



Rosemary Steinberg appointed Service Quality and Complaints Commissioner

I am pleased to welcome Rosemary Steinberg as Service Quality and Complaints Commissioner (SQCC) for the *Centre intégré universitaire de santé et de services sociaux (CIUSSS) du Centre-Ouest-de-l'Île-de-Montréal*.

In this new role, Ms. Steinberg will be responsible for applying the complaint review procedure in compliance with the patients' rights. She will make recommendations to the Board of Directors to improve the institutions' complaint handling; distribute information on patients' rights and obligations, on the code of ethics and the recourse mechanisms; and help patients formulate complaints, inform them of their rights, and communicate with them in a timely manner.

Ms. Steinberg was appointed to SQCC at the Jewish General Hospital in 2009. Before that, she held the same position with the CSSS de la Montagne, and with CHSLD Father-Dowd, St-Margaret and St-Andrew. Altogether, Ms. Steinberg has experience working as a SQCC since 1993, and has a total of 35 years of experience in management positions.

Ms. Steinberg holds Bachelor's and Master's Degrees in Social Work from McGill University, and a Bachelor of Arts with a focus on social welfare.

"Patients deserve a continuum of care that is seamless, and that provides the range of services and care they need, when and where they need them," says Ms. Steinberg. "The CIUSSS gives us the ability to do so by breaking down existing walls and building on our common objectives. It makes problem solving a joint effort and promotes coordinated planning."

Together with Ms. Steinberg, the rest of the management team, and in partnership with all of the institutions in our network, I am eager to embark on this new era in health care. I am confident that Ms. Steinberg's expertise will have a great impact on our patients and their loved ones, and will help them communicate with us so we can improve for their benefit.

See the full list of appointments: <http://jgh.ca/en/CIUSSS-Administration>

Lawrence Rosenberg, M.D., Ph.D.
President-Director General