

 <p>Winnipeg Regional Health Authority Office régional de la santé de Winnipeg Caring for Health À l'écoute de notre santé</p> <p>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>		Level: 1
	Policy Name: Complaint Management and Reporting - Health Care Experience	Policy Number: 10.50.010	Page 1 of 3
	Approval Signature: <i>Original Signed by M. Sussman</i>	Section: General Administration	
	Date: January 2017	Supercedes: December 2013	

1.0 PURPOSE:

- 1.1 To provide accessible avenues for people to voice complaints about their healthcare experience.
- 1.2 To provide a timely and effective complaint management process for identifying and addressing complaints that are not resolved at the point-of-care.
- 1.3 To document feedback information for continuous quality improvement of health services.

Guiding Principles:

- Feedback is 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. While all feedback is important, effective complaints management is essential to demonstrating to those we serve that we value their feedback and our relationship with them.
- All complaints received by a Patient Relations Representative (or designate) are accepted, documented and acknowledged. A reasonable attempt shall be made to have concerns resolved, if the complainant wishes.

DISCLAIMER: Please be advised that printed versions of any policy, or policies posted on external web pages, may not be the most current version of the policy. Although we make every effort to ensure that all information is accurate and complete, policies are regularly under review and in the process of being amended and we cannot guarantee the accuracy of printed policies or policies on external web pages. At any given time the most current version of any WRHA policy will be deemed to apply. Users should verify that any policy is the most current policy before acting on it. For the most up to date version of any policy please call 204-926-7000 and ask for the Regional Policy Chair's office.

WRHA Policy Name: Client Complaint Management and Reporting	Policy Number: 10.50.010	Page 2 of 2
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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 health care experience that does not meet the expectation of a patient, family, client, resident or member of the public.
- 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, long term care/personal care homes, and community sites.
- 2.4 **Feedback:** A health care experience that may be expressed in the form of a complaint, compliment or suggestion.
- 2.5 **Patient Relations Representative:** a person designated at each Facility or within each regional clinical program who receive and make reasonable attempts to assist with resolution of health care complaints.
- 2.6 **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 Complaints that are not resolved at the point of service delivery are managed with a process consistent with this policy.
For Personal Care Homes, refer to the Manitoba Health Services Insurance Act: Personal Care Home Standards Regulation.
(The Regulation is available online: Standard 25: Complaints).
<http://web2.gov.mb.ca/laws/regs/current/pdf-regs.php?reg=30/2005>
- 3.2 Each Facility and regional clinical program shall have a Patient Relations Representative (or designate(s)) responsible for the Complaint management process.
- 3.3 If appropriate, a Complaint about a member of the medical Staff is dealt with in accordance with the WRHA Medical Staff By-Law.
http://www.wrha.mb.ca/professionals/medical/files/MedByLaw_Final.pdf
- 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. See Policy 75.00.060 on *Entries into Health Care Records*.
- 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

WRHA Policy Name: Client Complaint Management and Reporting	Policy Number: 10.50.010	Page 3 of 3
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Complaint files within 20 Business Days.

- 3.9 A Complaint that arises from a Critical Occurrence or Critical Incident shall be managed separately from the Critical Occurrence or a Critical Incident.
(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, entered in a timely manner, must be complete when a Complaint file is closed.

4.0 PROCEDURE:

N/A

5.0 REFERENCES:

- 5.1 Client Relations Process Map <http://www.wrha.mb.ca/contact/files/ClientRelationsProcessMap.pdf>
- 5.2 Personal Care Home Standards Regulation
- 5.3 WRHA Policy 10.50.040 Critical Incident Reporting and Management
- 5.4 WRHA Policy 10.50.045 Critical Occurrence Reporting and Management
- 5.5 WRHA Policy 75.00.060 Entries into Health Records
- 5.6 WRHA Medical Staff **Board By-Law No. 3**

