

Intervention report (excerpts)

Intervention at Hôpital de Hull and Hôpital de Gatineau
Centre intégré de santé et de services sociaux de l'Outaouais

Québec City, September 7, 2017

The intervention

Several causes for dissatisfaction with the emergency rooms of Hôpital de Hull and Hôpital de Gatineau were brought to the Québec Ombudsman's attention. According to the information obtained, there were flaws in the triage process, the quality of assessment and reassessments. The Québec Ombudsman was also informed of the long wait time for medical management.

Conclusion

Further to the information that reported flaws in the front-line care offered at Hôpital de Hull and Hôpital de Gatineau, the Québec Ombudsman intervened and investigated.

The intervention carried out revealed that the users did not always receive quality care and services during episodes of care at the emergency rooms. The Québec Ombudsman therefore made eight recommendations to Centre intégré de santé et de services sociaux de l'Outaouais.

Within the framework of the investigation it conducted, the Québec Ombudsman noted the willingness of the personnel and of the administrators to offer quality care and to improve the situation.

Recommendations

The Québec Ombudsman made the following recommendations to Centre intégré de santé et de services sociaux de l'Outaouais:

R-1 **Ensure** that anyone who goes to the emergency rooms at Hôpital de Gatineau is assessed within 10 minutes of arrival, notably by establishing short assessments when the triage wait time exceeds the prescribed limit, and, as a second step, conduct quality audits;

By January 31, 2018, show the Québec Ombudsman that this goal has been achieved and send it a copy of the audits carried out.

R-2 **Ensure** that quantitative pain assessment (scale of 0 to 10) is carried out for anyone in pain at the emergency rooms at Hôpital de Hull and Hôpital de Gatineau, notably by:

- offering individual instruction for personnel who do not carry out quantitative pain assessment;
- conducting audits of triage assessments by the personnel who received individual instruction and ensure follow-up as needed.

By January 31, 2018, inform the Québec Ombudsman about the means employed to achieve this goal.

R-3 **Install**, as planned, a monitor connected to the surveillance cameras in triage rooms 1 and 3 at the emergency room of Hôpital de Hull, so that the nursing staff can have a continuous view of the users in the waiting room.

By November 30, 2017, show the Québec Ombudsman that this goal has been achieved.

R-4 **Ensure** that the triage nursing staff in the emergency rooms at Hôpital de Hull and Hôpital de Gatineau indicate, in the users' files, the visual checks ("quick looks") that have been carried out.

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

R-5 Given that the reminders issued and the training offered have not yielded the expected results, **establish** new procedures for the emergency rooms at Hôpital de Hull and Hôpital de Gatineau to ensure compliance with the time frame for reassessments required under the CTAS.

By January 31, 2018, inform the Québec Ombudsman of the means put in place.

R-6 **Inform** the users in the waiting areas of the emergency rooms at Hôpital de Hull and Hôpital de Gatineau of the different triage priority levels.

By November 30, 2017, show the Québec Ombudsman that this goal has been achieved and indicate the means employed to do so.

R-7 **Optimize**, as planned, the procedure for redirecting emergency room users at Hôpital de Hull and Hôpital de Gatineau, notably by identifying the flaws in the process and making the necessary corrections.

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

R-8 **Determine** where overflow stretchers will be placed in Hôpital de Gatineau care units and **install** privacy curtains.

By November 30, 2017, provide the Québec Ombudsman with confirmation that this goal has been achieved.

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.