

Patient Relations Measurement and Reporting Pilot



Overview

The Ontario Ministry of Health and Long-Term Care has committed to improving patient relations through recent amendments to the *Excellent Care for All Act* and priorities set out in *Patients First: Action Plan for Health Care*. The legislative and policy changes set clear patient relations accountabilities for hospitals, establish the Patient Ombudsman, and expand Health Quality Ontario's mandate. As a result, Health Quality Ontario began an initiative to measure and report on patient relations indicators, and support quality improvement in [patient relations](#) processes in hospitals, home and community care, and long-term care homes.

Health Quality Ontario worked with a provincial advisory group that included representation from patients, hospitals, Community Care Access Centres, long-term care homes, sector associations, the Ministry of Health and Long-Term Care, and a Local Health Integration Network measurement expert. This group met monthly and guided indicator and complaint category selection (*Box 1*). They also advised on guidance tools, data collection, and implementation plans to support comparable measurement and public reporting. This work culminated in the Patient Relations Measurement and Reporting Plan, submitted to the Ministry in Spring 2016.

The plan included the recommendation to work with voluntary organizations to pilot data collection and facility-level reporting on a set of standardized patient relations indicators, complaint categories and definitions. Following Ministry endorsement, Health Quality Ontario launched the voluntary pilot in Summer 2016.

Pilot Objectives

The pilot includes 29 representative organizations across the hospital, home care and long-term care sectors. The participating pilot sites include 13 hospitals, four Community Care Access Centres, and 12 long-term care homes (*Box 2*), across 13 Local Health Integration Networks. Guided by the provincial advisory group and pilot participants, the pilot is using 2015-16 fiscal year complaints data to assess the data quality and comprehensiveness of existing data to measure and report on patient relations indicators.

Box 1. Patient Relations Indicators Undergoing Pilot Testing

- Percent of complaints received by complaint category.
 - Percent of complaints acknowledged to the person who made the complaint within two, five and 10 business days¹.
 - Percent of complaints closed within 30 calendar days and 60 calendar days.
 - Percent of action(s) taken in response to a complaint by type of action.
 - Rate of complaints per 1000 patients/residents
- Two indicators endorsed as a future reporting priority require additional development:
- Percent of patients satisfied with the complaint process
 - Percent of patients satisfied with the complaint outcomes of the complaints

¹ Thresholds for complaint acknowledgement and closed timeframes were based on legislation and Patient Relations Advisory Group recommendations.

Next Steps

Health Quality Ontario is working with pilot sites over the Fall of 2016 to submit aggregate facility-level data that will be used to develop comparative reports for each participating site. Results will inform indicator and technical specification refinements; as well as identify supports, like webinars, required to scale-up measurement and reporting implementation across Ontario.

Box 2. Participating Patient Relations Pilot Sites

Hospital Sites

- Baycrest Hospital
- Health Sciences North
- Montfort Hospital
- Joseph Brant Hospital
- Orillia Soldiers Memorial Hospital
- St. Joseph's General Hospital Elliot Lake
- The Ottawa Hospital: Civic Campus, General Campus, Riverside Campus
- Thunder Bay Regional Health Sciences Centre
- Trillium Health Partners: Credit Valley Hospital, Mississauga Hospital, Queensway Health Centre

Community Care Access Centres

- Central Community Care Access Centre
- Champlain Community Care Access Centre
- Toronto Central Community Care Access Centre
- South West Community Care Access Centre

Long-Term Care Home Sites

- Baycrest Jewish Home for the Aged
- Bethammi Nursing Home
- Extencicare: Georgian Heights, Wyndham Manor
- Hastings Centennial Manor
- Hogarth Riverview Manor
- Schlegel Villages: Coleman Care Centre, Erin Mills Lodge, The Village of Aspen Lake, The Village of Sandalwood Park, The Village of Taunton Mills, The Village of Winston Park

Health Quality Ontario will also publish a resident relations guidance tool in early 2017 to support long-term care homes wanting to review and improve their processes. We will continue to facilitate sector engagement in partnership with the Local Health Integration Networks and associations. The pilot results will inform final measurement and implementation recommendations to the Ministry of Health and Long-Term Care by March 2017.

For more information on patient relations at Health Quality Ontario, please contact pt_rel@HQOntario.ca.