

# 2023-2024 REPORT

## Successes and challenges

A constantly evolving range of care and services to meet the needs of the population



### HOME CARE

Increase in the hours of services and people served

A total of **2,091,509** hours of services provided to **26,637** people | **26,567** (2023)



### YOUTH

Significant increase in the number of children screened by the Agir tôt platform

**1,494** | **809** (2023)



### MENTAL HEALTH

**49,65%** of users received mental health care and services within the prescribed timeframe



### PROFESSIONAL SERVICES

**37,2%** of people consulted a healthcare professional within 36 hours in medical clinics, exceeding the ministerial target by **17,2%**



### EMERGENCY-DEPARTMENT WAITING TIME

**69 minutes** less to see a doctor

**184 minutes** compared with **253** in 2023



### STRETCHER IN THE EMERGENCY DEPARTMENT

(average length)

Stay reduced by **0,26 hour**

**15 hours** compared to **15,26** in 2023



### PENDING SURGERIES

(more than 12 months waiting time)

**1,353** surgical requests pending for more than a year



### ONCOLOGY SURGERY

Decrease in the percentage of patients treated by oncological surgery in 28 days or less

**36,5%** compared with **41%** in 2023



# Highlights

Over the past year, our entire action plan has been reviewed to clearly define the vision, directions and objectives that will guide our organization through to 2027. In line with Bill 15 and Mr. Dubé's Health Plan, our 2023-2027 strategy aims to achieve common goals by combining our strengths and knowledge in four major new directions:

- **Promoting** home as the best environment for well-being;
- **Offer** workplaces that contribute to development and fulfillment;
- **Transforming** practices through the university mission;
- **Contribute** to social, economic and environmental sustainability.

## MAJOR FACILITY MODERNIZATION PROJECTS

Work on the construction of seniors' and alternative housing facilities in Estrie is well underway. Last February, the « **Maison des aînés et alternative de Magog** » opened its doors to residents. To follow the progress of these projects and find out about opening dates, please visit our website regularly: [santeestrie.qc.ca/ciuss/projets-majeurs/maisons-des-aines-et-alternatives](https://santeestrie.qc.ca/ciuss/projets-majeurs/maisons-des-aines-et-alternatives).

On March 18, the « **Aire ouverte** » team inaugurated its new premises, providing a welcoming space for local young people between the ages of 12 and 25.

To improve the efficiency of **hemodynamic** and **angiographic** procedures, the rooms in these two sectors have been modernized.

## HIRING NEW RECRUITS

Once again this year, we continued our recruitment efforts, and a total of **3,165 new resources** joined our organization, across all job categories.

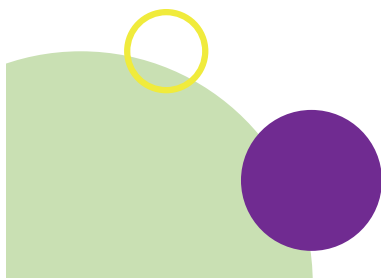
## THE IMPORTANCE OF MENTAL HEALTH IN THE POPULATION

It is important for our organization to improve mental health services and make them more accessible. That's why several initiatives have been deployed over the past year:

- « **L'équipe ACCÈS** » offers health care and social services to people living with opioid addiction, homelessness, poverty and social exclusion.
- **Four new mixed psychosocial and police outreach teams** have been deployed in our territory.
- We recently opened a respite home, « **L'Éclaircie** », for people experiencing psychological distress or momentary psychosocial crisis.

## THE WELL-BEING OF YOUNG PEOPLE AND THEIR FAMILIES REMAINS A PRIORITY

Youth remains a priority for our organization, and work continues on the Action Plan for the young people and their families. We invite you to visit our website regularly to check on the progress of the plan, or to find out about all the services available to families and how to access them: [santeestrie.qc.ca/ciuss/projets-majeurs/tous-concernes](https://santeestrie.qc.ca/ciuss/projets-majeurs/tous-concernes).



# DID YOU KNOW?

## The service quality and complaints commissioner:

- is responsible for *implementing the complaint* investigation process;
- reports directly to the *Board of Directors*;
- works entirely *independently*;
- has the authority to *require the provision of information necessary* to investigate complains, to summon the people concerned, and, upon completion of the investigation, to *make recommendations* to improve the quality of care and services;
- may *intervene on his or her own initiative* and *recommend any measure* aimed at user satisfaction and the respect for their rights when he or she has reasonable grounds to believe that the rights of one or more users are not being respected.

## FILING A COMPLAINT IS A USER RIGHT

Anyone who is dissatisfied with the care or services they are receiving or require, have received, or should have received may file a complaint.

## IT IS THEIR RIGHT!

## 4 MAJOR INITIATIVES TO HELP IMPROVE QUALITY!

**Promote** rehabilitative care that respects the rights of troubled youth in our facilities

**Promote** care environments that are attentive to the needs and rights of mental health inpatients

**Ensure** a user- and family-centered approach that fosters the communication of information

**Ensure** responsible management of situations involving abuse of seniors or adults in vulnerable situations

## Complaint handling by the numbers

2,822 files processed by the Commissioner and her team | 2,574 (2023)

215 cases completed by medical examiners | 178 (2023)

1,560 improvement measures issued | 1,127 (2023)

### Motifs d'insatisfaction exprimés :

maltraitance, soins et services dispensés, accessibilité, relations interpersonnelles

## INFORMATION

santeestrie.qc.ca | 1-866-917-7903

# CIUSSS DE L'ESTRIE-CHUS IS...

**MORE THAN 500,000 PEOPLE LIVING**  
in the service area

**The most complete in Quebec, including a university hospital centre**

Nearly 100% of health and social services provided:

- from conception to end-of-life care
- from promotion/prevention (school-based care and services, immunization, etc.) to specialized care (surgery, oncology, radiology, etc.) and subspecialized care (neurology, neonatology, etc.).

**9** local service networks (LSNs)

More than **100** FACILITIES

**10%**

OF ESTRIE'S ECONOMIC ACTIVITIES

**MILLIONS OF CLINICAL PROCEDURES PER YEAR**

**ONE OF QUEBEC'S MOST IMPORTANT RESEARCH FORCES.**

With the CHUS Research Centre (CRCHUS), the Research Centre on Aging (CdRV), the Institut universitaire de première ligne en santé et services sociaux (IUPS), and the research activities carried out at Hôpital de Granby by three research clinicians (one neurologist and two internists)

**20,699**  
EMPLOYEES and MANAGERS

**1,303**  
PHYSICIANS and PHARMACISTS

**499**  
RESEARCHERS

**1,220**  
BEDS in hospitals and rehabilitation centres, including intensive functional rehabilitation units (URFIs)

**691**  
MEDICAL RESIDENTS

**13,484**  
INTERNSHIPS representing some 257,850 training days

**2,460** BEDS in residential and long-term care centres (CHSLD), seniors' homes and alternative housing (adult clientele)

**99** DISCIPLINES

**19** FOUNDATIONS

**THE LARGEST EMPLOYER IN ESTRIE**

**HUNDREDS OF PARTNERS**

Centre intégré universitaire de santé et de services sociaux de l'Estrie - Centre hospitalier universitaire de Sherbrooke

Québec

**600**  
VOLUNTEERS

Family medicine groups (FMGs), community pharmacies, private medical clinics, and community organizations.