

POLICY/PROCEDURE

Category: Quality Improvement	DISTRIBUTION: Hospital Wide Manuals
Subject: Patient Feedback (Compliments, Concerns, Complaints, Suggestions)	Department: Quality Improvement
CURRENT EFFECTIVE DATE: July 2017	NEXT REVIEW DATE: July 2020

The Northwest Territories Health and Social Services Authority - Stanton Territorial Hospital (NTHSSA - Stanton) encourages patients, families and visitors to share feedback regarding their experience at NTHSSA - Stanton. This feedback includes compliments, complaints, concerns and suggestions. NTHSSA - Stanton values the feedback received as this provides an opportunity to review current practices and continually strive to improve the quality and delivery of our services.

SPECIAL POINTS

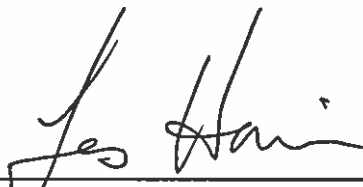
- All feedback from patients, families and visitors will be acknowledged and responded to in a manner consistent with NTHSSA - Stanton's vision, mission and values.
- Patients, families and visitors of NTHSSA - Stanton are invited to express their feedback verbally or in writing.
- Each unit/department manager shall monitor, track and analyze all patient feedback received from a quality improvement perspective.
- For complaints involving Physicians, please see policy *P1740 Medical Staff: Physician Complaint Process*

POLICY

1. All Stanton staff, including front-line employees, Clinical Coordinators/Supervisors, Managers and Physicians will make every attempt to resolve issues or concerns as they arise.
2. The Manager of the unit/department involved shall lead the follow-up and response to patient complaints, issues and concerns. Complaints or concerns that are unable to be resolved at the unit or department level shall be forwarded to the Quality Specialist for follow-up.
3. Concerns or complaints that are brought to the Quality Specialist will be handled in a collaborative team approach involving the front line staff, Clinical Coordinator/Supervisor, Manager, physician of the unit or department(s) directly involved as required.

4. Individuals requiring assistance or who are unable or unsure who they should speak with should be referred to the Quality Specialist. The Quality Specialist will either direct the individual to or follow-up directly with the appropriate unit/department Manager, Clinical Coordinator/Supervisor.
5. A formal written response to a complaint will be provided to the complainant within 30 working days.
6. Any compliments received shall be forwarded to the appropriate unit or department and all compliments should be shared with the applicable staff to promote recognition of quality work and celebrate success.

Reviewed and approved by:



Chief Operating Officer (signed & date)