

Co-design of patient relations indicators across the acute care, long-term care and home care sectors to improve care and public reporting

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What is Patient Relations?

Patient relations includes engaging patients and caregivers in improving how health care settings gather and respond to feedback, concerns, and complaints.

What is Patient Relations?

Patient engagement is the way in which individual providers or health care organizations solicit patient needs and preferences to ensure they are delivering patient-centered care.

Patient experience is the patient's assessment of their care continuum, starting from the time they first connect to the healthcare and is often assessed through self-reported surveys.

Measuring Patient Relations

Objective

To develop and consult on Reporting and Measurement Plan for multi-sector environments (hospitals, Home and community care, Long-term care)

Why?

Patient relations is a key component of the overall patient experience

No standardized collection, definitions process, or reporting of patient complaints in health care facilities in the province

Context Setting

- Three pieces of legislation/policy focused on patient relations
 - Patients First: Action Plan for Health Care
 - Regulation 188/15 – introduced patient relations requirements for hospitals
 - Bill 8 – introduces Patient Ombudsman, expands HQO's mandate to monitor and report on patient relations, and to support quality improvement
- Health Quality Ontario/Ministry of Health and Long-Term Care Accountability Agreement Deliverables (2015/16)

Work that Informed Recommendations

Team: Health System Performance, Quality Improvement, Patient Engagement, Advisory and Measurement Group, Patient Advisors

Timeline: 10 months

Process:

- Environmental scan
- Multi-sector survey on complaint handling
- Jurisdictional consultation; key informant interviews
- Patient Relations Advisory Group and Measurement Sub-Group
- Modified Delphi Indicator Selection and Refinement Process

Measurement Opportunities

- How do you measure a complaint? (e.g. hallway chatter)
- What do you do when several issues are made in the same complaint submission?
- What do you do when a family member or caregiver make the same complaint on behalf of the patient?
- How do you count anonymous complaints? Social media or text messaged complaints?
- What is important to patients?

.... And then standardize across each facility, sector, reporting system etc.

Standardized Indicators

The Patient Relations Advisory Group endorsed the following indicators for public reporting:

- Percentage of complaints received by complaint category
- Percentage of complaints acknowledged to the individual who made the complaint within two, five, and 10 business days*
- Percentage of complaints closed within 30 calendar days and 60 calendar days*
- Percentage of action(s) taken in response to a complaint by type of action
- *Rate of complaints received per 1000 patients/residents was included as a priority for internal, facility-level reporting to provide context to the other measures; not recommended for public reporting*

*Thresholds for complaint acknowledgement and closed timeframes were based on legislation and Patient Relations Advisory Group recommendations.

Complaint Definition

Definition: An expression of dissatisfaction requiring acknowledgement and action

Inclusion Criteria

- Complaints received on and between the first and last fiscal day of the fiscal year including non-business days and after hours
- Repeated complaints on the same issue from the same person are counted as a single complaint. This includes complaints that are made on the same issue by a different individual on behalf of the same patient/resident
- One complaint may include numerous issues, but will be counted as a single complaint
- Each separate issue within a single complaint should also be documented
- Complaints included must be documented through the formal complaints process
- Oral complaints are those made in person or by phone call
 - Written complaints include those that are made by letter, email, or text

Exclusion Criteria

- The complaint is not documented through the formal complaints process. For example:
 - Complaints that were acknowledged and resolved immediately after the complaint was received (e.g. turning up the temperature in a patient or resident's room)
 - The complaint needed no additional intervention

Standard Complaint Categories

Field	Category	Sub-category
CLINICAL	Care / Treatment	Quality of care; Examination; Diagnosis/Treatment; Patient care journey; Staff skills
	Safety	Personal safety or security; Misidentification; Infection control; Patient Abuse
RELATIONSHIPS	Attitude	Sensitivity/Caring/Courtesy/Respect
	Communication	Communication breakdown; Incorrect or inconsistent information; Transitions in care
MANAGEMENT	Confidentiality	Breach
	Facility issues / Environment	Housekeeping; Maintenance; Dietary; Accommodation/Accessibility; Visitation; Parking
	Finance / Cost	Charges; Insurance coverage
	Patients or Residents Property	Accidental loss or damage
		Alleged theft
	Privacy / Patient or Resident Rights	Consent; Patient information; Discrimination; Personal Privacy
	Operational / Administration	Service/procedural issues
	Timing / Access	Access or admission; Delay; Staffing, resources, services; Discharge or transfer arrangements

Plan Submission

Health Quality Ontario

The provincial advisor on the quality of health care in Ontario

March 2016

Patient Relations Measurement and Reporting Plan: DRAFT FOR MINISTRY DISCUSSION



Submitted for Ministry review on March 31st as part of Health Quality Ontario's Accountability Agreement

Recommendations Summary

Measurement and Reporting

- Standardized indicators and potential benchmarks
- Standardized complaint categories and definitions
- Voluntary pilot testing – Pilot Site feedback reporting
- Introduce public reporting

Enabling Considerations

- Harmonization of legislation re: complaint handling
- Independent complaint facilitation across sectors
- Improved use of existing data for quality improvement

Voluntary Pilot Testing

- Small number of pilot sites across sectors to test indicators, confirm reporting requirements, and implement pilot site reporting
- On-going implementation to additional pilot sites and eventually full province implementation



Advancing Measurement

- Development of a User Guide and Data Collection Templates
- Education webinars to support data collection
- Data submission by pilot sites
- Analysis and reporting back to pilot sites
- Review and refinement of indicators