

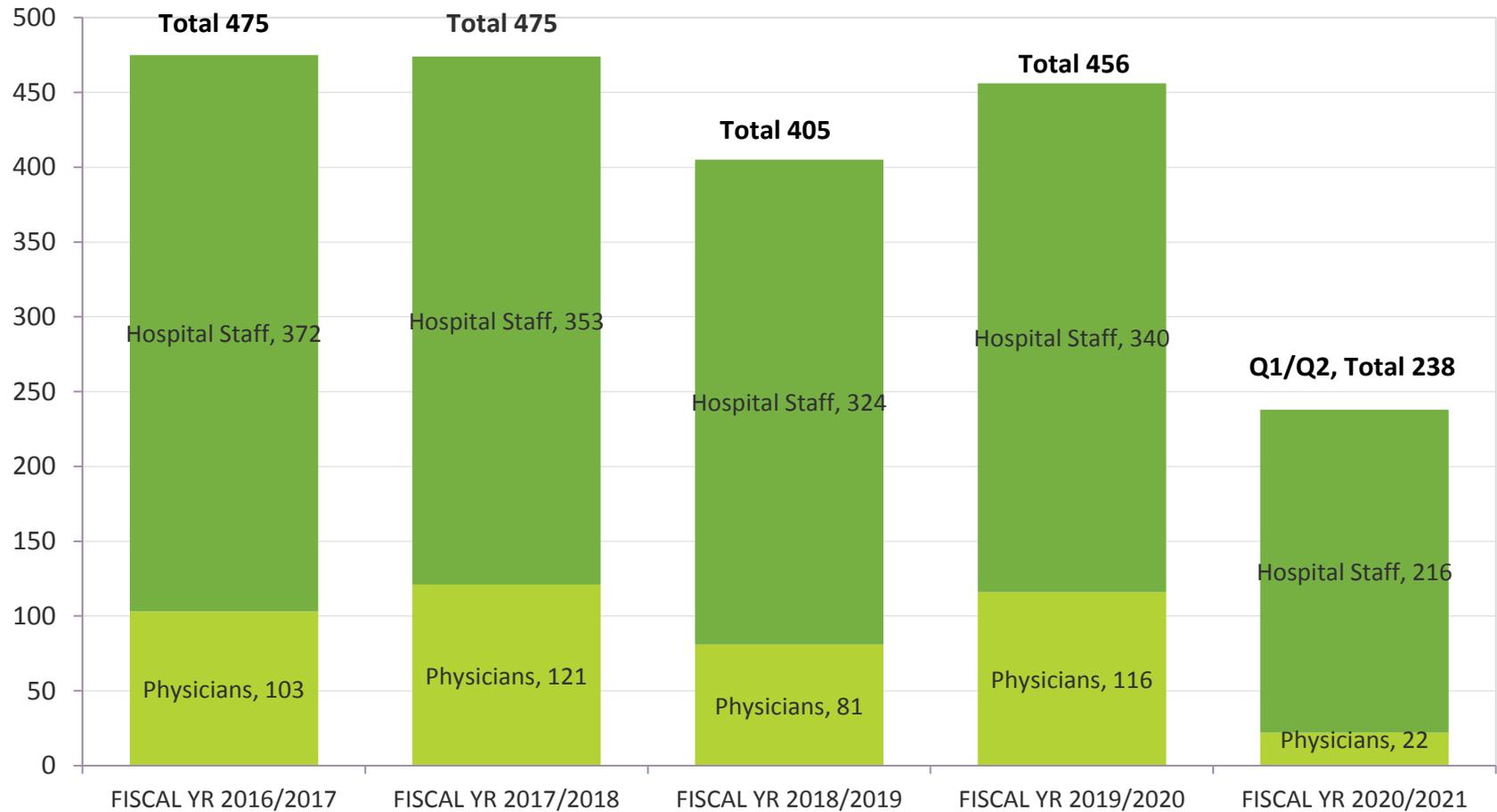
PATIENT RELATIONS FISCAL YEAR REPORT

FISCAL YEAR 2020/2021 Q2

Patient Relations

Create Health. Build Community.

Complaints



How Complainants Contact Us

FY 2020/2021, Q1/Q2

Method	Percentage
Telephone	55%
Email	39%
Letter	5%
Walk-In	1%
Appointment	-
Ward visit requested	-

All results less than 1% reported as 0

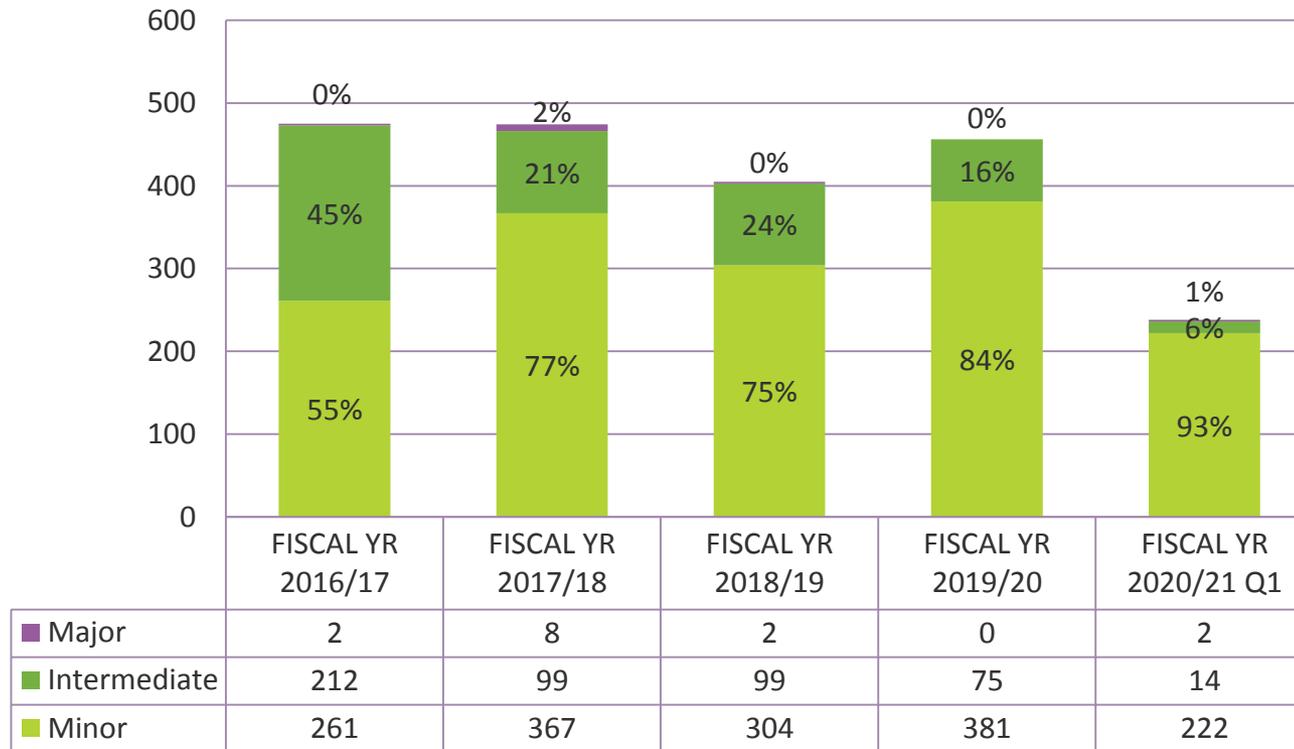
Time to Acknowledge

FY 2020/2021 Q1/Q2

Acknowledged within:	Fiscal YR 2019-2020	Fiscal YR 2020-2020 Q1/Q2
2 Business Days	99%	100%
3 – 5 Business Days	0%	0%
Over 5 Days	1%	0%

Under the Excellent Care For All Act, all complaints received must be acknowledged within five business days. Included in recommended standardized data set from Health Quality Ontario.

Severity of Complaints*



*Please note that raw data totals do not equal total volume of complaints as each complaint file may contain several complaints and severity is assigned once per file (this reflects a change in use of database in past year)

Major

A concern where the resolution requires extensive investigation, meetings, a major policy revision, potential risk issues or reporting of the event to regulatory bodies or authorities.

Intermediate

A concern where the resolution requires investigation, meeting with client/family and other providers, minor changes to policy or procedure.

Minor

A concern where the resolution is straightforward, consisting of an explanation, clarification of policy/procedure or simple apology.

Major Complaints

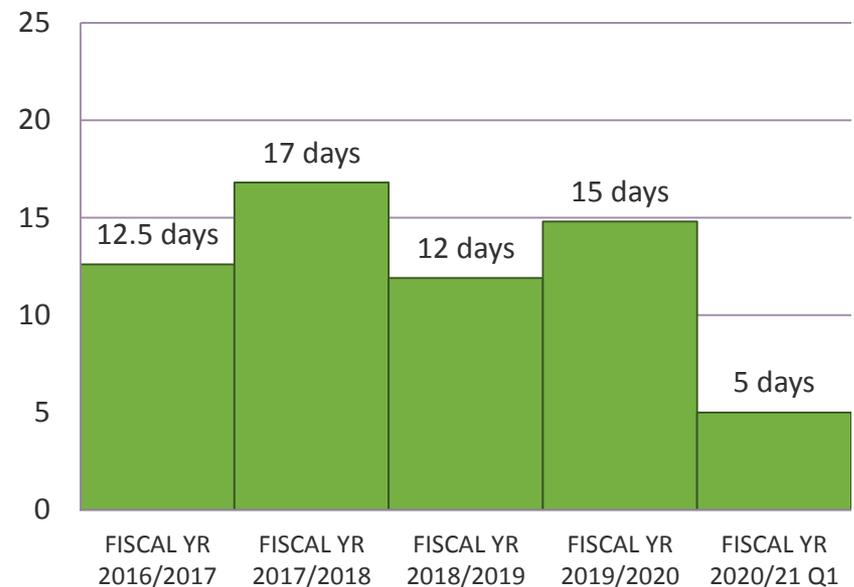
- 2 complaints classified as ‘major’ for Q1/Q2
- Both cases came to the Office as part of the Serious Safety Event Review (office was not initially contacted by the families)
 - Once case in Medicine Health Services
 - Once case in Family Birthing
- Both cases resulted in death
- Patient Relations facilitated disclosure to family with MRP
- Both cases resolved with no further contact from the Office

Complaint Resolution Time

Hospital Staff



Physicians



Complaint Resolution Time

Days	Staff			Physicians		
	FY 18/19	FY 19/20	FY 20/21 Q1/Q2	FY 18/19	FY 19/20	FY 20/21 Q1/Q2
0 – 2 days	53%	52%	50%	41%	44%	50%
3 – 7 days	14%	13%	26%	15%	11%	18%
8 – 14 days	14%	9%	18%	19%	16%	23%
15 – 30 days	12%	15%	6%	14%	15%	9%
Over 30 days	7%	11%	0	12%	14%	0%
Policy – resolved within 14 days	(20% increase over fiscal year 2019/2020)			(20% increase over fiscal year 2019/2020)		

The Health Quality Ontario (HQO) target for acknowledgement of complaints is 85% within 5 calendar days, and target for resolution is 70% within 30 calendar days and 90% within 60 calendar days. Data demonstrates that both targets are exceeded for MGH. During April to September, Patient Relations developed initiatives to improve resolution time including bi-weekly reports to managers/directors.

HQO Recommended Categories/ Subcategories of Complaints

Category	Fiscal Year 2019/2020 n=713	Fiscal Year 2020/2021 Q1/Q2 n=560	Subcategory	Fiscal Year 2018/2019 n=669	Fiscal Year 2019/2020 n=714
Care/Treatment	28%	20%	Quality of Care	135	59
			Examination	9	3
			Diagnosis/Treatment	29	22
			Patient care journey	7	19
			Staff skills	17	8
Safety	5%	6%	Personal safety or security	26	10
			Misidentification	1	0
			Infection control	2	23
			Alleged abuse	5	3
Attitude	20%	21%	Sensitivity/Caring/Courtesy/Respect	141	117
Communication	16%	17%	Communication breakdown	56	53
			Incorrect or inconsistent information	36	38
			Transitions (admission/discharge/transfer)	22	5
Confidentiality	0%	0%	Alleged information breach	1	1

All results less than 1% reported as 0

HQO Recommended Categories/ Subcategories of Complaints

continued

Category	Fiscal Year 2019/2020 n=713	Fiscal Year 2020/2021 Q1 n=560	Subcategory	Fiscal Year 2018/2019 n=669	Fiscal Year 2019/2020 n=714
Privacy/Patient Rights	2%	2%	Consent	0	3
			Patient information	8	4
			Alleged discrimination	0	3
			Personal Privacy	7	1
Timing	3%	4%	Delay	23	21
Access	8%	11%	Access or admission	17	52
			Staffing, resources, services	12	3
			Discharge or transfer arrangements	26	6
Facility Issues/ Environment	2%	3%	Housekeeping	3	5
			Maintenance	1	2
			Dietary	1	2
			Accommodation/Accessibility	3	3
			Visitation	1	3
			Parking	2	1
Patients Property	3%	5%	Accidental loss or damage	16	23
			Alleged Theft	3	4
Administration	14%	11%	Operational/service/procedural issues	85	59
			Finance/cost	14	0

HQO Recommended Data Actions Taken

Action Taken	Percentage of Total Actions Taken	
	Fiscal Year 2019/2020	Fiscal Year 2020/2021 Q1/Q2
Apology	3%	19%
Communication, Education or Training with Staff	54%	14%
Notification of Manager	0	13%
Improve Care for Others	0	12%
Clarification	1%	11%
Education with Patient/Resident/Family	4%	5%
Investigation and communication with patient/resident/family	31%	3%
Event Does not Happen Again	0	6%
Improve Care for Patients	0	5%
Process or Services Review or Enhancement	2%	2%

All results less than 1% reported as 0

COVID-19 Related Feedback

Fiscal Year	Assistance	Complaint	Compliment	Inquiry	Total
FY 2019/2020		1	1		2
FY 2020/2021, Q1/Q2	11	96	29	5	141

Compliments

Total Compliments Received (Q1/Q2)

74

“I just want to reach out pass on my family's thanks to all of the staff in the ER who went out of their way to make my sister feel very safe and well cared for, when she unexpectedly had to visit the ER yesterday. Of course everyone is currently very afraid to go anywhere near hospitals for any reason, and the way the departments were separated, and how well nurses and doctors and the Receptionist cared for her, made her feel very safe. Her experience has also made all our family and friends feel better as well, in case they ever have to go to hospital. My thanks and my family's thanks goes out to everyone there, for all you continue to do every day for all patients during this crisis.”

“I brought my 4 year old daughter in for COVID testing late this afternoon and just wanted to send a big thank you to the staff who were working tirelessly to get through everyone. They greeted my daughter with smiles and made the whole process feel really safe and comfortable for her. I am sure these times are beyond stressful and exhausting for any health care professional - finding the energy to be so kind and caring too is above and beyond.”

“When we went to the hospital, we had no idea what we were in for, and neither did my dad. When we heard that he had been hospitalized, we were extremely worried. Since this was his first time in a hospital in Canada, he did not know what to expect. As well, he doesn't speak English, and so had no way to communicate with you. And due to this COVID virus, we were not allowed to keep him company. The only possibility would be to use his phone to communicate with people. However, it ran out of battery on the first day. He was anxious about a great many things, and had no way to talk to anyone. I understand that it must've been frustrating to not be able to talk with him. However, you did your best, trying to use body language to convey the message, and comforting him with the sounds of your voices, and always with a smile on your faces. You even managed to find him a doctor who could speak Mandarin. As well, you quickly installed a phone in his room, so that he could communicate with us. We cannot thank you enough for your patience and kindness. Your ability to rehabilitate your patients is phenomenal, and helped my dad to have a speedy recovery.”

Contact with Ontario Patient Ombudsman (OPO)

No complaints addressed through Early Resolution or Investigation process at OPO from April 1st to September 30th, 2020.

2020-2021 Agenda

- Enhance the mandate of the office to include leading quality improvement initiatives that improve the patient, care provider and family experience
 - Collaborating with the Change Foundation to co-design the Office of Patient and Caregiver experience with staff, patients, and caregivers
 - Actively developing Caregiver I.D. initiative to fully integrate caregivers into the clinical teams
- Reviewing and creating priority patient-facing information from a health literacy perspective. Recent examples include:
 - Patient Experience webpages
 - Leadership toolkit: Patient and Caregiver Engagement at MGH
 - Virtual Care handouts and webpages
 - COVID-19 webpages
 - Patient Experience Partners Getting Started Handbook

Patient Relations Office

416-496-6096

patient.relations@tehn.ca

825 Coxwell Avenue
Toronto, Ontario M4C 3E7

T: 416.461.8272

F: 416.469.6106

www.tehn.ca



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