



PROTECTEUR  
DU CITOYEN

## **INTERVENTION REPORT (EXCERPTS)**

**Intervention at Hôpital de Granby  
Medical unit**

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Québec City, January 9, 2023

## THE INTERVENTION

Hôpital de Granby reports to Centre intégré universitaire de santé et de services sociaux (CIUSSS) de l'Estrie — Centre hospitalier universitaire de Sherbrooke (CHUS). The medical unit provides services to people admitted for general medicine and palliative care. The unit also includes people who no longer require active medical care but who are waiting for a place in a CHSLD.

The Québec Ombudsman was informed that the environment, monitoring and interventions pertaining to people with behavioural and psychological symptoms of dementia (BPSDs) on the medical unit were allegedly inadequate.

Given the nature of the report and the risk of harm, the Québec Ombudsman decided to intervene.

## THE CONCLUSION

The Québec Ombudsman's investigation showed that there were shortcomings in terms of the quality of the care and services offered to people on the medical unit of Hôpital de Granby. Failings were observed concerning the training and support offered to those who work with people with BPSDs as well as in the use of control measures.

## THE RECOMMENDATIONS

The Québec Ombudsman made the following recommendations to CIUSSS de l'Estrie — CHUS:

**R-1** Ensure that the nursing staff and care attendants on the medical unit of Hôpital de Granby have training in the behavioural and psychological symptoms of dementia and their management in hospital settings, according to their respective roles and responsibilities;

By June 30, 2023, show the Québec Ombudsman that the recommendation has been implemented and indicate how this was done.

**R-2 Ensure** that the staff on the medical unit of Hôpital de Granby have the support of a team specialized in managing the behavioural and psychological symptoms of dementia, notably regarding the following elements:

- Overall assessment of the person;
- Composition and presentation of an intervention plan to the staff and to the person's family;
- Individualized monitoring of the intervention plan.

By June 30, 2023, show the Québec Ombudsman that the recommendation has been implemented and indicate how this was done.

**R-3 Remind** the care providers on the medical unit of Hôpital de Granby:

- That they must always ask themselves about the underlying causes of the risk behaviours observed;
- That substitute measures must be tried before control measures are used.

By February 28, 2023, provide the Québec Ombudsman confirmation that this reminder has been issued and indicate how this was done.

**R-4 Remind** the nursing staff and care attendants on the medical unit of Hôpital de Granby that use of a half-door, notably as a means of protecting patients' privacy against the intrusion of patients with disruptive behaviour, must not be encouraged due to the inherent risks of this structure.

By February 28, 2023, provide the Québec Ombudsman confirmation that this reminder has been issued and indicate how this was done.

**R-5 Ensure** that the care providers on the medical unit of Hôpital de Granby master how control measures are applied, especially regarding the following elements:

- Clinical monitoring of the patients at the established frequency;
- Removal of a control measure as soon as the reason why it was applied no longer exists;
- Monitoring and re-assessment of the control measure.

By June 30, 2023, show the Québec Ombudsman that the recommendation has been implemented and indicate how this was done.

**R-6 Ensure** that all relevant information regarding the application of a control measure is entered the user's record, notably:

- The purpose of and the reasons for using the control measure (context, description of the behaviour);
- The description of the use of the measure and the means employed (nature, frequency, length, monitoring);

- The description of the substitute measures attempted and their effectiveness;
- The patient's reactions to the control or substitute measure;
- The decisional process, including reviews/re-assessments.

By June 30, 2023, show the Québec Ombudsman that the recommendation has been 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.

## **FOLLOW-UP**

The Québec Ombudsman has also requested the following from CIUSSS de l'Estrie — CHUS:

- S-1** By February 28, 2023, send the Québec Ombudsman the protocol for control measures for the short- and long-term client population.



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