

Intervention report (excerpts)

Intervention at Centre hospitalier de l'Université de Montréal's radiology section

Québec City, August 14, 2018

The intervention

The lengthy wait times for obtaining a magnetic resonance imaging (MRI) test or a computed tomography (CT) scan at Centre hospitalier de l'Université de Montréal (CHUM) were brought to the Québec Ombudsman's attention. According to the information at its disposal, there are approximately 7,000 people waiting for an MRI and 8,000 on the list for a CT scan. Some of these people have health problems that require them to have quick access to such tests.

The purpose of the intervention by the Québec Ombudsman was to ensure that those who need an MRI or a CT scan receive it within a reasonable amount of time so that the wait does not jeopardize their health.

Conclusion

The intervention by the Québec Ombudsman confirmed that many people do not get an MRI test or CT scan within the prescribed time frame, even though these exams are often prerequisites for seeing a specialist or having surgery, steps that also involve wait times. The Québec Ombudsman therefore made five recommendations to CHUM so that uninterrupted service provision is not compromised because of unduly prolonged wait times.

Recommendations

The Québec Ombudsman made the following recommendations to Centre hospitalier de l'Université de Montréal:

R-1 **Modify** the target wait time for each priority level so as to comply with the maximum three-month delay required by the Ministère de la Santé et des Services sociaux;

By October 31, 2018, provide the Québec Ombudsman with confirmation that this goal has been achieved and inform it of the target wait time for each priority level.

R-2 **Continue** the process of hiring and training medical imaging technicians, with the goal of extending the use of MRI and CT machines to 16 hours a day;

By March 31, 2019, send the Québec Ombudsman a status report on the hiring and training of medical imaging technicians and the number of operational MRI and CT scan machines for each work shift.

R-3 **Continue** optimizing waiting list management, especially regarding registration, assignment of appointments, and waiting list streamlining;

By October 31, 2018, send the Québec Ombudsman a status report on the work done.

R-4 **Analyze** work processes in order to maximize daily use of MRI machines;

By March 31, 2019, inform the Québec Ombudsman of the results of the analysis, of the problems and solutions identified, and of the measures put in place.

R-5 **Analyze** the possibility of partly decompartmentalizing MRI time slots so that they are assigned based on the demands received and not only on the time allotted to each speciality;

By March 31, 2019, send the Québec Ombudsman the results and the details of the analysis and inform it of any measures put in place further to the analysis.

Expected follow-up

As provided for in the *Act respecting the Health and Social Services Ombudsman*, 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.