

April 19, 2017

**Subject: Report on the internal consultation meeting for the service offer of the Health and Social Services of the Montréal West Island**

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Dear members of the Montréal West Island IUHSSC community,

Over the past few months, consultation meetings on improving the administration and service delivery of the West Island population has been led by Dr. Arvind K. Joshi, appointed by the Québec Minister of Health and Social Services, Mr. Gaétan Barrette.

In this context, the Montréal West Island IUHSSC's Board of Directors, in turn, wished to conduct an internal organizational consultation in order to enhance the data collection and clarify its positioning within the community. To this end, the Board of Directors mandated Mr. Roger Paquet, external consultant, to facilitate the internal process.

The consultation process has now been completed along with the report prepared by Mr. Paquet, in light of the comments received, unanimously approved by the Montréal West Island IUHSSC's Board of Directors.

We are very proud of this approach as it allowed us to better connect with our community and highlight different points of view within it.

Key messages include the critical importance of the missions related to social services, front-line and local services within the community. The protection and promotion of the academic mission through teaching and research are also essential elements for the successful development of complementary services with our natural partner, the McGill University Health Center.

I would like to thank all the participants of the groups consulted for their involvement, be it be members of management, clinical and administrative staff, physicians, users, representatives of foundations and corporations, representatives of various union accreditations as well as volunteers.

The Montréal West Island IUHSSC's Board of Directors is pleased to note the openness of the Montréal West Island IUHSSC to pursue a better service integration benefitting clients, its

level of commitment towards the future and its competent work already bearing fruit to service improvement.

Our IUHSSC is clearly mobilized and committed to the realization of its full potential of a better service integration for its clientele and community.

In closing, I invite you to peruse the report's Executive Summary. The full report is now available on the Intranet.

Regards,

A handwritten signature in blue ink, appearing to read "R. Legault". The signature is fluid and cursive, with a large initial "R" and a long, sweeping tail.

Richard Legault  
President of the Board of Directors

Encl. : Executive Summary