

PATIENT RELATIONS

YEAR IN REVIEW 2023-24



With input from patients and families

HOW CAN WE HELP?



listen to feedback from patients and families



assist patient and staff conversations

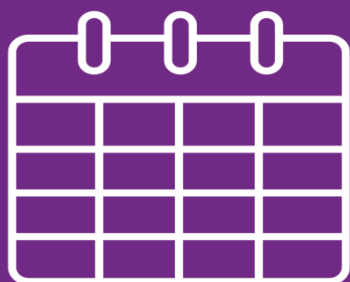


make sure the right leader reviews feedback



explain hospital policy and procedures

WHAT DID WE DO IN 2023/2024?



replied to **100%** of concerns in 2 business days

resolved concerns in **10.3** days (average across all concerns) MGH target is 14 days

received **3.4/1000** patient complaints (no change since 21/22)

received **12% more** total concerns (from 513 in 22/23 to 575 in 23/24)

Trialed equity-based tool to guide financial reimbursement decisions for lost belongings.

implemented **3 new** patient experience surveys (inpatient medicine/surgery, ED, Maternity)



top concerns:

45% - care/treatment
13% - attitude
8% - access



making things better:

- Using results from MGH care partner research to improve patient, care partner and staff experiences during prolonged critical illness in ICU and Progressive Weaning Centre (PWC).
- Implementing the Hospital Elder Life Program (HELP) to improve the experiences of older adults admitted to MGH.

HOW DO PATIENTS REACH US?

phone

41%



email

45%



walk-in

11%



HOW DO I SHARE MY PATIENT EXPERIENCE?

phone

416-469-6096

email

PatientExperience@tehn.ca

walk-in

G1-221, M-F, 9:30am - 4pm