

Intervention report (excerpts)

Intervention at Hôpital d'Amqui of Centre intégré de santé et de services sociaux du Bas-Saint-Laurent

Québec City, September 24, 2018

The intervention

On November 15, 2017, the Québec Ombudsman received a report concerning the emergency services at Hôpital d'Amqui. According to the information at its disposal, the users of this hospital were in danger due to a lack of staff training and organization, and to deficient monitoring of the people awaiting medical management.

Conclusion

The intervention brought to light certain shortcomings that compromise the safe provision of care to users. People who go to the Hôpital d'Amqui emergency room have the right to better monitoring before being assessed by a physician. The nurses, registration clerks and security guards must, among other things, be able to carry out their respective duties.

As a result, the Québec Ombudsman made six recommendations to Centre intégré de santé et de services sociaux du Bas-Saint-Laurent.

Recommendations

Given the preceding, the Québec Ombudsman made the following recommendations to Centre intégré de santé et de services sociaux du Bas-Saint-Laurent (Hôpital d'Amqui):

R-1 Ensure that everyone who goes to the emergency room for health reasons is assessed at triage before being registered;

By January 31, 2018, show the Québec Ombudsman that this objective has been achieved and indicate the means used to do so.

R-2 Reassess all the tasks of registration clerks to enhance efficiency and reduce the time spent on finding information and on moving from place to place;

By January 31, 2018, provide the Québec Ombudsman with the new registration service initiation plans for day and night positions, including the changes made in order to achieve the objective of this recommendation.

R-3 Improve the training offered to all registration clerks and security guards so that they have the training and tools needed to carry out their duties adequately;

By January 31, 2018, inform the Québec Ombudsman of the measures taken to achieve the objective of this recommendation.

R-4 Provide all the nursing staff likely to be assigned to triage with upgrade training in triage assessment;

By March 31, 2019, provide the Québec Ombudsman with confirmation that the training has been given.

R-5 Ensure that triage assessments are carried out in compliance with the standards in effect, notably by means of post-training file audits;

By June 30, 2019, send the Québec Ombudsman the analysis of the audit results and inform it of the measures put in place further to the audits.

R-6 Ensure that emergency room nursing staff have an unobstructed view of waiting room users at all times;

By January 31, 2018, provide the Québec Ombudsman with confirmation that this objective has been achieved and indicate the measures taken for this purpose.

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.