

Annual Report on the Application of the Complaint Examination Procedure, on User Satisfaction and on the Enforcement of User Rights 2014-2015

Summary of the Annual Report



In accordance with the articles 76.10 and 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.

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 2nd 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

2014-2015

By the Commissionner

Complaints in process on April 1 st 2014	3
Received during the fiscal year	29
Concluded during the fiscal year	32
Current as of March 31 st 2015	0
Application to the Health Services Ombudsman	4

Number of Types of Complaints

2014-2015

By the Commissioner

Accessibility / Continuity	1 (2%)
Financial Aspects	2 (5%)
Specific Rights	6 (14%)
Environment / Material Resources	9 (21%)
Relationships	12 (29%)
Care and Services	12 (29%)
TOTAL	42 (100%)

Processing Level (Per Type)

2014-2015

By the Commissioner

Abandoned by the User	1
Interrupted	2
Refused	4
Dismissed upon summary examination	2
Examined with measures	16
Examined without measure	17
TOTAL	42

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

2014-2015

Less than 3 days	15	}	75%
From 4 to 15 days	1		
from 16 to 30 days	7		
From 31 to 45 days	1		
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From 46 to 60 days	2	}	25%
From 61 to 90 days	4		
From 91 to 180 days	1		
181 days and more	1		
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TOTAL	32 (100%)		

Average Processing Time:

29 days in 2014-2015 vs 16 days in 2013-2014.



Measures Identified (per Indicator) – (1)

2014-2015

By the Commissioner

In Individual Impact	Complaints	Interventions
Adaptation of Care and Services	6	7
Adaptation of the Environment	7	0
TOTAL	10	7





Measures Identified (per indicator) – (2)

2014-2015

By the Commissioner

In Systematic Impact	Complaints	Interventions
Adaptation of Care and Services	7	0
Adaptation of the Environment	71	12
Adoption Policies/By-laws/Protocols	18	37
TOTAL	26	49



Activities Summary – Handled *by the Commissioner*

2014-2015

Complaints*	32
Interventions*	36
Assistances	421
Consultations	14
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TOTAL	503

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

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

2014-2015

Accessibility / Continuity	25 (6%)
Financial Aspects	23 (5%)
Specific Rights	179 (43%)
Environment /Material Resources	56 (13%)
Relationships	35 (8%)
Care and Services	103 (25%)
TOTAL	421 (100%)

Medical Complaints Examiner's Report

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Examination of the Medical

Complaints *by the Medical Complaints' Examiner*

2014-2015

Medical Complaints in process on April 1 st 2014	2
Received during the fiscal year	15
Concluded during the fiscal year	17
Current as of March 31 st 2015	0
Application to the Review Committee	0

Number of Types of Medical

2014-2015

Complaints Examined *by the Medical Complaint Examiner*

Other (*Category reserved for Medical Acts*)* 17 (100%)

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

Processing Level (per Type)

2014-2015

Examined *by the Medical Complaint Examiner*

Abandoned by the User	1
Interrupted	0
Refused	0
Dismissed upon summary examination	2
Examined with measures	1
Examined without measure	13
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TOTAL	17

Case Transferred for Disciplinary Study: 0

Processing Time (per complaint)

2014-2015

Examined *by the Medical Complaint Examiner*

Less than 3 days	0	}	65%
From 4 to 15 days	3		
From 16 to 30 days	4		
From 31 to 45 days	4	}	35%
From 46 to 60 days	4		
From 61 to 90 days	0		
From 91 to 180 days	2	}	100%
TOTAL	17		

Average Processing Time:

40 days in 2014-2015 vs 34 days in 2013-2014.



Measures Identified (per indicator)

2014-2015

By the Medical Complaint Examiner

In Individual Impact	Medical Complaints
Sub-total	1
In Systematic Impact	Medical Complaints
Sub-total	2
TOTAL	3



Review Committee's Report

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Summary of the Review Application

2014-2015

By the Review Committee

In process on April 1 st 2014	0
Received during the fiscal year	0
Concluded during the fiscal year	0
Current as of March 31 st 2015	0

Average Processing Time:

0 day in 2014-2015 vs 58 days in 2013-2014.

Review Process

2014-2015

By the Review Committee

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

Conclusion

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Actions taken following the examination of complaints and medical complaints and the handling of interventions, 98 measures were identified:

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

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

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