

 <p>Winnipeg Regional Health Authority Office régional de la santé de Winnipeg Caring for Health À l'écoute de notre santé</p> <p style="text-align: center;">POLICY</p>	<p>REGIONAL</p> <p>Applicable to all WRHA governed sites and facilities (including hospitals and personal care homes), and all funded hospitals and personal care homes. All other funded entities are excluded unless set out within a particular Service Purchase Agreement.</p>		<p>Level:</p> <p style="text-align: center;">1</p>
	<p>Policy Name:</p> <p style="text-align: center;">Complaint Management and Reporting – Health Care Experience</p>	<p>Policy Number:</p> <p style="text-align: center;">10.50.010</p>	<p>Page</p> <p style="text-align: center;">1 of 3</p>
	<p>Approval Signature:</p> <p style="text-align: center;"><i>Original signed by A. Wilgosh</i></p>	<p>Section:</p> <p style="text-align: center;">General Administration</p>	
	<p>Date:</p> <p style="text-align: center;">December 2013</p>	<p>Supersedes:</p> <p style="text-align: center;">August 2000 Client Complaints Management System</p>	

1.0 **PURPOSE:**

- 1.1 To provide accessible avenues for people to voice an unsuitable healthcare experience and have their concerns addressed.
- 1.2 To provide a timely and effective complaint management process.
- 1.3 To share information for continuous improvement of health services.

Guiding Principles:

- Complaints, compliments and suggestions are welcomed as a central part of the organization's efforts to improve the public's experience of care and the quality of health services within the Winnipeg - Churchill Health Region. Learning from patient, family and public feedback is integral to quality improvement.
- The complaints management process is responsive, timely, flexible, transparent, accessible, fair and impartial.
- All complaints received by a Patient Relations Representative (or designate) are accepted, documented and responded to. A reasonable attempt shall be made to have concerns resolved, if the complainant wishes.

2.0 **DEFINITIONS:**

- 2.1 **Business Days:** Monday to Friday, not including statutory holidays as observed in the Province of Manitoba.
- 2.2 **Complaint(s):** A healthcare experience that a patient, family, client, resident or member of the public finds unsuitable.
- 2.3 **Facility:** a facility or site within the Winnipeg-Churchill Health region that is owned or operated by the WRHA or a facility funded by the WRHA including integrated hospitals,

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long term care/personal care homes, and community sites.

- 2.4 **Patient Relations Representative:** a person designated at each Facility or within each regional clinical program who will receive and make reasonable attempts to resolve health care complaints.
- 2.5 **Staff:** All persons employed within WRHA Facilities or WRHA funded facilities, as well as members of the medical staff, volunteers, board members, students and others associated through contracts within the WRHA facilities and WRHA funded facilities.

3.0 POLICY:

- 3.1 Each Facility and regional clinical program shall establish a process to manage and report Complaints that are not resolved at the point of service delivery consistent with this policy. For Personal Care Homes, refer to Manitoba Health PCH Standards Regulation (The Regulation is available online: <http://web2.gov.mb.ca/laws/regs/2005/030.pdf> Standard 25: Complaints).
- 3.2 Each Facility and regional clinical program shall have a Patient Relations Representative (or designate) responsible for the Complaint management process.
- 3.3 If appropriate, a Complaint about a member of the medical Staff shall be dealt with in accordance with the WRHA Medical Staff By-Law.
- 3.4 Staff and other providers shall make reasonable efforts to acknowledge and resolve Complaints at the point of service delivery.
- 3.5 Receipt and closure of a Complaint shall be documented but shall not form part of the health record.
- 3.6 The person identified as managing the Complaint shall remain in contact with the maker of a Complaint until resolution or closure of the Complaint is achieved.
- 3.7 Complaints shall be acknowledged within 2 Business Days of receipt.
- 3.8 A response or update shall be provided to the maker of a Complaint within 10 Business Days of receiving the Complaint, either verbal or written. Reasonable efforts will be made to close Complaint files within 20 Business Days.
- 3.9 A Complaint that pertains to a situation also deemed to be an Critical Occurrence or Critical Incident shall be managed as both a complaint and an Critical Occurrence or a Critical Incident (as the terms are defined in the Critical Occurrence Reporting and Management policy and in the Critical Incident Reporting and Management policy).
- 3.10 Each Facility and regional clinical programs shall designate a representative to enter data into the regional complaints management software. Data entry must be complete when a Complaint file is closed.

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4.0 PROCEDURE:

N/A

5.0 REFERENCES:

5.1 WRHA Medical Staff By-Law

5.2 PCH Standards Regulation

The Regulation is available online: <http://web2.gov.mb.ca/laws/regs/2005/030.pdf>

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