



## PROGRAM POLICY

<b>NUMBER:</b>	QPS 150
<b>TITLE:</b>	Patient Safety Concerns and Care Complaints
<b>CATEGORY:</b>	Quality
<b>APPROVED:</b>	October 2013
<b>VERSION:</b>	2.1
<b>AUTHORITY:</b>	Program Director
<b>LAST REVIEWED:</b>	September 2019
<b>LAST REVISED:</b>	September 24, 2019

**PURPOSE:** To establish a process for the RPPEO to assess patient safety concerns and complaints relevant to patient care and apply appropriate Ministry of Health standards so the we are accountable and responsive to all stakeholders including our patients, our partners, and the public.

**POLICY:** The RPPEO will assess and review concerns and complaints relevant to patient care.

**PROCEDURE:**

1. RPPEO will establish, develop and maintain an Event Analysis process for patient care concerns and complaints.
2. RPPEO will maintain publicly available channels of communication to receive concerns and complaints related to out-of-hospital patient care along the care continuum.
3. The RPPEO receives complaints related to Patient Care from various sources.
4. RPPEO will triage all complaints from stakeholders and process appropriately.

5. Ministry of Health Field Office, RPPEO Medical Director and Program Director will be notified in the event of a complaint, or extreme patient safety concern.
6. RPPEO will lead, consult, and/or partner with various agencies and stakeholders to review all data as it is obtained and collect additional information as required to complete the review.
7. Information obtained for review purposes is considered private and confidential, review findings will be shared where appropriate, or required by law or statute.
8. Concern and complaint review proceedings will be maintained according to ADM 120 – Document Retention schedule.
9. The patient safety concern and complaint review process will be in accordance with all relevant Ministry of Health Standards.

**RELATED POLICIES/LEGISLATION:**

Regional Base Hospital Performance Agreement, Ministry of Health and Long-Term Care  
 The Ottawa Hospital “Leaders’ FIPPA Preparation Checklist”  
 Personal Health Information Protection Act  
 RPPEO QPS 120 Call Review Process (Event Analysis)  
 Memorandums of Understanding - Service Stakeholders

**REVISION RECORD:**

Version #	Revision Date	Summary of Changes
1.0	September 2016	Pre-existing 2015 version reviewed as baseline for new versioning system. Removed reference to TOH Privacy Commissioner (not usual practice). Added reference to RPPEO Event Analysis process. Added closure with the originator of the complaint. Removed Outdated flowchart.
2.0	February 20, 2019	Purpose Added our accountability and responsiveness to stakeholders, patients, etc. Added that RPPEO will create an Event Analysis procedure. Added that RPPEO will maintain ways for the public to communicate concerns and complaints. Added that complaints will be triaged accordingly. Added that RPPEO will work with various agencies/stakeholders, when needed, to thoroughly investigate a complaint. Added that all information gathered will be considered confidential, and shared only when appropriate, or required by law. Added that information will be held according to ADM 120

2.1	September 24, 2019	Name changed from "Complaints." Added point #9. Changed "MOHLTC" to MOH or Ministry of Health where appropriate
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