

Bâtir ensemble 2023 – CHSSN

Présentation du 19 janvier 2023

Regroupement provincial des comités des USAGERS Santé et services sociaux



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- Founded in 2004, the **RPCU is an** organization founded by users' committees in order to respond to the needs of the members of these committees, among others: the sharing of expertise, training, accompaniment and representation before the MSSS and other important partners.
- Its mission is to defend and protect the rights of users throughout the health and social services network by supporting CUs and RCs in the accomplishment of their mission and by exercising leadership in improving the quality and safety of care, health services and social services throughout Quebec.
- We represent CUs and RCs of all user missions from children to the elderly.
- Respect, integrity, solidarity and commitment are our values.

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Some additional information:

- As of 31 March 2022, 541 member committees in the RPCU
- All regions are represented
- Board members are from all regions and missions
- One seat is reserved for the English-speaking clientele according to the general regulations of the RPCU: *"a person elected by the UC, RC of institutions designated to provide services in English, located in the designated regions"*.
- We also provide support to the CUCI (Users Committee of the Integrated Centre) in all regions.

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Users' rights under the Act respecting health services and social services (LSSS) :

1. **Right to** information
2. **Right to** services
3. **The right to** choose one's professional or institution
4. **The right to** receive the care required by one's condition
5. **Right to** consent to or refuse care
6. **Right to** participate in decisions
7. **Right to** be accompanied, assisted and represented
8. **Right to** accommodation
9. **Right to** receive services in English
10. **Right of** access to one's user file
11. **The right** to confidentiality of one's user file
12. **Right to** register a complaint

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The challenges of users' and residents' committees:

- Strengthening and revitalising committees following covid-19
- Supporting volunteers in their vital role of representing users through committees
- To be heard and to regain a central position as the privileged interlocutor of the users' voice with the administrations of all the institutions
- Working with the Complaints Commissioners
- Find a range of services adapted to users and communities (no wall to wall).

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The RPCU: 2022-2023

- Supporting, training and representing
- Listening to and working with our mission tables for advocacy
- Give a strong voice to the committees in relation to the work of the Dubé - Savoie plans as well as to the 3 ministers concerned.

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Thank you for your invitation!

Sylvie TREMBLAY

General Director of RPCU



The background features several concentric circles in light gray, some solid and some dashed, creating a ripple effect. A large red speech bubble is centered on the page, containing white text. The speech bubble has a tail pointing downwards.

Important Role of Users Committees in Promoting the Rights to Services in English

Bringing it home!

Users Committees the Law

Users are **key actors** in the continuous **improvement of the quality of care and services** in the health and social service network (HSSN).

To provide users with a forum that allows them to contribute to the health and social services network by performing certain functions and **defending users' rights**, the

Act respecting health services and social services (*AHSSS* – starting at Art 209) provides for the establishment of users' committees (UC) and in-patient committees (IPC) **in health and social services institutions**

Rights as Users

Users committees are the guardians of the twelve user rights established by the AHSSS, namely:

- 1) The right to information (section 4)
- 2) The right to services (sections 5 and 13)
- 3) The right to choose a professional or institution (sections 6 and 13)
- 4) The right to receive the care their condition requires (section 7)
- 5) The right to consent to care (sections 8 and 9)
- 6) The right to participate in decisions (section 10)
- 7) The right to be accompanied, assisted and represented (sections 11 and 12)
- 8) The right to accommodation (section 14)
- 9) The right to receive services in English (section 15)
- 10) The right of access to the user's file (sections 17 to 28)
- 11) The right to confidentiality of the user's file (sections 19 and 20)
- 12) The right to complain (sections 34, 44, 45, 53, 60, and 73)

The Team

CISSS or CIUSSS

Users Cttee of the
integrated center

Institutional Users &
In-patient Cttee's

Various tables and
consultations

Rights Protected



Roles UC and IPC

Perform the following functions:

- 1) **Inform** users of their rights and obligations.
- 2) Help **improve** the quality of users' living conditions and evaluate the level of user satisfaction with the services at the institution.
- 3) **Defend** the collective rights and interests of users or, upon request, the rights and interests of an individual user, before the institution or any competent authority.
- 4) **Accompany and assist** users, upon request, in any actions they undertake, including filing a complaint.
- 5) **Ensure**, where applicable, that each in-patient committee functions properly and that they have the necessary resources to carry out their duties.

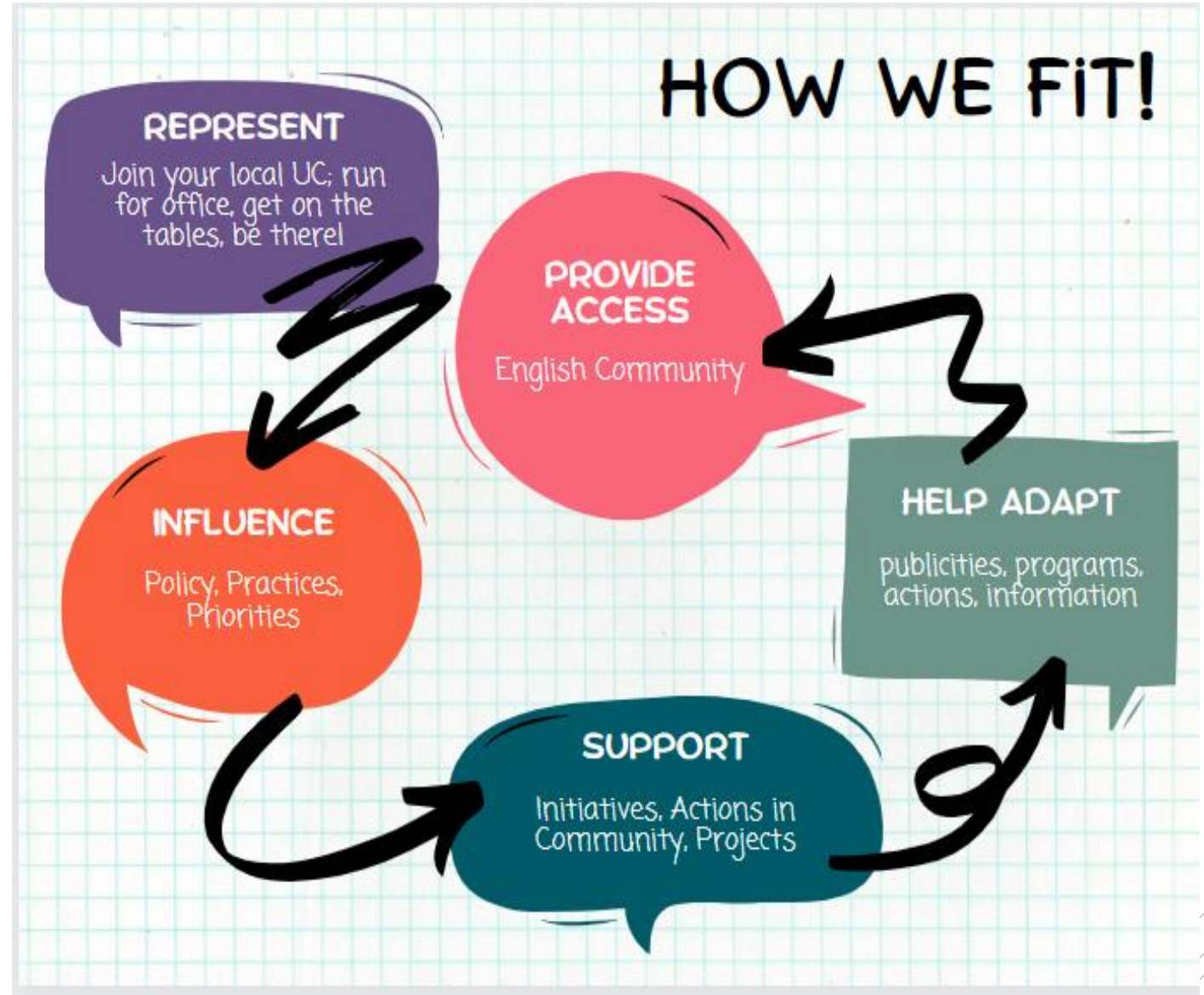


ICUC

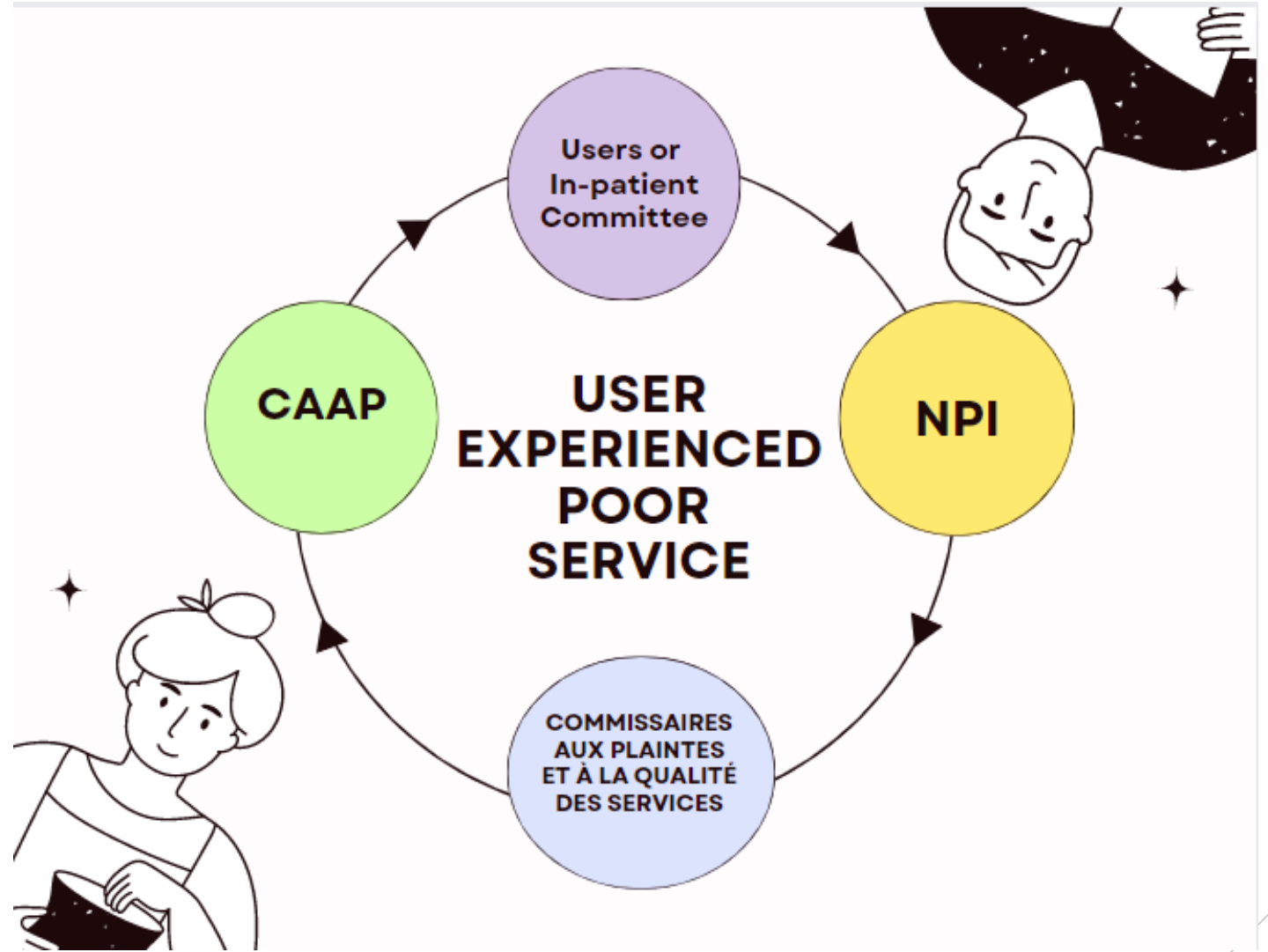
Specific responsibilities

- **Provide representation, coordination, and harmonization** functions to and on behalf of CUCs and IPCs.
- **Liase** with UCs and IPCs and work jointly with the latter in the interests of users from a general and regional perspective based on all of the institutions (*ie: food quality*)
- Produce activity and financial reports
- Make a **list of priority issues and recommendations** to the board of directors of the CISSS or CIUSSS on quality improvement.
- Forward reports to the board of the CISSS or CIUSSS within the prescribed time frame

How NPI's can help!



To Defend



A red speech bubble graphic with a white outline, containing the text 'To Defend'. The bubble has a tail pointing downwards and to the right.

To Defend

5 ways to defend

1. Listen
2. Stay Connected
3. Speak Up
4. Stand UP
5. Choose the means



Ne perdez pas vos droits de vue

Neighbours & Users Committee of Rouyn-Noranda

Elected

Representing
the English
Community

Influencing

Slowly
reminding
them that
Access to
English
Health
Services is
a Right

Adapted

Helped
translate
information
material

Access

Helped
distribute
information,
helped hosted
bilingual
session

Neighbours & CUCI-AT

Comite des Usagers de Centre Intégré De Santé Et De Services Sociaux De L'abitibi-Témiscamingue

REPRESENT

INFLUENCE

SUPPORT

HELP ADAPT

ACCESS



RESULTS

For Neighbours:

- ❖ Neighbours is invited to consultants, presentations and meetings
- ❖ Neighbours is well represented: Secretary of CURN, VP of CUCI-AT, President of Access Committee
- ❖ Neighbours is the bridge to the English Community

For Users

- ✓ Improved access to health services
- ✓ Improved awareness of rights
- ✓ Improved sense of right to service

For the English Community

- ✓ Rights are defended and promoted
- ✓ IMPROVED SERVICE

Thank you!

Our Health
IS IN OUR HANDS



CHSSN