



### **The Auditor General of Québec issues the conclusions of her performance audit concerning the reporting of entities in the health and social services and education networks – Press Release no. 8**

**Québec, March 22, 2017** – Today, Ms. Guylaine Leclerc makes public the Winter 2017 Volume of the *Report of the Auditor General of Québec to the National Assembly for 2016-2017*. In **Chapter 8**, she makes known the results of her audit carried out among entities in the health and social services and education (school boards) networks.

**The Ministère de la Santé et des Services sociaux (MSSS) and the Ministère de l'Éducation et de l'Enseignement supérieur (MEES) do not have an overall picture of the information they require from organizations in their network and of the costs of this reporting.** However, there are indications that non-negligible efforts are dedicated to reporting and that the processes for collecting information could be more efficient. The existence of several information systems and databases for collecting information illustrates the complexity of these processes. Furthermore, the volume of manual entry needed and the significant size of some reports make the exercise more burdensome.

**The MSSS and MEES have not put in place an effective process to evaluate periodically the relevance of the information requested from the organizations in the networks in order to limit the volume of information required.** Despite initiatives from both departments, few requests for information have been withdrawn over time. Also, recurring requests are made for information about sums of little significance compared to networks organizations' budgets.

**Deficiencies remain with regard to the quality of clinical data produced within the health and social services network, despite reports produced on this topic over the past 16 years.** These deficiencies have an impact on the quality of reporting, particularly the reliability of indicators, and consequently on decision making.

**The follow-up by the MSSS and MEES is insufficient.** It does not allow for an adequate analysis of the situation nor provide organizations with comprehensive and timely feedback in order to facilitate the implementation of corrective measures without delay, if needed.

**The reporting required from school boards can hardly align with the strategic orientations of the MEES, since the Department has not developed any strategic plan since 2014,** which does not comply with the requirements of the *Public Administration Act*.

The Highlights are available at [www.vgq.qc.ca](http://www.vgq.qc.ca). The full report and a video summarizing the audit are available only in French.