

McGill University Health Centre
Centre universitaire de santé
McGill

Disclosure
From Theory to Practice

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Montreal Chest Hospital
Montreal Children's Hospital
Montreal General Hospital
Montreal Neurological Hospital
Royal Victoria Hospital

Ancient History

- 1989 RVH Disclosure guidelines
 - 1990 MCH Disclosure guidelines
 - 1992 Voluntary merger discussion
 - 1997 One unified board
 - 1999 MUHC Quality committee
 - ❖ Merging cultures is a critical piece of any merger process
 - ❖ Culturally, the disclosure policy is a clear value statement
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Underpinnings for MUHC

- Organized incident reporting system
 - Link of quality-risk
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Process

- Major “driver” Board Committee on Quality
 - Draft submitted to Board
 - Feedback gathered
 - ❖ 2 Ethics Committees
 - ❖ CMPA
 - ❖ AHQ
 - ❖ 3 professional councils
 - Final version to Board April 2001
 - Supporting document
 - Formal/informal training
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Regulatory Change December 2002

- Mandatory risk and quality management Committees
 - Mandatory disclosure policy
 - Legal protection from discovery
 - Mandatory databases
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Strategic relaunch

- Series of presentations
 - Medical Grand rounds
 - QM Grand rounds
 - Presentation by CMPA
 - Part of orientation process
 - Inclusion on incident report
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Challenges

- Culture
 - Grey area regarding need to disclose
 - Timing issues
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Key success factors

- Patience. Patience. Patience.
 - Defining of resource person
 - Necessity for 'hands- on'
 - Follow up on incident report
 - Medico-administrative support
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