

Intervention report (excerpts)

Intervention at Hôpital Maisonneuve-Rosemont of Centre intégré universitaire de santé et de services sociaux de l'Est-de-l'Île-de-Montréal

Québec City, May 8, 2017

The intervention

On December 1, 2016, the Québec Ombudsman received a report concerning the environment in which dialysis services are delivered to patients at Hôpital Maisonneuve-Rosemont. Those who made the report criticized the dialysis services provided for many years in the trailers adjacent to the hospital. The report also concerned the temperature of the premises, cleanliness, infection prevention, the decrease in the visit time for those accompanying the patients, and lack of enforcement of smoking restrictions near the entrance to the hospital.

The Québec Ombudsman decided to intervene to ensure the quality of the environment where this care and these services are provided to dialysis patients.

Conclusion

The investigation by the Québec Ombudsman showed that the various problems reported should be resolved when dialysis unit activities are transferred to new premises in January 2019. However, the Québec Ombudsman considers it unacceptable that, in the meantime, patients continue to receive dialysis in an inadequate and unsafe environment. That is why the Québec Ombudsman has made three recommendations to HMR.

Recommendations

Given the preceding, the Québec Ombudsman recommends that Hôpital Maisonneuve-Rosemont of Centre intégré de santé et de services sociaux de l'Est-de-l'Île-de-Montréal:

- R-1 Ensure** that the necessary repairs (roof and traces of mould) are done as soon as possible in order to provide patients safe and quality care.
- R-2 Take** the necessary means to ensure that the temperature in the trailers where patients are treated is comfortable for them year-round.
- R-3 Ensure** that the screens used in the dialysis unit, notably for carriers of Vancomycin-resistant Enterococci, are cleaned in compliance with the standards in effect.

By June 30, 2017, provide the Québec Ombudsman with **confirmation** that these objectives have been achieved and indicate the measures taken for that purpose.

Expected follow-up

As provided for in 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 that it agrees to implement the recommendations made to it, or if the institution has decided not to act on them, of the reasons for it.