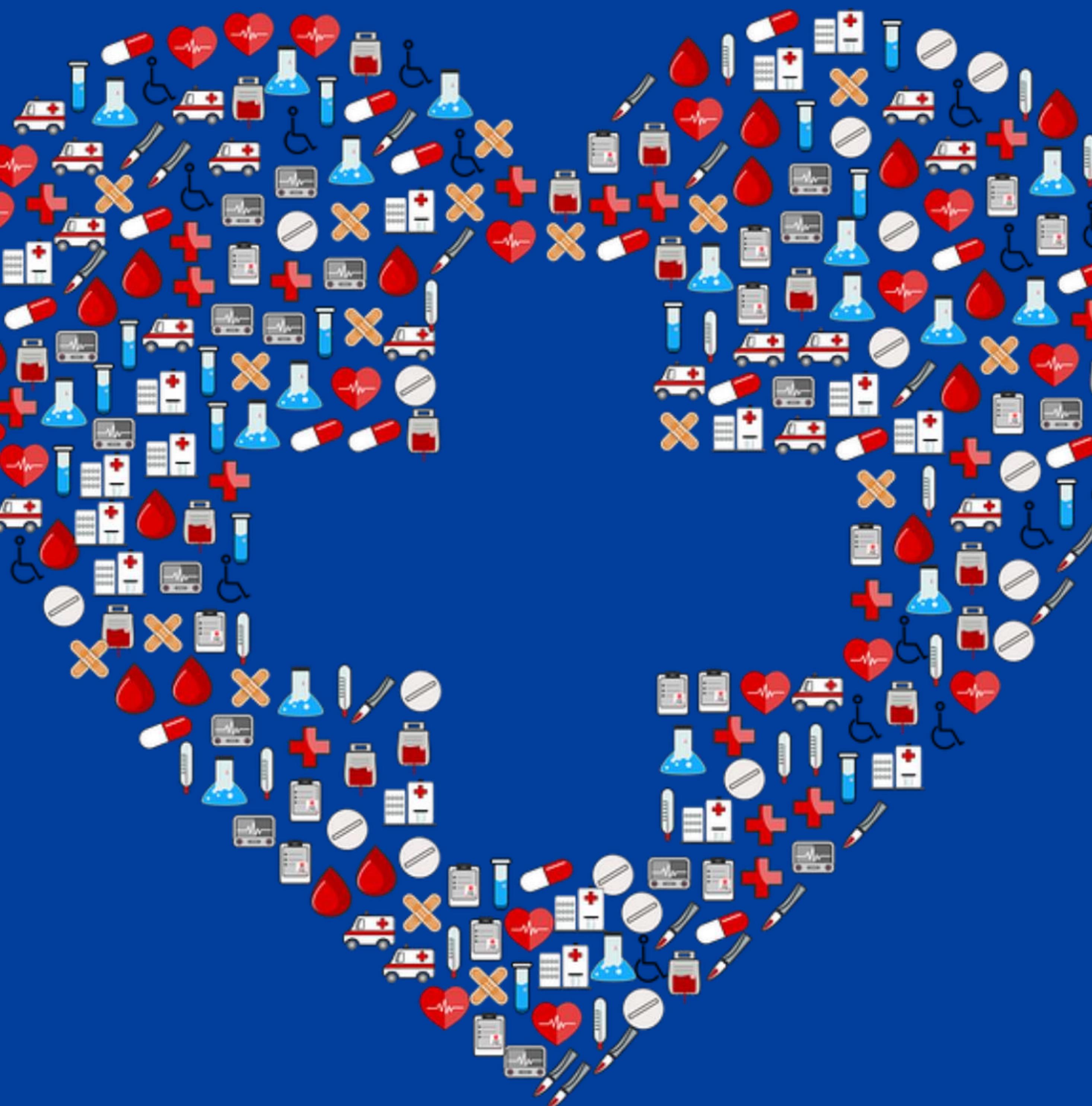
The Opal Application

John Kildea, Ph.D MCCPM

Physicien médical, Université McGill; Institut de recherche du CUSM

Medical Physicist, McGill University; Research Institute of the MUHC





Mot de clôture

Closing Remarks

Pierre Gfeller, MD CM MBA
Président-directeur général
President and Executive Director



Période de questions et réponses

Question and Answer Period

