

# Promoting Patient-Centred Care by Acknowledging and Responding to Patient and Family Concerns



Claudette Moulton BA, CRM; Joey Vilella HBS; Cyndi Difilippo RN, BScN, MN(c); Jennifer Yoon RN, BScN, MSc (QI/PS), PhD student



## Lessons Learned

Acknowledging and responding to patients and families is essential in ensuring patient-centred care. Analyzing and distributing patient concerns into themes facilitates the identification of areas for organizational improvement.

## Description

The Patient Relations Office provides patients and families with information about their rights and responsibilities, and offers an opportunity for patients to file a complaint or report violations of their rights. Humber River Hospital (HRH) upholds values of compassion, professionalism, and respect, ensuring complaints are addressed and resolved in a timely manner. HRH has a well-established process to promptly respond and resolve concerns, receive positive and negative feedback from patients and families, and analyze patient concerns to identify necessary areas to improve care.

## Actions Taken

Patient and family complaints and/or compliments are received via e-mail or telephone to the Patient Relations Office.

Patient Representatives:

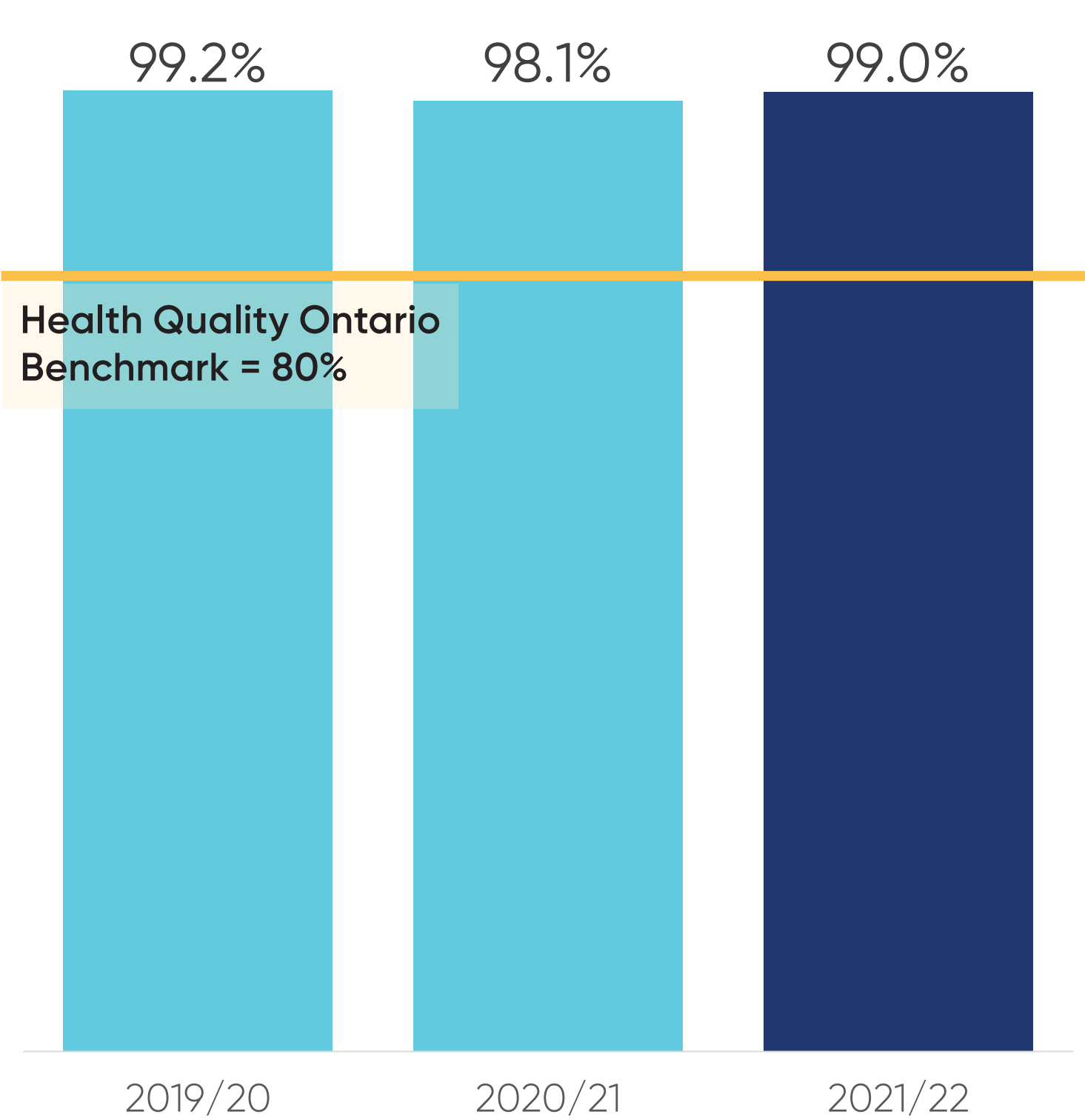
- Respond to complaints within five business days in accordance with Health Quality Ontario standards.
- Triage complaints and facilitate discussions regarding resolutions with involved stakeholders.
- Measure and analyze trends pertaining to patient relations.

The office complete weekly audits to ensure 100% compliance.

## Summary of Results

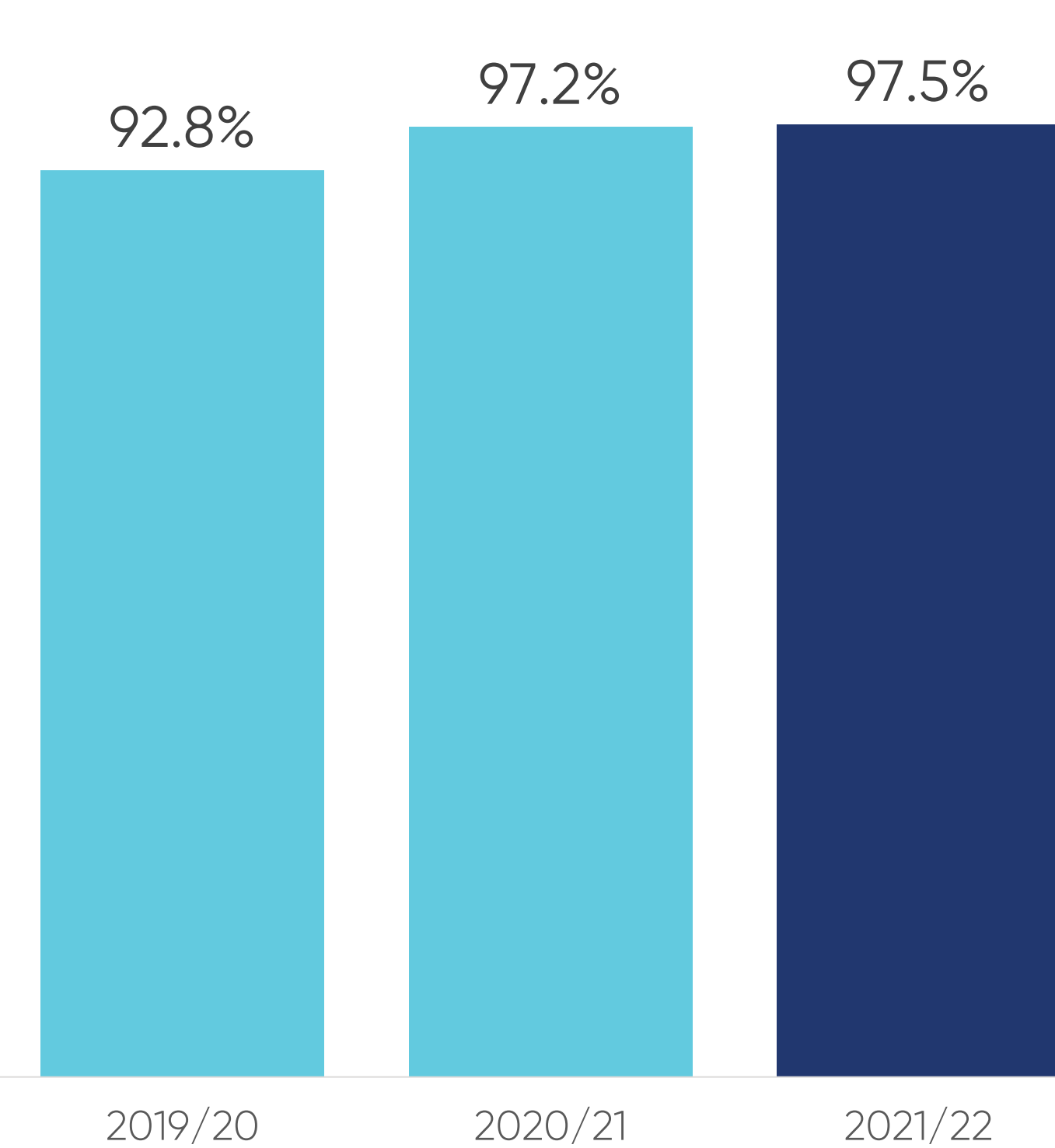
- In 2021/22, Patient Representatives responded to 99% of complaints received within 5 business days. 97.5% of complaints were resolved within 30 business days. The Patient Relations Office has seen a steady improvement in responding to and resolving complaints in a timely manner.
- Complaints were categorized into various concern themes to identify areas for improvement. In 2021/22, the four most prevalent complaint themes were Access (12.6%), Care Treatment (12.3%), Communication (11.7%) and Privacy/Patient Rights (9.6%), respectively.

### % Acknowledged Within 5 Days



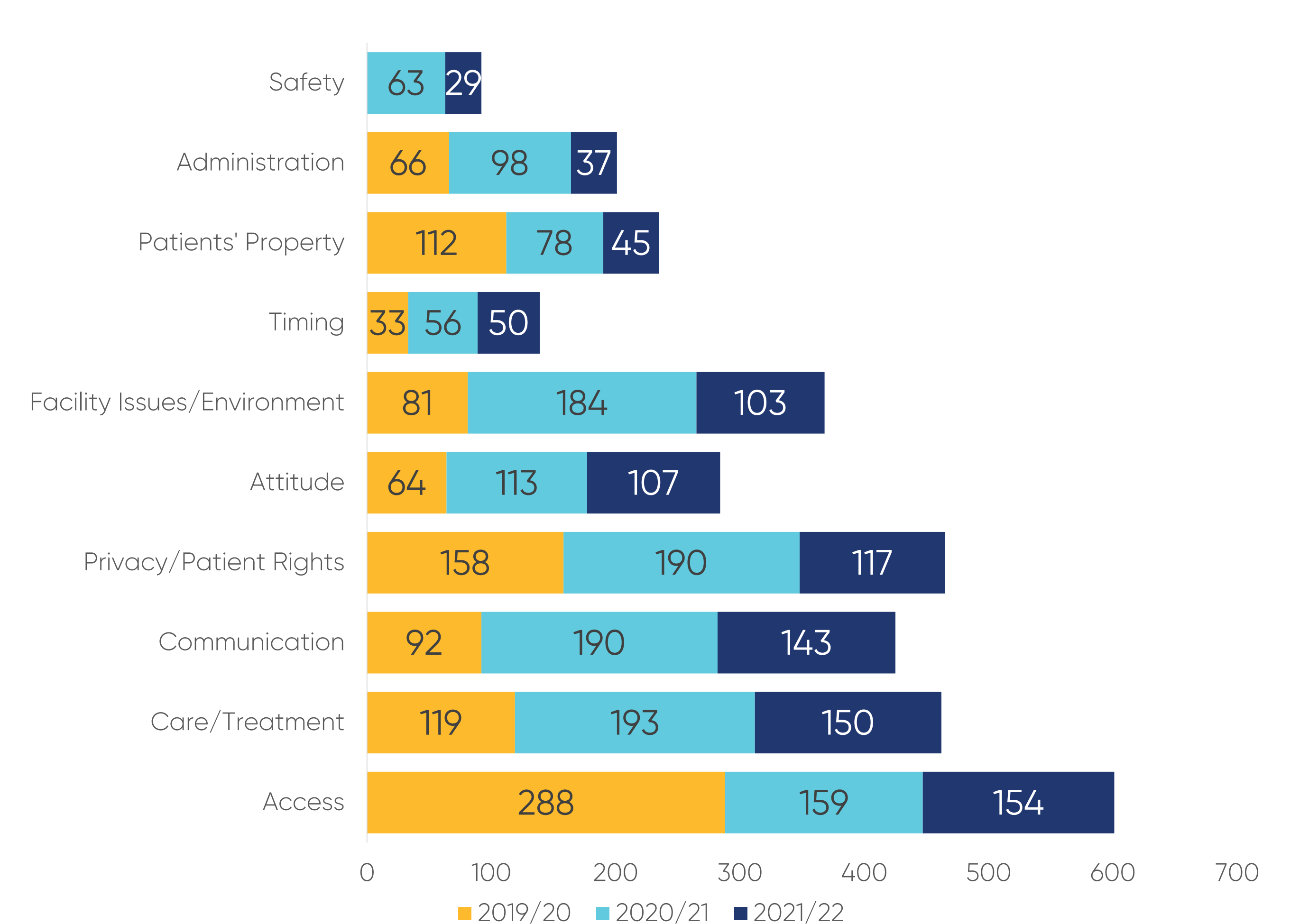
**Figure 1.** The benchmark, as set by Health Quality Ontario, is 80% complaints acknowledged within zero to five business days. HRH has been above target for the last four fiscal years, with 99% of complaints acknowledged within five days in 2021/22.

### % Resolved Within 30 Days



**Figure 2.** HRH's resolution strategies reflects timeliness and action in the complaints process.

### Concern Themes



**Figure 3.** Concerns are analyzed by categorizing them into themes to contextualize the nature of complaints and measure the issues received by Humber River Hospital. These categories are set out by Health Quality Ontario.