



PROTECTEUR
DU CITOYEN

Listening • Rigour • Respect

INTERVENTION REPORT (EXCERPTS)

**Intervention at Centre hospitalier affilié
universitaire régional of Centre intégré
universitaire de santé et de services
sociaux de la Mauricie-et-du-Centre-du-
Québec**

Québec City, May 24, 2022

THE INTERVENTION

The Québec Ombudsman received a report about staff workloads being too heavy on the orthopedics and orthopedic surgery unit of Centre hospitalier affilié universitaire régional. The report alleged that the situation compromised the quality of care and services.

Given the information brought to its attention, the Québec Ombudsman decided to intervene. The purpose was to ensure that patients' rights are upheld and that care and services are adequate and provided in a safe manner.

The intervention concerned Centre hospitalier affilié universitaire régional, a facility of Centre intégré universitaire de santé et de services sociaux de la Mauricie-et-du-Centre-du-Québec, located in Trois-Rivières. More specifically, the investigation had to do with the orthopedics and orthopedic surgery unit, which has 40 beds and two cots.

THE CONCLUSION

In the context of its intervention at Centre hospitalier affilié universitaire régional of Centre intégré universitaire de santé et de services sociaux de la Mauricie-et-du-Centre-du-Québec, the Québec Ombudsman saw that the staff genuinely wants to provide quality care and services to the institution's client population. Moreover, the Ombudsman is happy to see that during the investigation, staff were added to the unit.

However, at the end of the investigation, the Québec Ombudsman concluded that work organization and the clinical support provided to unit staff should be improved so that staff have additional tools and better ways of functioning in order to provide optimal care. The Ombudsman also considered that record-keeping must more faithfully document the care that the staff provide, and that staff should be more concerned and proactive about the issues that underlie adequate record-keeping (risk screening and personalized care plans).

THE RECOMMENDATIONS

Given the preceding, the Québec Ombudsman recommended that Centre intégré universitaire de santé et de services sociaux de la Mauricie-et-du-Centre-du-Québec (Centre hospitalier affilié universitaire régional):

R-1 Remind all the staff concerned on the orthopedics and orthopedic surgery unit that they must assess pain, level of sedation, and respiratory status when opiates are administered and at the time of the peak effect of each dose administered, for the first 24 hours and, subsequently, according to the patient's health condition;

R-2 Remind all the staff concerned on the orthopedics and orthopedic surgery unit of the importance, when administering opiates, of entering in users' records information about pain, the level of sedation and respiratory status;

By August 1, 2022, provide the Québec Ombudsman with confirmation that reminders 1 and 2 were issued and indicate how this was done.

R-3 Ensure sufficient data collection to enable the needs of patients on the orthopedics and orthopedic surgery unit to be identified during an initial assessment, and that the analysis and signature sections of the document used be completed;

R-4 Review the initial assessment process (data collection and therapeutic nursing plan) for orthopedics and orthopedic surgery unit patients hospitalized for hip or knee surgery;

By August 1, 2022, show the Québec Ombudsman that recommendations 3 and 4 were implemented and indicate how this was done.

R-5 Ensure that nursing staff have sufficient clinical support (e.g. new clinical tools) for completing the therapeutic nursing plans for all types of orthopedics and orthopedic surgery unit patients;

By December 15, 2022, show the Québec Ombudsman that recommendation 5 was implemented and indicate how this was done.

R-6 Remind the nursing staff on the orthopedics and orthopedic surgery unit of the importance of entering in users' records, in a distinct documentation tool, the therapeutic nursing plan they determine, as well as the adjustments they make to it depending on patients' clinical evolution and the effectiveness of the care received, notably for patients projected to stay in hospital for more than 48 hours;

By August 1, 2022, provide the Québec Ombudsman with confirmation that this reminder was issued and indicate how this was done.

R-7 Take the necessary measures so that pressure ulcer risk is assessed at the time of data collection/the initial assessment, and that a full assessment based on the Braden Scale be carried out for the patients who require it;

- R-8** Take the necessary measures so that fall risk is assessed at the time of data collection/the initial assessment.

By December 15, 2022, show the Québec Ombudsman that recommendations 7 and 8 were implemented and indicate how this was done.

Expected follow-up

In accordance with the provisions of the *Act respecting the Health and Social Services Ombudsman* (CQLR, c. P-31.1) within 30 days of receiving this report, the institution must inform the Québec Ombudsman of whether it intends to implement the recommendations made to it, or of its reasons if it has decided not to act on them.

SPECIFIC FOLLOW-UP REQUESTED

The Québec Ombudsman is also asking Centre intégré universitaire de santé et de services sociaux de la Mauricie-et-du-Centre-du-Québec to send it the following no later than August 1, 2022:

- S-1** The reminder to the operating room staff of Centre hospitalier affilié universitaire régional regarding timely transmission of the written report to the staff of the orthopedics and orthopedic surgery unit concerning patients' transfers;
- S-2** The final and approved version of the contingency plan modified in February 2022 for the orthopedics and orthopedic surgery unit.



PROTECTEUR
DU CITOYEN

Listening • Rigour • Respect

Québec City Office

800, place D'Youville, 19^e étage
Québec (Québec) G1R 3P4
Phone: 418 643-2688

Montréal Office

1080, côte du Beaver Hall
10^e étage, bureau 1000
Montréal (Québec) H2Z 1S8
Phone: 514 873-2032

protecteurducitoyen.qc.ca

Toll-free: 1 800 463-5070
Fax: 1 866 902-7130
protecteur@protecteurducitoyen.qc.ca