

ÉQUILIBRE CONSENSUS ÉQUILIBRE CONSENSUS WELL-BEING
MOMENTUM BALANCE WELL-BEING MOMENTUM BALANCE
PERFORMANCE PARTENARIATS PERFORMANCE PARTENARIATS
PLAN CLINIQUE
MODERNISATION
MIEUX-ÊTRE
PARTNERSHIPS

PATIENTS

CONVERSATIONS MODERNISATION MIEUX-ÊTRE
QUALITÉ QUALITY PLAN CLINIQUE
CLINICAL PLAN PARTNERSHIPS

MOMENTUM

**ASSEMBLÉE GÉNÉRALE ANNUELLE
DU CENTRE UNIVERSITAIRE DE SANTÉ MCGILL
MARDI 14 NOVEMBRE 2017**

**ANNUAL PUBLIC MEETING OF
THE MCGILL UNIVERSITY HEALTH CENTRE
TUESDAY, NOVEMBER 14, 2017**

Centre universitaire
de santé McGill



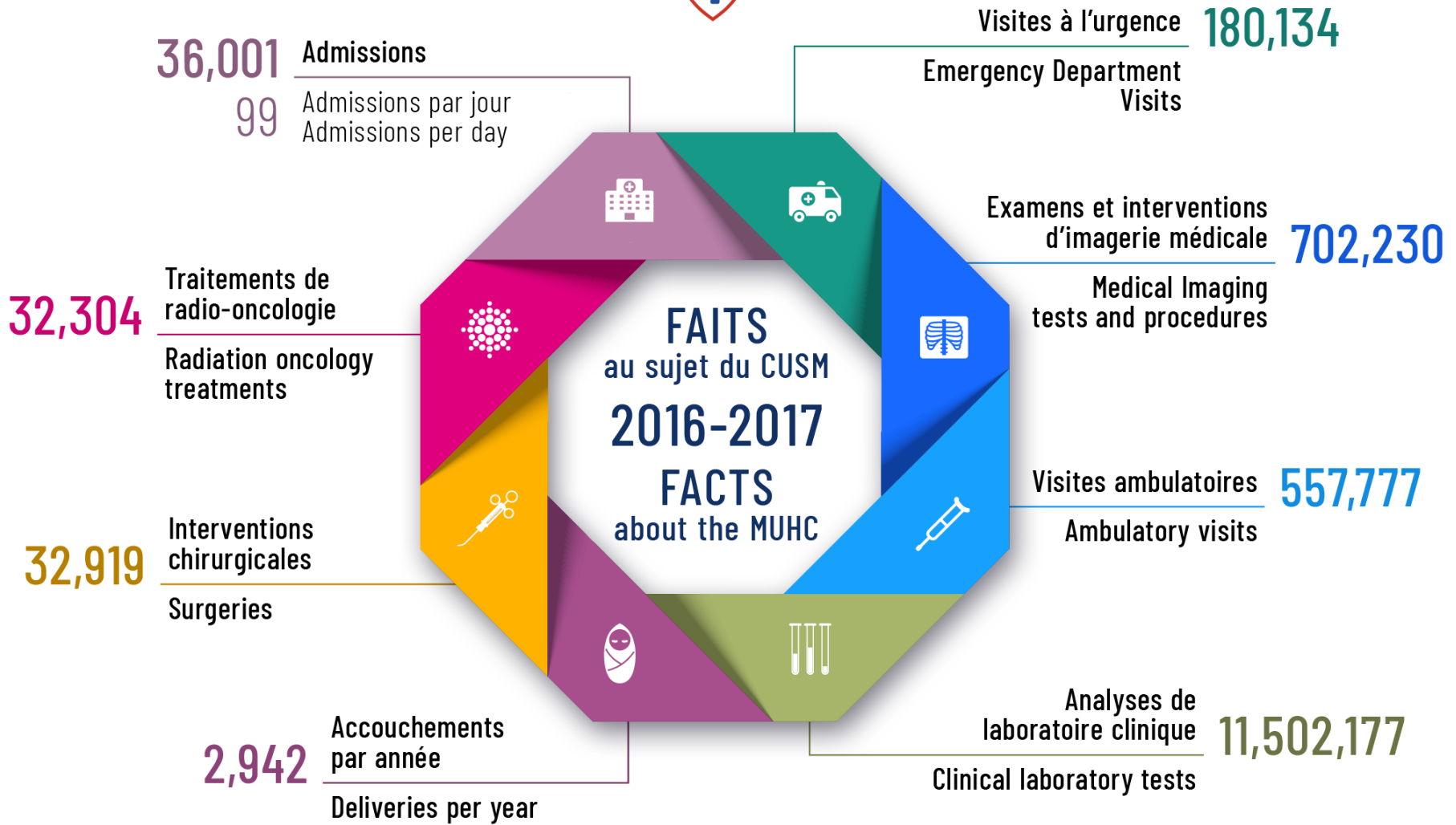
McGill University
Health Centre



Ordre du jour de l'assemblée générale annuelle

- Rapport de la Présidente directrice générale par intérim :
Martine Alfonso
- Rapport activités cliniques : Andréanne Saucier
et Dr. Ewa Sidorowicz
- Rapport financier : Stéphane Beaudry
- Rapport de la commissaire aux plaintes : Lynne Casgrain
- Rapport de l'Institut de recherche : Dr. Bruce Mazer et
Stephan Fullam
- Séance de questions-réponses







Martine Alfonso

**Présidente directrice
générale par intérim**





Un CHU au service de la collectivité

Facilite l'accès à des **soins et services** hautement **spécialisés**

Agit comme **partenaire** de confiance au sein du **réseau**

ParticiPatient au cœur de l'organisation

Repousse les limites de la **connaissance**

Vise les plus hauts standards de **performance** et d'**imputabilité**

Rallie une **communauté engagée**





ParticiPatient au cœur de l'organisation

- Co-construction des services et de ses propres soins → expérience patient optimale = meilleurs résultats de santé

Facilite l'accès à des soins et services hautement spécialisés

- Meilleur accès et fluidité du parcours de soins des patients
- Les plus hauts standards de qualité

Agit comme partenaire de confiance au sein du réseau

- Approche de soins intégrée → liens de confiance et des expertises complémentaires



Repousse les limites de la connaissance

- Recherche, enseignement et intégration de pratiques innovantes → dépassement des limites de la connaissance
- Catalyseur du développement et du transfert des connaissances

Rallie une communauté engagée

- Culture mobilisatrice et inclusive → permet de faire face aux changements et de maintenir un lien de confiance avec les patients

Vise les plus hauts standards de performance et d'imputabilité

- Une gouvernance imputable → meilleure performance dans l'intérêt de la population





The Road Ahead – Propelling our future

- Continue modernization projects
 - ✓ Lachine Hospital
 - ✓ Montreal General Hospital
 - ✓ Montreal Neurological Hospital





**Dr. Ewa
Sidorowicz**

**Director of
Professional Services**

**Andréanne
Saucier**

**Directrice des
soins infirmiers**





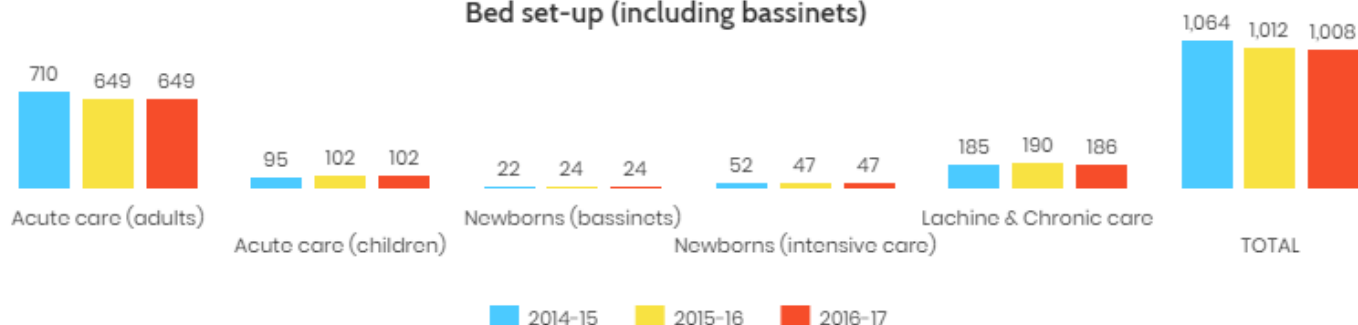
Specialized and highly-specialized care

- Adjustment of level of clinical activities occurred in 2015-16 and we are now operating at clinical plan volumes
 - Increased volumes in the Emergency Department, Cardiology, Oncology, Stroke
- Just a few highlights of key complex services
 - Solid organ and stem cell transplants
 - Multidisciplinary cancer care
 - Multidisciplinary cardiovascular care
 - Neonatal and pediatric intensive care
 - Pediatric and adult trauma care
 - Neuroscience care and mental health

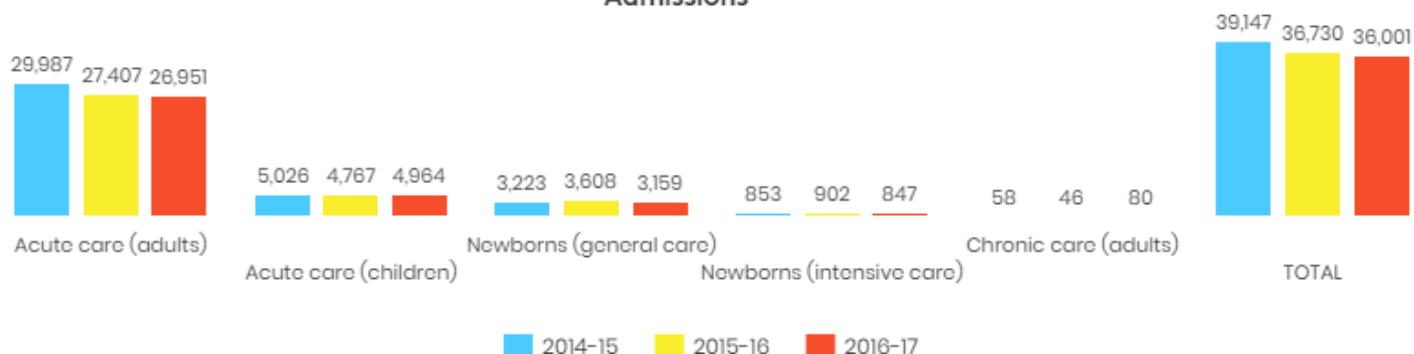


Statistical data: Inpatients

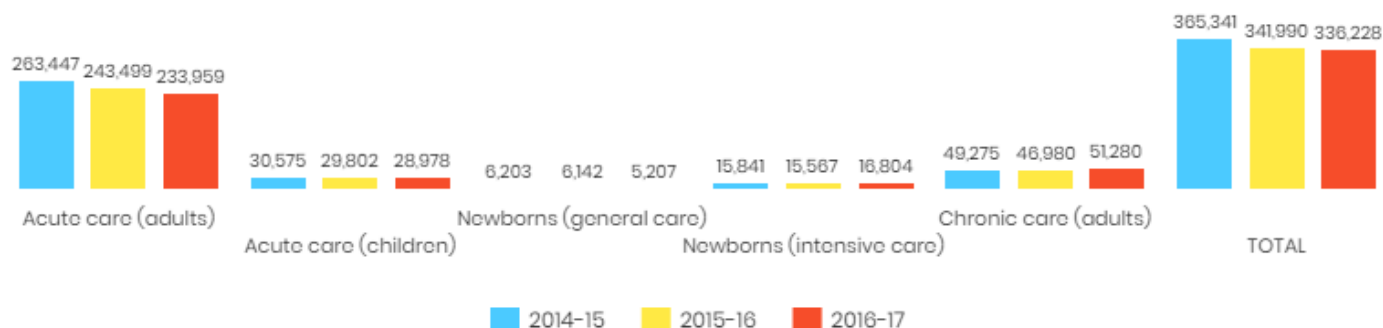
Bed set-up (including bassinets)



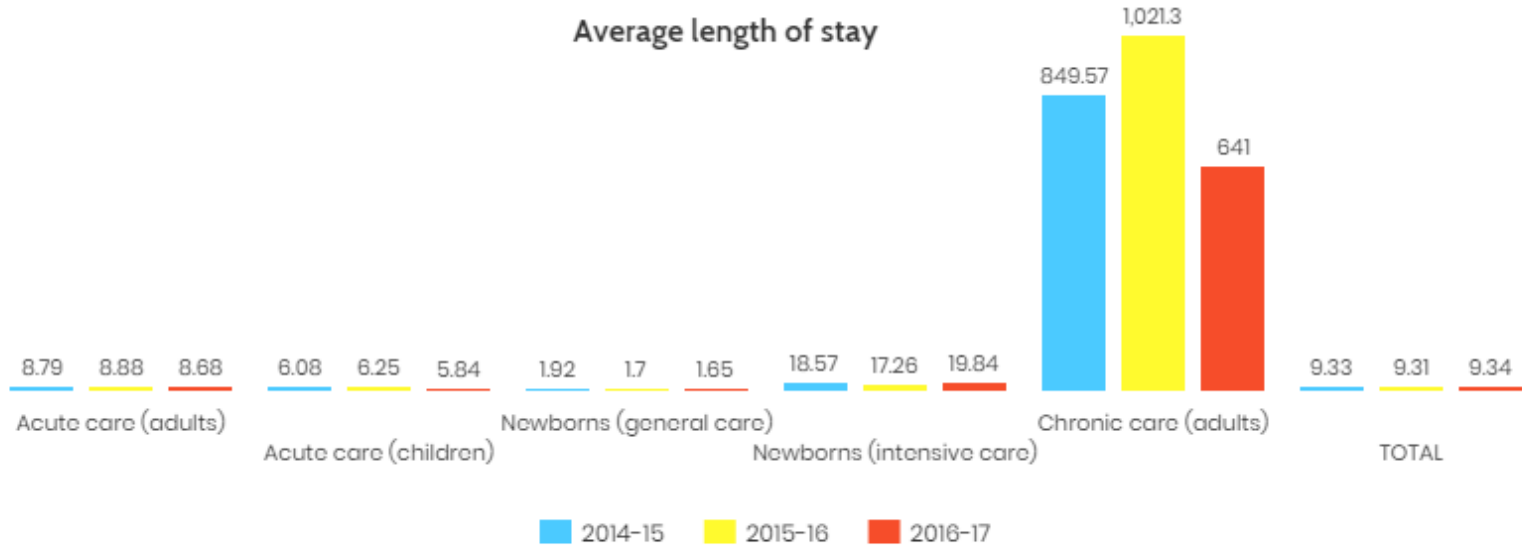
Admissions



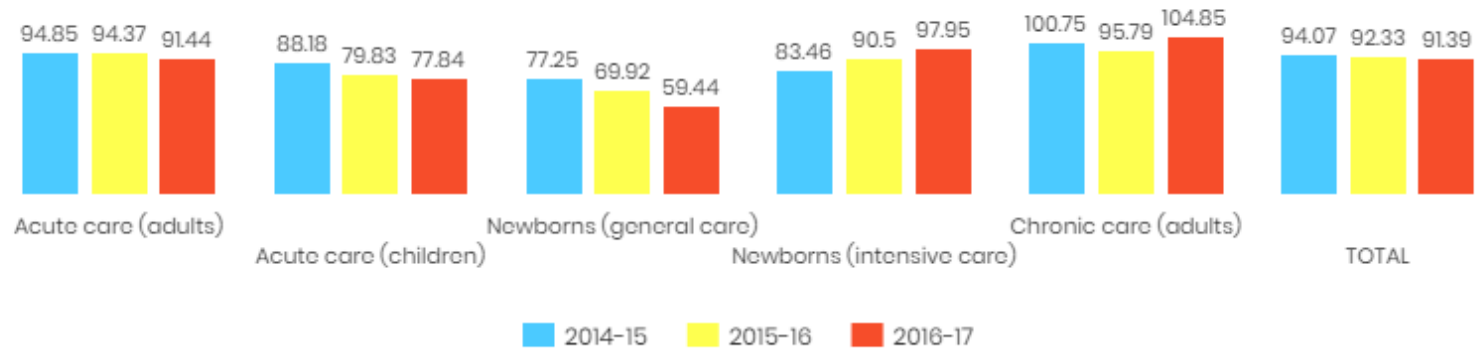
Patient days



Average length of stay



Average occupancy (%)





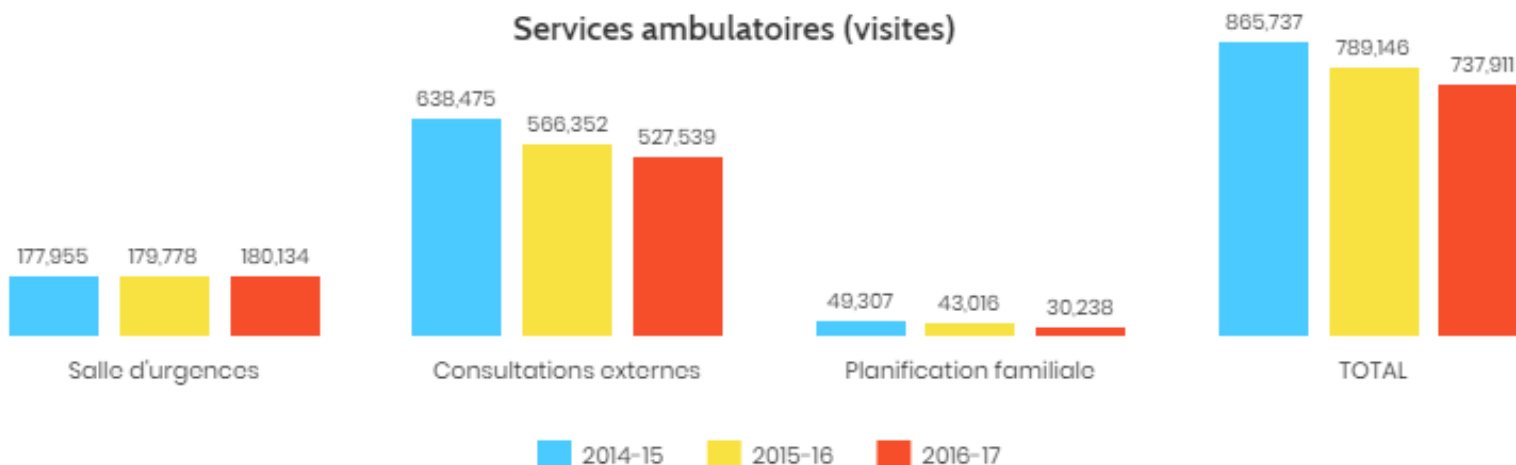
Spécialisation des services ambulatoires

- Emphase sur des suivis de clientèles complexes offerts par des spécialistes et des équipes multidisciplinaires, autant pour les populations adultes que pédiatriques.
- Ceci se traduit par de la chirurgie d'un jour, de la médecine de jour, permettant de développer des alternatives à hospitalisation.

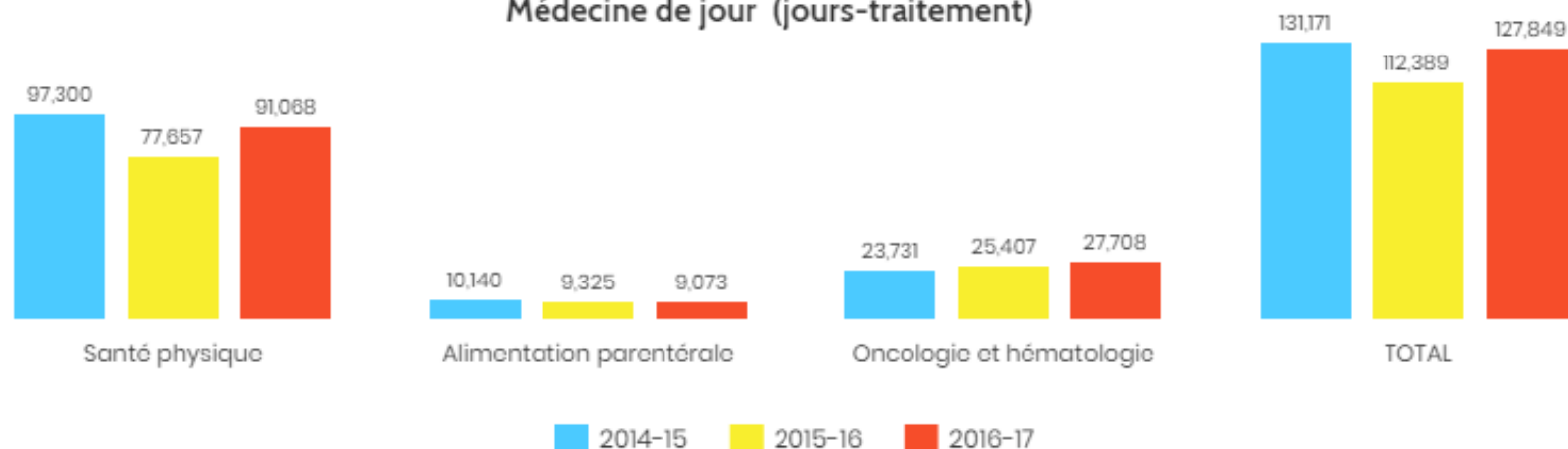


Données statistiques : Alternatives à l'hospitalisation

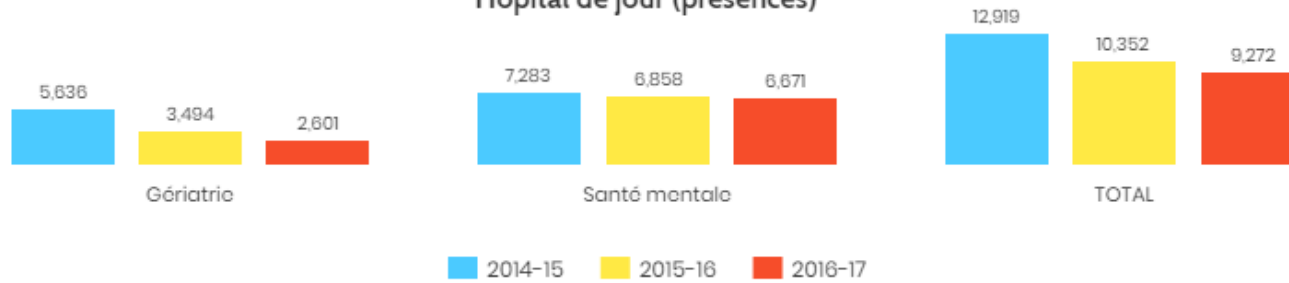
Services ambulatoires (visites)



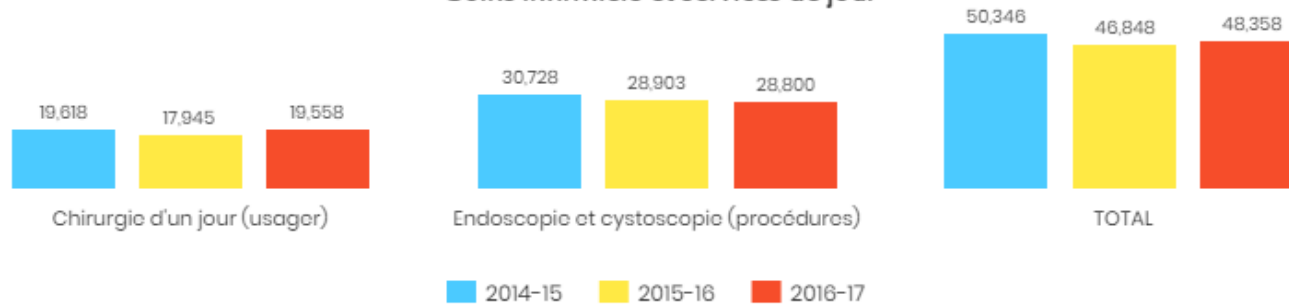
Médecine de jour (jours-traitement)



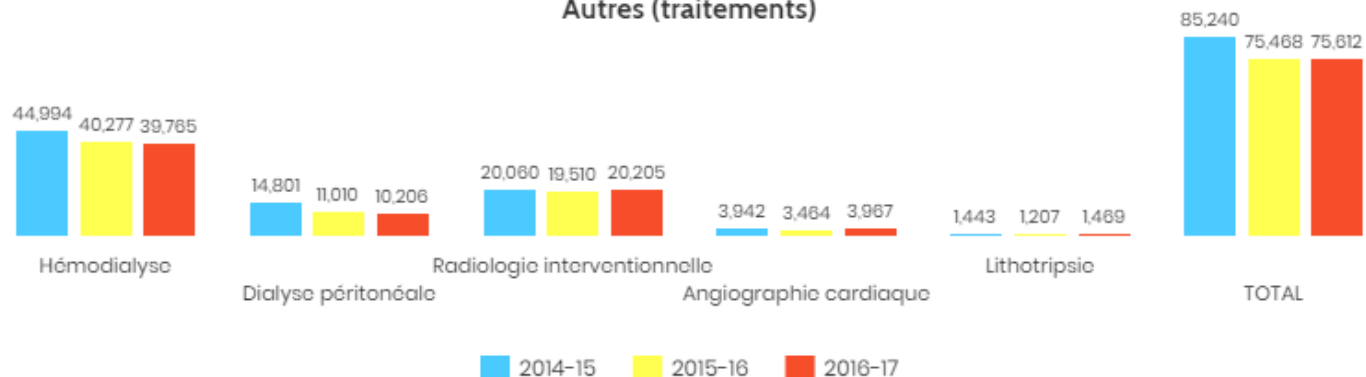
Hôpital de jour (présences)



Soins infirmiers et services de jour



Autres (traitements)





Teaching the next generation

- Consolidation of the Education Directorate
 - 1,200 research interns
 - 1,159 residents, pharmacists and Fellows
 - 1,950 nurses
 - 745 Medical students
 - 523 Allied health professional and technical students





AGM-stories-FrEn-final.mp4





Stéphane Beaudry

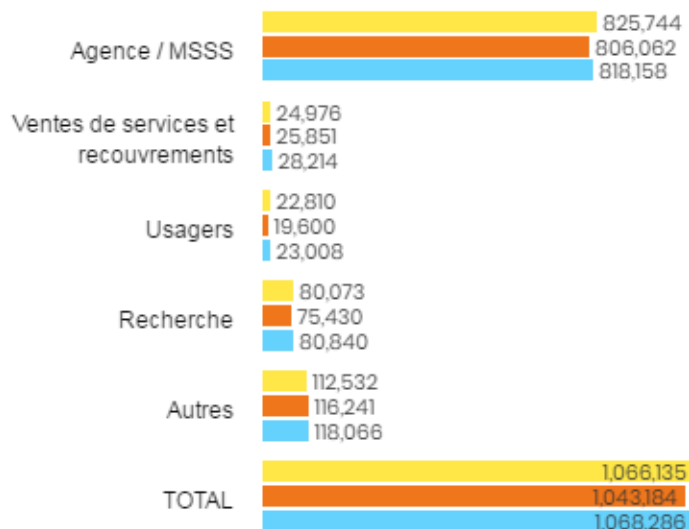
**Directeur général
adjoint Finances,
administration et
soutien**



Résultats financiers

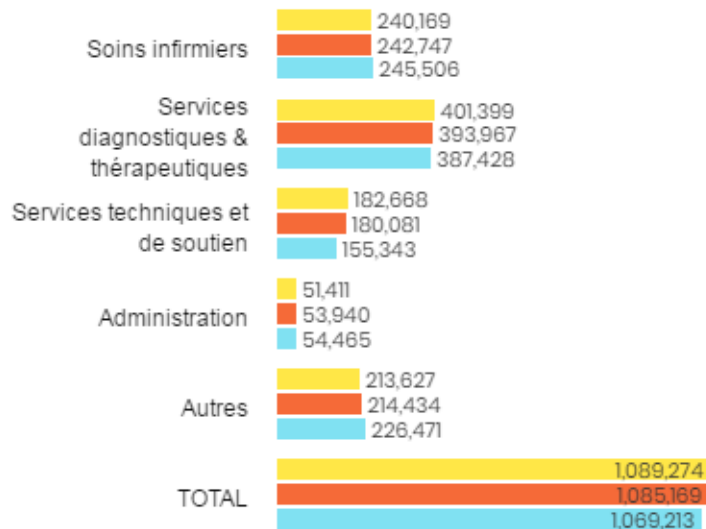
Fonds d'exploitation

Produits (milliers de \$)



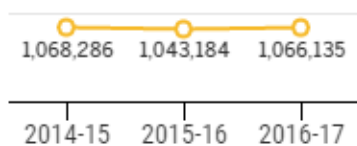
● 14-15 ● 15-16 ● 16-17

Charges (milliers de \$)



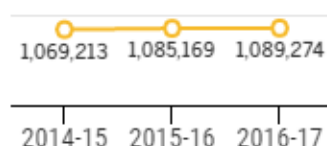
● 14-15 ● 15-16 ● 16-17

Produits (milliers de \$)



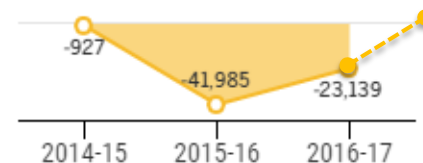
●

Charges (milliers de \$)



●

Déficit (- milliers de \$)



●






Lynne Casgrain

**Bureau de la
commissaire locale
aux plaintes et à la
qualité des services**





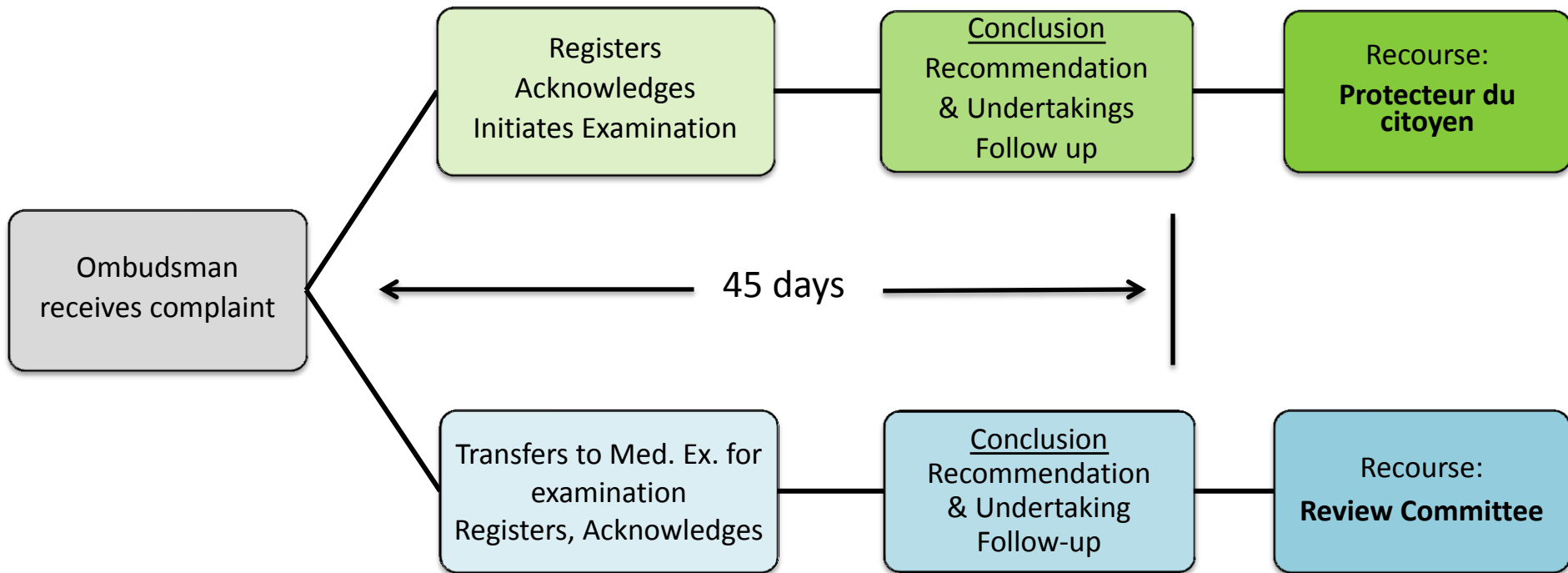
“An Ombudsman assists with the fair and expeditious resolution of complaints in an impartial, confidential and independent manner.”

[...] the Ombudsman/person is not a representative of the person raising the complaint or the organization being complained about.”

- Forum of Canadian Ombudsman



The Complaint System



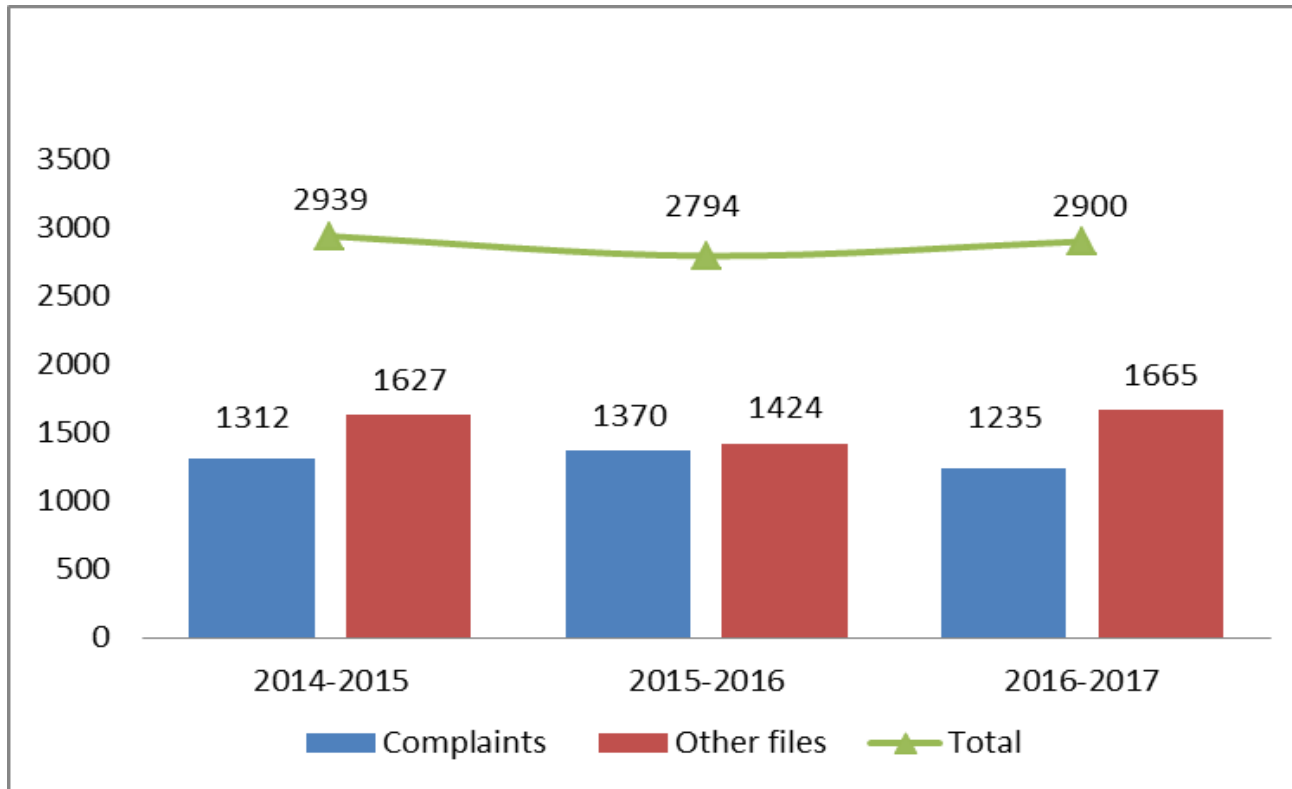


What we do

- Listen
- Assist - patients, families, visitors
- Intervene when a problematic situation is brought to our attention
- Offer consultations, advice on patients rights
- Mediate and conciliate
- Receive and examine complaints
- Make recommendations/obtain undertakings
- Promote patients' rights and the complaint system

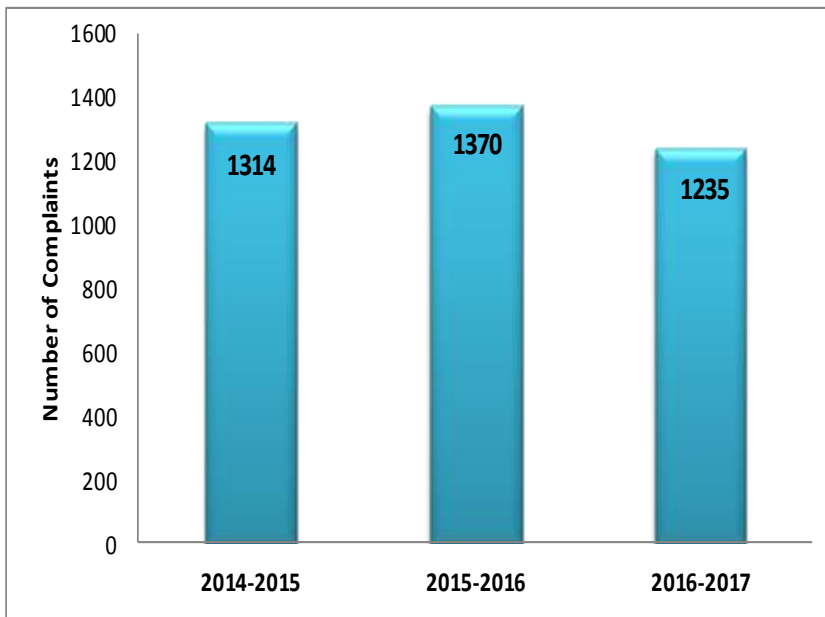


Number of Files 2014-2017

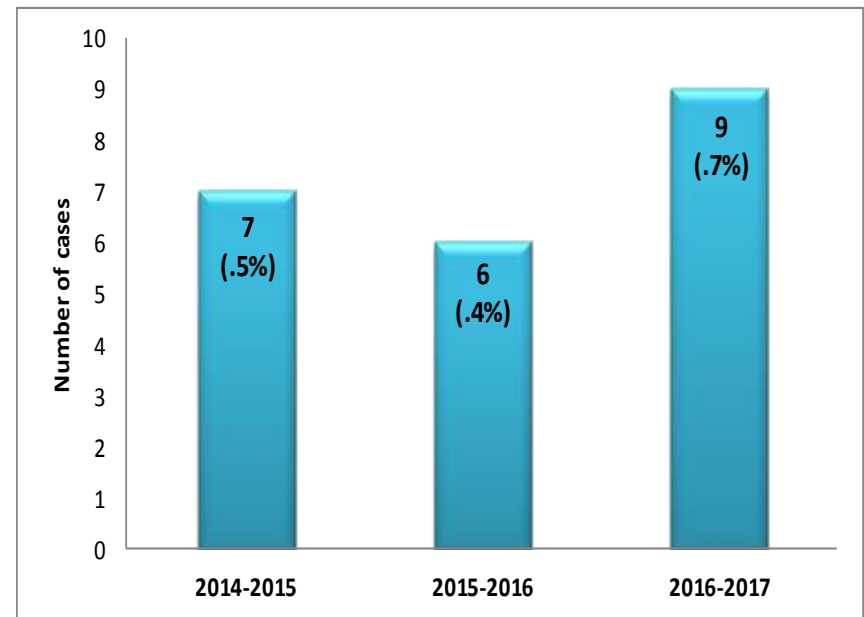


Complaints 2014 - 2017

Number of complaints

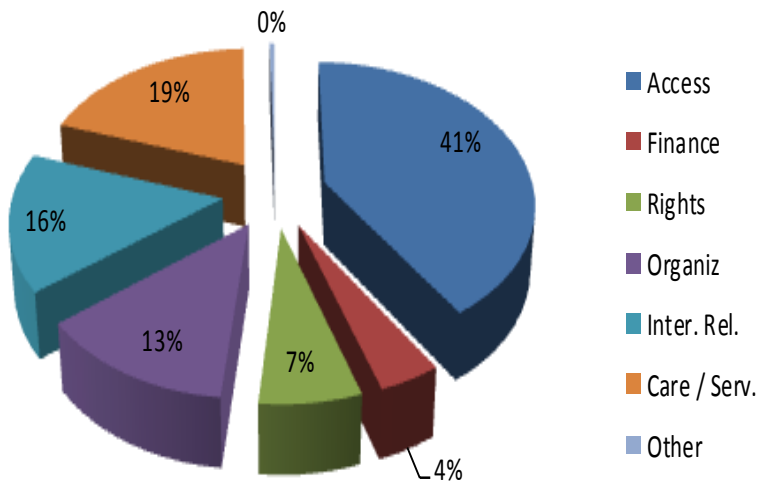


Protecteur du citoyen

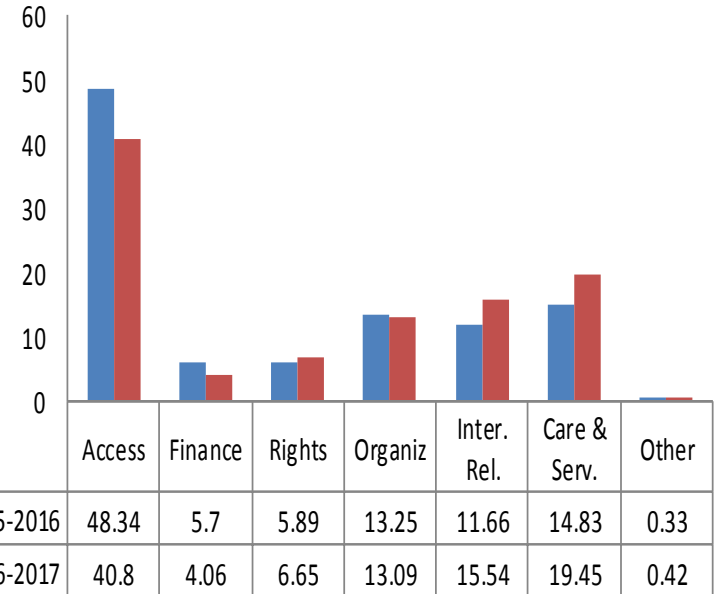


Complaints by Categories

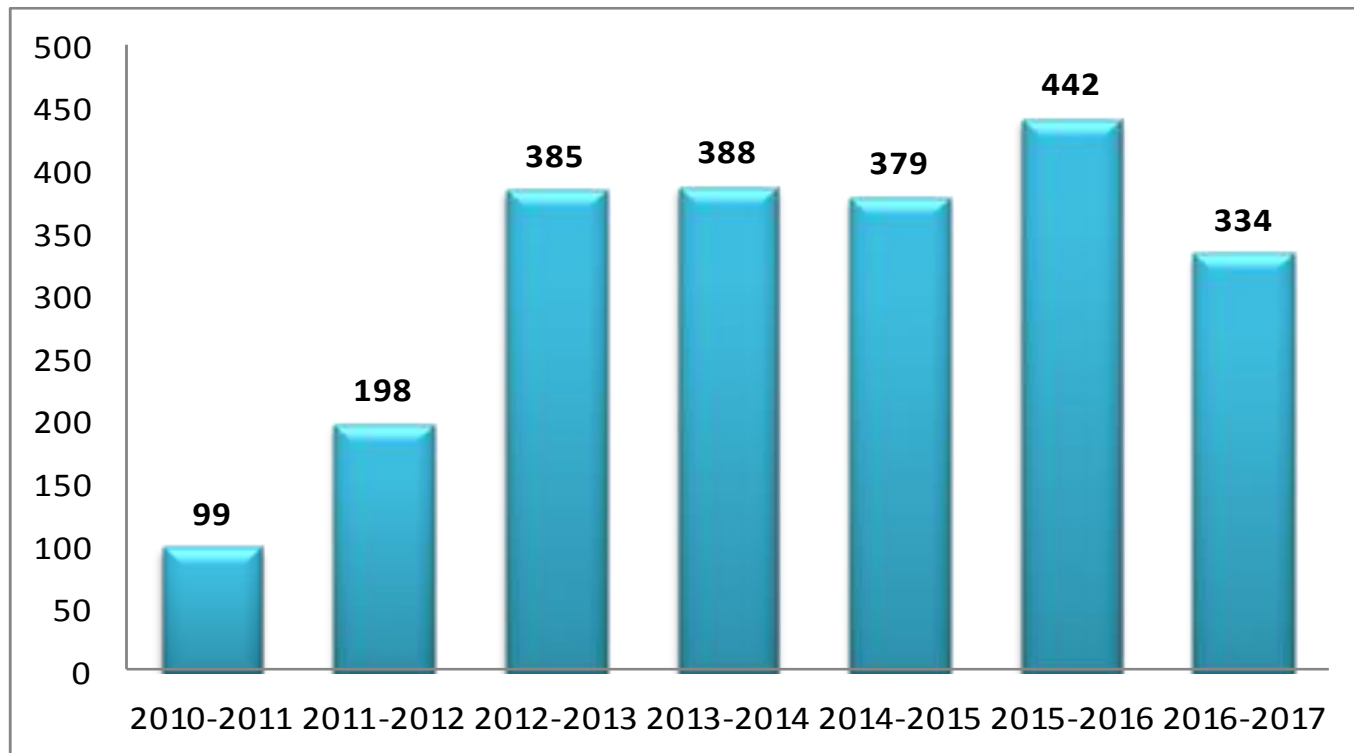
Complaint Categories



Complaint Categories - 2 year Comparison

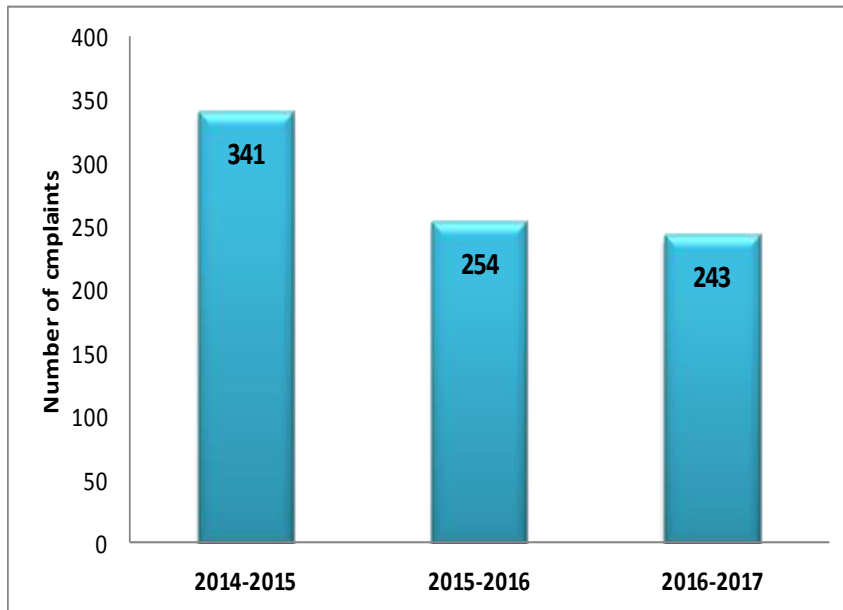


Telephone Access Complaints

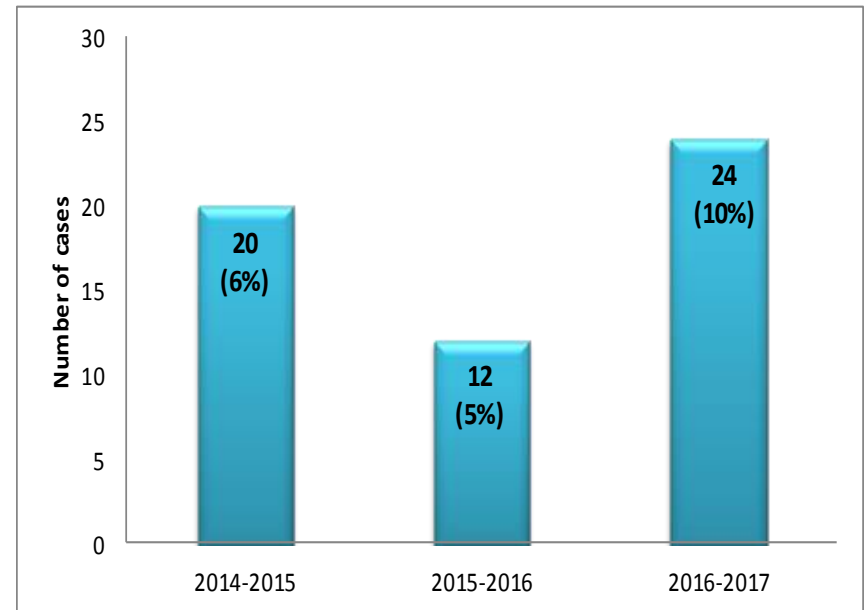


Medical Complaints 2016 - 2017

Complaints



Review Committee





Dr. Bruce Mazer

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





RI-MUHC

- Largest hospital based research institute in Quebec
- 480 full and part-time researchers
- Over 120 basic and translational science laboratories
- 100 of Canada's top outcomes and epidemiology researchers
- Over 200 research with clinic/patient oriented research



Research Infosource Ranking 2017

| Area | Rank: | Value (\$000) |
|--|----------|------------------|
| Canada's Top 40 Research Hospitals 2017 | 3 | \$178,823 |
| Canada's Top 40 Research Hospitals 2016 | 3 | \$172,193 |
| Research Hospitals by Growth (% Change FY2015-FY2016) | 19 | 3.9% |

CANADA'S TOP

40

RESEARCH
HOSPITALS

2017 **RESEARCH**
Infosource Inc.



Research Infosource Ranking 2017

| Area | Rank: Large Tier Size** | Value (\$000) |
|--|----------------------------|------------------|
| Hospital Intensity (Research Spending as a % of Total Hospital Spending) | 2 | 16.5% |
| Researcher Intensity (Research Spending per Researcher) | 2 | \$516.8 |

CANADA'S TOP

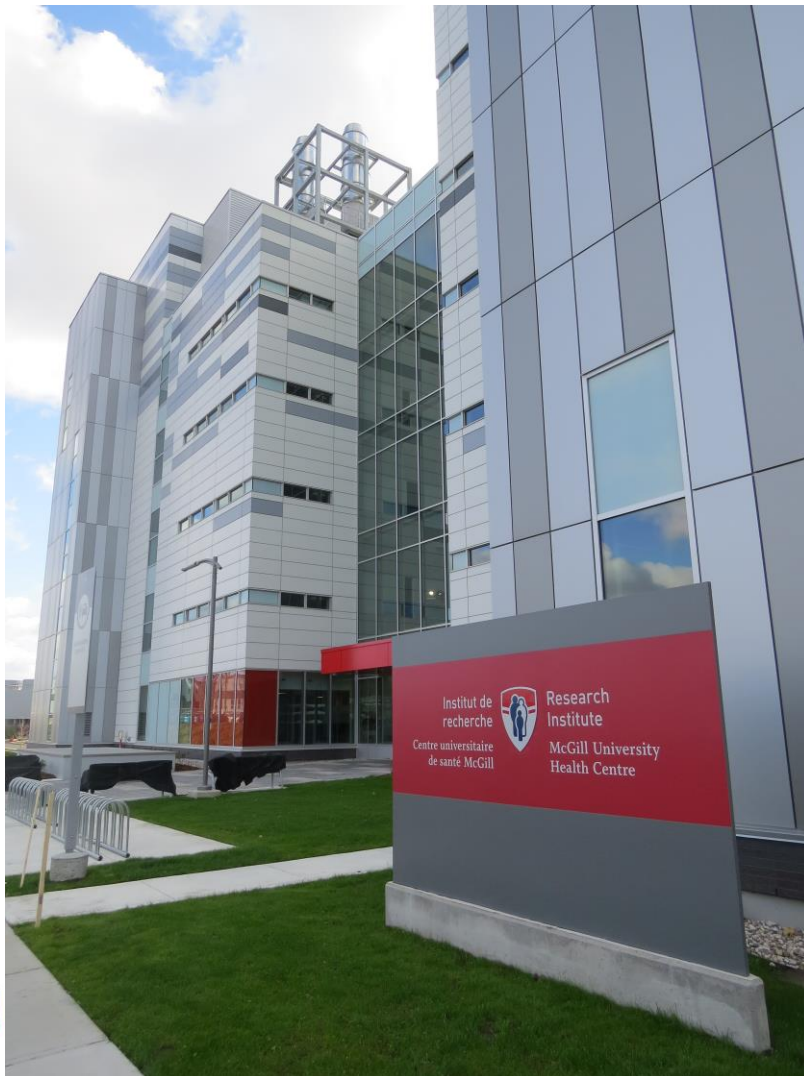
40

RESEARCH
HOSPITALS

2017 **RESEARCH**
Infosource Inc.



Two major sites



MGH



- A highly-specialized innovative research hospital
- Trauma
- Neuroscience
- Surgical innovation
 - Thoracic and Lung Cancer Surgery
- Surgical Innovation Platform
- Mental Health



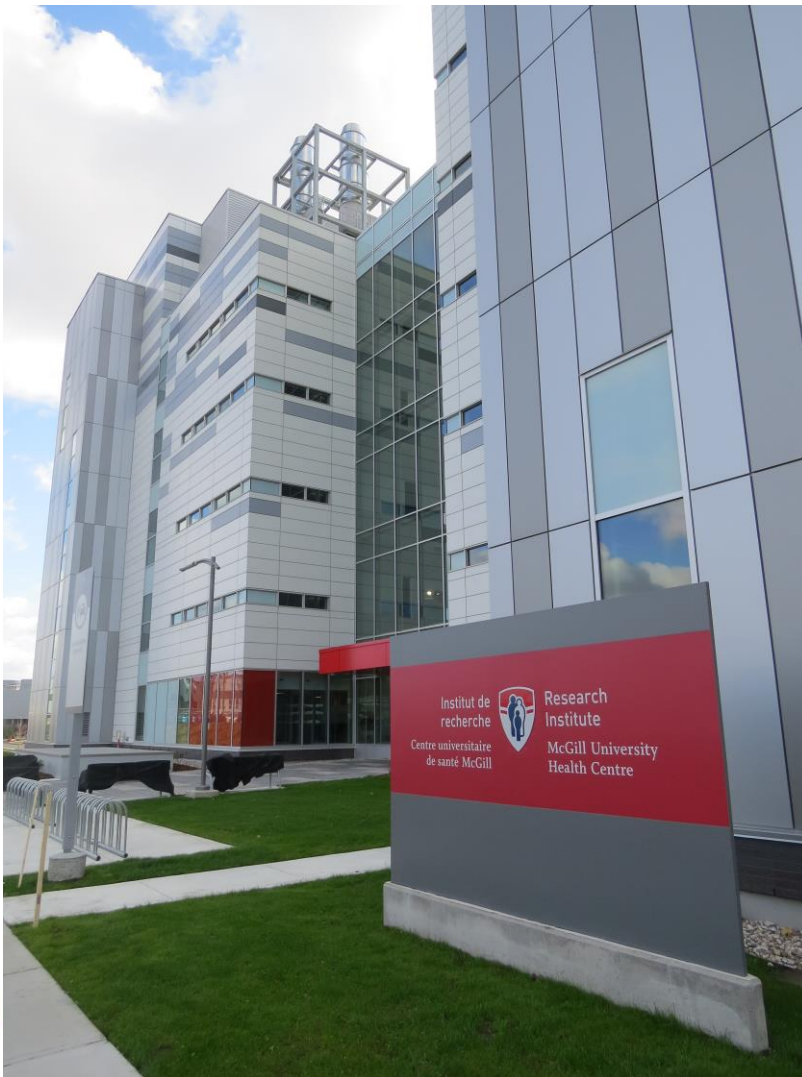


Strategic Infrastructure Fund and CFI

- \$9M being invested in **MGH** site for:
 - Surgical Innovation Platform
 - New Centre for Outcomes Research
 - Centre for Innovative Medicine (Clinical Research Centre)
- CFI funding
 - MRI for Traumatic Brain Injury Program



Glen Site



- World-class technology platforms
- Integrated Centre for Innovative Medicine
- New Centre for Outcomes and Research Evaluation at 5252 de Maisonneuve





RI in the news

- New App to deliver earlier and more effective testing for HIV
- Glioblastoma Multiformae in pediatrics: Novel Gene and New way to attack the Cancer
- Attacking the Biofilm: We can rethink how we need to treat chronic resistant infections
- Caffeine to treat Parkinson's?
- Kidney transplant: do girls or boys fair better?
- Can you diagnose a rare disease and cure it all in one step?





Major Endeavours

- Surgical Innovation Platform
 - Brings together surgeons, engineers, designers, venture capitalists to enhance the pace of surgical innovations
- CETI: Center of Excellence in Translational Immunology
 - Trans-disciplinary platform to harness to power of immune system across multiple disease areas
- Center for Biological Therapeutics
 - To unify patient care and evaluation and increase personalized therapies





Major collaborations

- Recherche Clinique Précoce
 - Phase 1 of a 5-year program
- Génome Canada: 5 RI applications reached the final stage
- Fonds d'accélération de collaboration en santé
 - 4-6 RI application for up to \$20M
- McGill Integrated Institute in Infection and Immunity
 - \$120M fundraising campaign with McGill





What's our secret

- We are not a hospital that does research...

WE ARE A RESEARCH DRIVEN HOSPITAL

- We have the ability to study disease and health from conception to end of life issues
- We can follow cohorts from infancy to adulthood
- Our investigators have embraced the challenge and seen the advantage of study across the lifespan





Stephan Fullum

**Directeur Adjoint,
Centre de médecine
innovatrice (CMI)**



The Centre for Innovative Medicine (CIM): Bringing Clinical Studies to Life

10 → 5 → 3, 1st → 2



- Being part of a Clinical Research Study
- Overview of different types of Clinical Trials
- Center for Innovative Medicine

CIRQUE DU SOLEIL



Different types of Clinical Trials

Observational Studies

In many studies, researchers do not do experiments or test new treatments; they observe. Observational studies help researchers understand a situation and come up with hypotheses that can be put to the test in clinical trials. Observational studies can find associations between things but can't prove that one thing causes another. Types include:

Case Study/Case Series

A detailed description of one or more patients. By documenting new and unusual cases, researchers start to generate hypotheses about causes or risk factors.

Ecological Study

Compares the rates of a disease or condition for groups of people, such as towns in different climates or with different average incomes.

Cross-Sectional Study

A snapshot of many people at one moment in time. These studies can show how common a condition is and help identify factors associated with it.

Case-Control Study

A group of people who have a condition is compared to a control group of people who don't. Possible causes or risk factors can emerge.

Cohort Study

A large group of people is observed over time. Some eventually develop a disease or condition.

Clinical Trials

In these studies, researchers test new ways to prevent, detect, or treat disease. Treatments might be new drugs or combinations of drugs, new surgical procedures or devices, or new ways to use existing treatments. Clinical trials can also test other aspects of care, such as ways to improve the quality of life for people with chronic illnesses.

A well-designed clinical trial is the gold standard for proving that a treatment or medical approach works, but clinical trials can't always be used. For example, scientists can't randomly assign people to live in different places, or ask people to start smoking or eating an unhealthy diet. Clinical trials are conducted in phases:



Phase I

- Purpose: Find out whether a medical approach (e.g., drug, diagnostic test, device) is safe, identify side effects, and figure out appropriate doses.
- Number of people: Typically fewer than 100



Phase II

- Purpose: Start testing whether a medical approach works. Continue monitoring for side effects; get information that goes into designing a large, phase III trial.
- Number of people: Typically 100-500

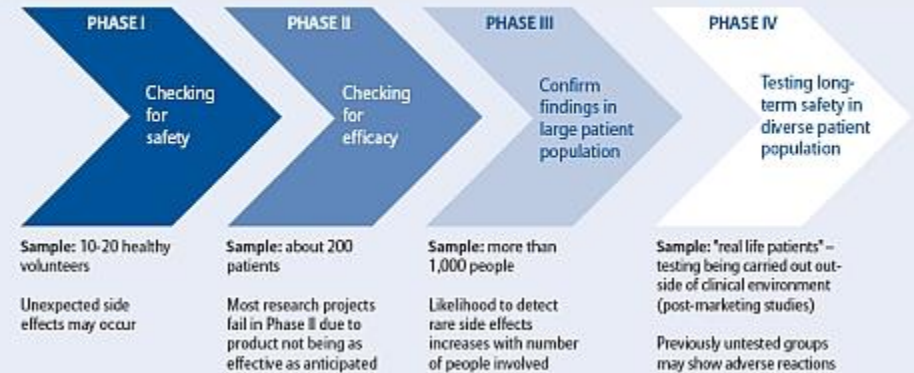


Phase III

- Purpose: Prove whether a medical approach works; continue monitoring side effects.
- Number of people: As many as needed or able to enroll—can be 1,000 or more



WATCHING YOUR STEP – THE DIFFERENT STAGES OF CLINICAL DEVELOPMENT AND WHAT THEY EXAMINE



Source: AGCS

Types of Clinical trials



Safety and best **dosage** levels are determined.

1 to 2 dozen participants



Phase I

Preliminary response to new treatment is recorded and analyzed.

Fewer than 100 participants



Phase II

Early **discovery** and **ongoing research**



Phase IV

After treatment is **approved**, it is studied to **evaluate** side effects not apparent in Phase III.

Thousands of people involved



Phase III

Results are compared between **new** and **standard** treatment.

Hundreds to thousands of participants



The Centre for Innovative Medicine (CIM): Bringing Clinical Studies to Life



The Centre for Innovative Medicine (CIM): Bringing Clinical Studies to Life

State-of-the-art environment dedicated to clinical research

A Research Centre inside a hospital spanning both Pediatric and Adult studies

- 24 examining and interview rooms
- 17 chairs dedicated to infusions
- Apheresis and blood draw
- 1 cognitive suite
- 1 metabolic kitchen
- 8 negative pressure overnight beds
- 1 laboratory to process samples



The Centre for Innovative Medicine (CIM): Bringing Clinical Studies to Life

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The Centre for Innovative Medicine (CIM): Virtual Tour



The McConnell Centre for Innovative Medicine.mp4



MERCI!





QUESTIONS

