

Intervention report (excerpts)

Intervention at Centre intégré de santé et de services sociaux des Laurentides' protection and rehabilitation centres for youth with social maladjustments

Québec City, September 25, 2018

The intervention

The Québec Ombudsman was informed of flaws in medication management in Centre intégré de santé et de services sociaux (CISSS) des Laurentides' protection and rehabilitation centres for youth with social maladjustments. Given the gravity of the allegations in the report and the risk to the health and safety of the youth housed in the centres, the Québec Ombudsman decided to intervene. The purpose was to ensure that users' rights are upheld and that the young people are provided adequate and safe services.

Conclusion

The investigation by the Québec Ombudsman showed that further to the professional inspection by the OIIQ, improvements were made to the medication management procedure, notably by reviewing medication distribution, administration and storage and by adding an extra full-time nurse.

Despite this, the Québec Ombudsman noted deficient application of the procedure by the health educators who work with the youth housed in these centres. Problems in updating the tools for better distribution of medication were also observed. The Québec Ombudsman therefore made three recommendations to the institution.

However, the Québec Ombudsman is aware that implementation of the nursing practice improvement plan ended in May 2018. Ownership of these new measures by all staff members is underway and should foster application of our recommendations.

Recommendations

Given the preceding, the Québec Ombudsman recommends that Centre intégré de santé et de services sociaux des Laurentides:

1. **Ensure** that the health educators own their role and follow the procedure established by the institution;
2. **Conduct** quality audits of the medication entry files in each of the campuses for youth with social maladjustments and put in place any appropriate measures needed;
3. **Ensure** that the tools (health binders, coloured cardboard, medication entry files) used by the health educators for medication distribution purposes are kept up to date.

By December 14, 2018, inform the Québec Ombudsman about the follow-up on these objectives.

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.