

Annual Report on the Application of the Complaint Examination Procedure, on User Satisfaction and on the Enforcement of User Rights 2013-2014

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

	2013-2014
Complaints in process on April 1 st 2013	5
Received during the fiscal year	53
Concluded during the fiscal year	55
Current as of March 31 st 2014	3
Application to the Health Services Ombudsman	0

Number of Types of Complaints

By the Commissioner

Accessibility / Continuity	5 (8%)
Care and Services	8 (14%)
Environment / Material Resources	6 (10%)
Financial Aspects	11 (19%)
Relationships	14 (24%)
Specific Rights	15 (25%)
TOTAL	59 (100%)

Processing Level (Per Type)

By the Commissioner

Abandoned by the User	1
Interrupted	10
Dismissed upon summary examination	1
Refused	2
Examined with measures	17
Examined without measure	28
TOTAL	59

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

	<u>2013-2014</u>	
Less than 3 days	22	} 89%
From 4 to 15 days	19	
from 16 to 30 days	5	
From 31 to 45 days	3	
From 46 to 60 days	5	} 11%
From 61 to 90 days	0	
From 91 to 180 days	1	
181 days and more	0	
TOTAL	55 (100%)	

Average Processing Time:

16 days in 2013-2014 vs 17 days in 2012-2013.

Measures Identified (per Indicator) – (1)

By the Commissioner

In Individual Impact	Complaints	Interventions
Adaptation of Care and Services	4	5
Adaptation of the Environment	4	1
Others (Financial Adjustments, info., Conciliation, Rights, etc.)	2	1
TOTAL	10	7

Measures Identified (per indicator) – (2)

By the Commissioner

In Systematic Impact	Complaints	Interventions
Adaptation of Care and Services	6	7
Adaptation of the Environment	7	3
Adoption Policies/By-laws/Protocols	3	4
Others (communication, training, etc.)	6	2
TOTAL	22	16

Activities Summary – Handled *by the Commissioner*

	<u>2013-2014</u>
Complaints *	55
Interventions *	22
Assistances	436
<u>Consultations</u>	<u>15</u>
TOTAL	528

* Cases oriented for non medical disciplinary study (HR): 3

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

Accessibility / Continuity	28 (6%)
Care and Services	128 (30%)
Environment /Material Resources	60 (14%)
Financial Aspects	22 (5%)
Relationships	23 (5%)
Specific Rights	175 (40%)
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TOTAL	436 (100%)

Medical Complaints Examiner's Report

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Examination of the Medical Complaints

by the Medical Complaints' Examiner

	2013- 2014
Medical Complaints in process on April 1 st 2013	4
Received during the fiscal year	18
Concluded during the fiscal year	20
Current as of March 31 st 2014	2
Application to the Review Committee	3

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

2013-2014

Other (<i>Category reserved for Medical Acts</i>) [*]	20 (100%)
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*** Acts related to a Doctor, Dentist, Pharmacist or Resident.**

Processing Level (per Type)

Examined *by the Medical Complaint Examiner*

2013-2014

Abandoned by the User	3
Interrupted	1
Refused	0
Dismissed upon summary examination	3
Examined with measures	0
<u>Examined without measure</u>	<u>13</u>
TOTAL	20

Case Transferred for Disciplinary Study: 0

Processing Time (per complaint)

Examined *by the Medical Complaint Examiner*

2013-2014

Less than 3 days	1	}	85%
From 4 to 15 days	2		
From 16 to 30 days	6		
<u>From 31 to 45 days</u>	<u>8</u>		
From 46 to 60 days	1	}	15%
From 61 to 90 days	1		
<u>From 91 to 180 days</u>	<u>1</u>		
TOTAL	20 (100%)		

Average Processing Time:

34 days in 2013-2014 vs 43 days in 2012-2013.

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>2013-2014</u>
In process on April 1 st 2013	0
Received during the fiscal year	3
Concluded during the fiscal year	2
Current as of March 31 st 2014	1

Average Processing Time:

58 days in 2013-2014 vs 37 days in 2012-2013.

Review Process

By the Review Committee

Final Opinion	Number
Confirmation of the conclusions of the Medical Complaint Examiner	1
Request of a supplementary examination	1
Disciplinary investigation	0
Recommendation to resolve matter	0
TOTAL	2

No measure was identified in 2013-2014.

Conclusion

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Conclusion

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

55 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