

Annual Report on the Application of the Complaint Examination Procedure, on User Satisfaction and on the Enforcement of User Rights 2012-2013

Summary of the Annual Report



Introduction (1)

In accordance with the article 76.11 of the *Act*, the annual report on the Patient Complaints Examination procedure shall:

Indicate and incorporate

- The Activities Summary of the Local Commissioner;
- The Medical Complaints Examiner's Report; and
- The Review Committee's Report.

Introduction (2)

Describe

- The number of complaints received, according to the level of the treatment;
- The time taken for the examination of complaints;
- The actions taken following the examination of complaints;
- The number of complaints that gave rise to an application at the second level;
- The actions taken to improve user satisfaction and foster the enforcement of user rights.



Activities Summary of the Commissioner

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Handling of the Complaints

By the Commissionner

	2012-2013
Complaints in process on April 1 st 2012	5
Received during the fiscal year	87
Concluded during the fiscal year	87
Current as of March 31 st 2013	5
Application to the Health Services Ombudsman	2

Number of Types of Complaints

By the Commissioner

Accessibility / Continuity	6 (5%)
Care and Services	26 (23%)
Environment / Material Resources	32 (29%)
Financial Aspects	7 (6%)
Relationships	12 (11%)
Specific Rights	28 (25%)
TOTAL	111 (100%)

Processing Level (Per Type)

By the Commissioner

Abandoned by the User	7
Interrupted	16
Dismissed upon summary examination	8
Refused	6
Examined with measures	30
Examined without measure	44
TOTAL	111

Processing Level (per complaint) Examined *by the Commissioner*

Less than 3 days	36
From 4 to 15 days	21
from 16 to 30 days	12
From 31 to 45 days	6
From 46 to 60 days	4
From 61 to 90 days	6
From 91 to 180 days	2
181 days and more	0
TOTAL	87



Average Processing Time:

17 days in 2012-2013 vs 28 days in 2011-2012.

Measures Identified (per Indicator) – (1)

By the Commissioner

In Individual Impact	Complaints	Interventions
Adaptation of Care and Services	15	5
Adaptation of the Environment	2	0
Others (Financial Adjustments, info., Conciliation, Rights, etc.)	7	2
TOTAL	24	7

Measures Identified (per indicator) – (2)

By the Commissioner

In Systematic Impact	Complaints	Interventions
Adaptation of Care and Services	7	1
Adaptation of the Environment	5	0
Adoption Policies/By-laws/Protocols	8	3
Others (communication, training, etc.)	10	0
TOTAL	30	4

Activities Summary – Handled *by the Commissioner*

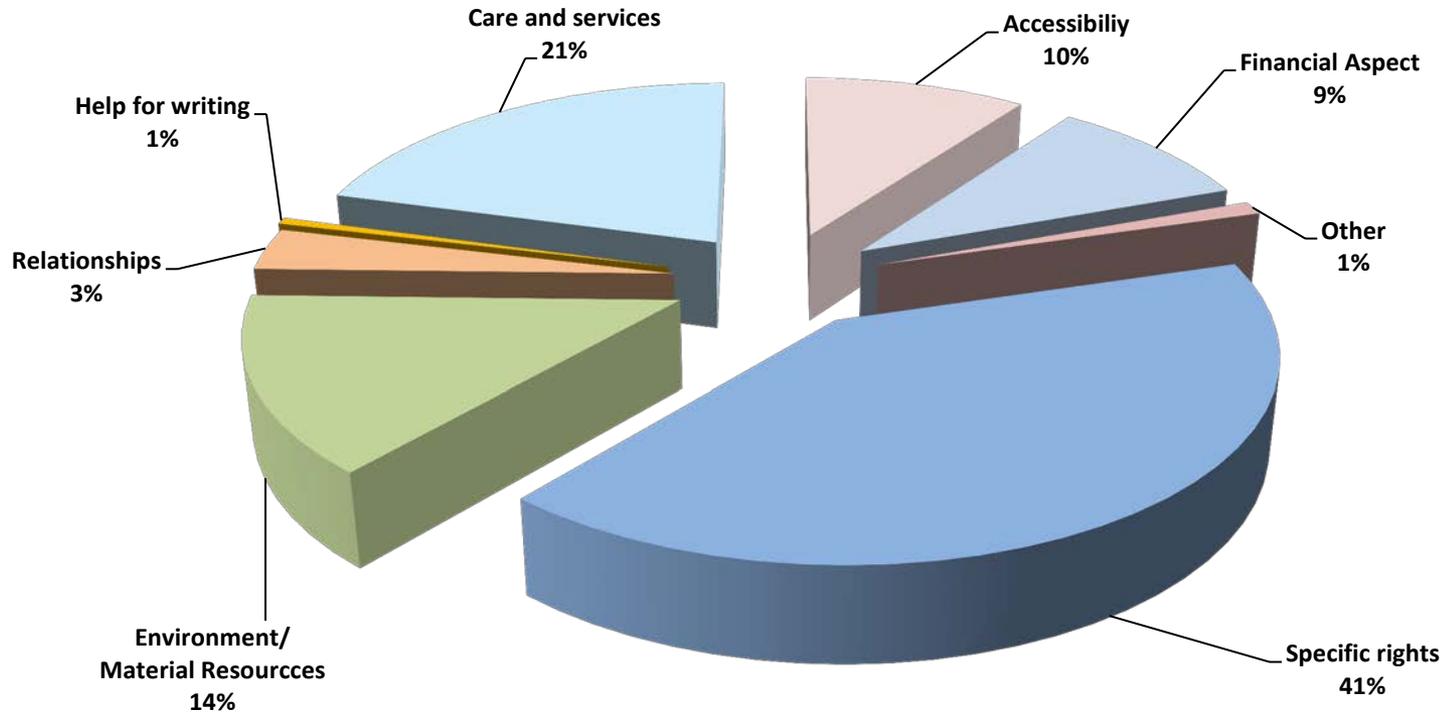
	<u>2012-2013</u>
Complaints *	87
Intervention *	24
Assistance	382
<u>Consultation</u>	<u>30</u>
TOTAL	523

* Cases oriented for non medical disciplinary study (HR):2

Requests for Assistance (per Subject) Processed *by the Commissioner*

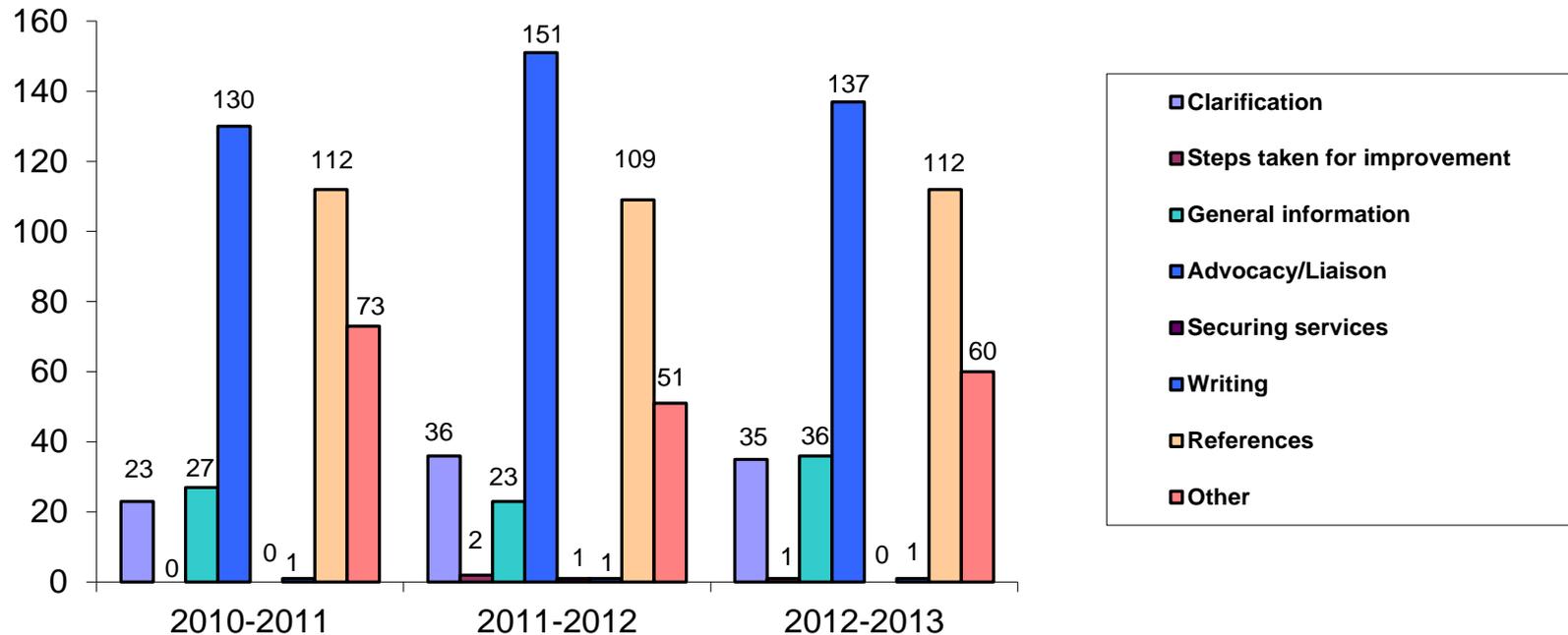
Accessibility / Continuity	27 (7%)
Care and Services	72 (20%)
Environment /Material Resources	42 (11%)
Financial Aspects	19 (5%)
Relationships	39 (10%)
Specific Rights	175 (47%)
Help for writing	2 (1%)
Others	4 (1%)
<hr/>	
TOTAL	382 (100%)

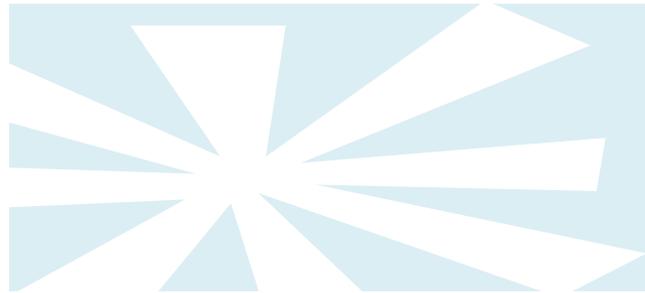
Requests for Assistance in 2012-2013 (per Indicator) – Processed *by the Commissioner*



Assistance – Actions Taken (per Indicator) Processed by the Commissioner

3-year Comparison
Actions taken to requests for assistance





Medical Complaints Examiner's Report

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Examination of the Medical Complaints

by the Medical Complaints' Examiner

	2012- 2013
Medical Complaints in process on April 1 st 2012	1
Received during the fiscal year	13
Concluded during the fiscal year	10
Current as of March 31 st 2013	4
Application to the Review Committee	1

Number of Types of Medical Complaints Examined by the Medical Complaint Examiner

2012-2013

Other (*Category reserved for Medical Acts*)



11 (100%)

* Acts related to a Doctor, Dentist, Pharmacist or Resident.

Processing Level (per Type)

Examined *by the Medical Complaint Examiner*

2012-2013

Abandoned by the User	0
Interrupted	0
Refused	0
Dismissed upon summary examination	5
Examined with measures	0
<u>Examined without measure</u>	<u>6</u>
TOTAL	11

✳ Case Transferred for Disciplinary Study: 1

Processing Time (per complaint)

Examined *by the Medical Complaint Examiner*

	<u>2012-2013</u>
Less than 3 days	0
From 4 to 15 days	1
From 16 to 30 days	3
<u>From 31 to 45 days</u>	<u>1</u>
From 46 to 60 days	3
From 61 to 90 days	2
<u>From 91 to 180 days</u>	<u>0</u>
TOTAL	10

 Average Processing Time:
43 Days in 2012-2013 vs 34 Days in 2011-2012.

Measures Identified (per indicator)

By the Medical Complaint Examiner

In Individual Impact	Medical Complaints
Sub-total	0
In Systematic Impact	Medical Complaints
Sub-total	0
TOTAL:	0

Review Committee's Report

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Summary of the Review Application

By the Review Committee

	<u>2012-2013</u>
In process on April 1 st 2012	0
Received during the fiscal year	1
Concluded during the fiscal year	1
Current as of March 31 st 2013	0

* Average Processing Time:
37 Days in 2012-2013 vs 73 Days in 2011-2012.

Review Process

By the Review Committee

Final Opinion	Number
Confirmation of the conclusions of the Medical Complaint Examiner	1
Request of a supplementary examination	0
Disciplinary investigation	0
Recommendation to resolve matter	0
TOTAL	1



No measure was identified in 2012-2013.



Conclusion

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Conclusion

Actions taken following the examination of complaints and the handling of interventions:

65 measures were identified

- * To improve services;
- * To foster the enforcement of patients' rights;
- * To strengthen the legal obligations of the Institute, according its mission.

The Wachtdog Committee is responsible to insure follow-up with the Board of Directors of the measures that were identified until their implementation.

Thank you!

Questions?

www.douglas.qc.ca/commissioner

