

What makes the Community Clinic’s of Pointe-Saint-Charles different from other healthcare facilities (CIUSSS and CISSS)

FEW FACTS

Pointe-Saint-Charles Community Clinic	Integrated University Health and Social Services Centre (CIUSSS) of the Island of Montreal
120 employees	About 13,000 employees
<u>Population served</u> 15,000 people (population of Pointe-Saint-Charles)	<u>Population served</u> 280,000 people on average
<u>Annual Budget</u> About \$1.5 billion	<u>Annual Budget</u> \$8 million
<u>Organization of Services</u> Community governance and local services adapted to the reality and needs of users.	<u>Organization of Services</u> Centralized organizational structure whose guidelines and directives are set by the Quebec Ministry of Health and Social Services (MSSS).

Management/Coordination Team

<p>The Clinic is a community-based organization which plans, manages, coordinates and offers CLSC-mandate health and social services through a people-centred organizational structure and a tight partnership with neighbourhood organizations and institutions.</p> <p>This local coordination of all services and privileged link with its environment gives the Clinic the flexibility to quickly shift and adapt its services and actions as the neighbourhood’s population evolves</p>	<p><i>In CISSS and CIUSSS centres, this “organic” link with the environment, like the role of community members in the organization of health services, has been whittled away in the course of the reforms and mergers of the past two decades. While the services often remain high quality, it must be recognized that their organization is nevertheless dramatically distant from the people they address.</i></p>
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SERVICES PROVIDES TO ITS POPULATION

Routine Services Team

<p><u>Medical Services</u> The Clinic has eight family doctors available to residents of the neighbourhood. In addition to appointments with their patients, they hold drop-in clinics three half-days a week. These services are integrated into the organization of health services and multidisciplinary social services (nurses, social workers, nutritionists, health and social services auxiliaries, etc.).</p>	<p><i>In other parts of the healthcare system, FMGs are increasingly taking over as the structure for primary care, to the detriment of the CLSC network. FMGs are health service organizations which direct the user to medical care first and then, based on the doctor's assessment of needs, to other health professionals.</i></p>
<p><u>Psycho-Social Services</u> At the Clinic, Individual needs assessments are made on site.</p>	<p><i>In Island of Montreal CIUSSS centres, individual needs assessments are often made by phone.</i></p>

Nursing Care

<p>The Clinic reserves many slots of time for anti-flu vaccination by nurses. These are open and accessible to everyone on a drop-in basis.</p>	<p><i>In CISSS and CIUSSS centres, anti-flu shots are generally available by appointment only.</i></p>
<p>The Clinic also offers on-site anti-flu vaccination in all senior residences in the neighbourhood (e.g. HLM and OSBL housing for the elderly).</p>	<p><i>Most Island of Montreal CIUSSS centres no longer offer this service.</i></p>
<p>The Clinic supports and values the role of nurses by making full use of their field of expertise and professional skills (e.g., authorization of prescriptions, access to more than 50 collective prescriptions and protocols).</p> <p>La moyenne du temps accordé à chaque usager-e rencontré-e à la Clinique est plus élevée que dans les installations CLSC.</p>	<p><i>In the CLSC-mandate services of CISSS and CIUSSS centres, the role played by nurses is not as broad and developed.</i></p> <p><i>The average time spent with each user is higher at the Clinic than other CLSC facilities. Nursing care at the Clinic involves a preventive approach.</i></p>

Home Support

<p>After an application for homecare is evaluated, there is no waiting list at the Clinic.</p>	<p><i>In CISSS and CIUSSS centres, the waiting time for homecare services can stretch from several weeks to several months.</i></p>
<p>The Clinic provides free transportation for seniors in the neighbourhood when they have to get to a medical or professional appointment.</p>	<p><i>This service for homecare users is unique and does not exist in Island of Montreal CIUSSS centres.</i></p>
<p>Creation of the <i>Entour'âge</i> programme to identify isolated seniors with loss of autonomy and provide the necessary support.</p>	<p><i>This pilot project was initiated by the CSSS South-West/Verdun but was not renewed following Minister Barette's 2015 reform.</i></p>

Child-Family

No waiting list for nursing or psycho-social support.	
The Clinic provides individualized post-natal monitoring for children between 0 and 5 years of age and monitoring of growth and development adapted to the needs of each family.	<i>In CIUSSS centres, the organization of services for 0-5 year olds allows for less and less systematic assessment of the different aspects of the child's development during vaccination.</i>

Youth-School

The Clinic provides 100% coverage for children in primary schools in the neighbourhood who need dental sealant. The Clinic reaches at-risk children much more often than the national average.	
The Clinic started a group project, <i>I'm Reaching for my Diploma!</i> , to support and recognize the efforts of mothers with young children to go back to school.	<i>This project of recognition doesn't exist in other parts of the healthcare system.</i>

Community Development

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