

Achieving Excellence Together Conference

June 16, 2017

Health Quality Ontario

The provincial advisor on the quality of health care in Ontario

Session Objectives and Panel

- To hear from 2 participants in a recent patient relations measurement pilot
 - Lessons learned and challenges
 - Perspectives on how measurement & reporting can support and enable patient relations moving forward

Anna Greenberg, Health Quality Ontario (moderator)

Jennifer Proulx, Champlain

Steven Carswell, South West

Context

- *Regulation 188/15* – introduced patient relations requirements for hospitals in September 2015
- *Excellent Care for All Act* – amended to expand Health Quality Ontario's mandate:
 - To monitor and report on patient relations, and
 - To support quality improvement

HQO Patient Relations work

- Environmental scan (practices & reporting)
- Multi-sector survey (practices & reporting)
- Published guidance tools for hospitals, LTC
- Convened Patient Relations Advisory Group
 - Indicator selection
 - Oversight of measurement and reporting pilot

Indicators for Public Reporting

- Rate of complaints per 1000 patients/residents
- Percent of complaints received by complaint category
- Percent of complaints acknowledged to the person who made the complaint within two, five and 10 business days*
- 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

Also exploring patient experience measures (as optional)

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

Pilot Objectives

- Test indicators, facility-level data submission and facility-level reporting for hospitals, CCACs and long-term care homes
- Inform refinements and supports required to scale implementation across Ontario
- Develop measurement and public reporting recommendations

Pilot Scope

- 29 pilot sites tested indicators and reporting
 - 9 Hospitals (13 sites)
 - 4 Community Care Access Centres
 - 6 Long-Term Care Home corporations (12 sites)
- One-time summary-level data submission via Excel template
- 34 sites originally volunteered. Five sites were unable to submit data due to staffing or information system changes

Next Steps

- Guidance tool for home and community care is in development
- Support data submission from health sector organizations to enable comparative facility-level reporting across Ontario (anticipated Spring 2018)
- Continue to work with health sector organizations, Local Health Integration Networks and associations to promote leading practices in patient relations
- Patient Relations Indicator Specifications are available on the website: <http://www.hqontario.ca/Portals/0/documents/qi/patient-relations/patient-relations-indicator-specifications-en.pdf>



For more information
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