



Complaint Process Protocol

This protocol is part of the new ICHS complaint process. It applies to all physicians, staff, students, volunteers, and vendors (collectively, “**Team Members**”).

Every written or verbal complaint made to West End Diagnostic Imaging (WEDI) or a staff member concerning the care of a patient or the operation of the centre is dealt with as follows:

Verbal – attempt to address the resolve the situation immediately. Be polite and respectful. If issue cannot be resolved immediately, direct the complainant to the website for patient feedback form. Where situation cannot be resolved immediately, follow process as per policy noted below.

Written – Written complaints received to be addressed per policy below.

1. The complaint shall be investigated and resolved where possible, and a response that complies with paragraph 3 below provided to the complainant within ten (10) business days of the receipt of the complaint, and where the complaint alleges harm or risk of harm including, but not limited to, physical harm, to one or more patients, the investigation shall be commenced immediately.
2. For those complaints that WEDI cannot investigate and resolved within 10 business days, an acknowledgment of receipt of the complaint shall be provided to the complainant within five (5) business days of receipt of the complaint including the date by which the complainant can reasonably expect a resolution, and a follow-up response that complies with paragraph 3 shall be provided as soon as possible in the circumstances.
3. The response provided to a person who made a complaint must include,
 - i. Contact information for making complaints about integrated community health services centres to the patient ombudsman under the Excellent Care for All Act, 2010 (see below for contact information), and
 - ii. An explanation of,
 - a. What the licensee has done to resolve the complaint, or
 - b. That the licensee believes the complaint to be unfounded, together with the reasons for the belief. WEDI shall maintain a complaints record that includes:
 - iii. WEDI shall maintain a complaints record that includes:



- The nature of each verbal or written complaint; the date the complaint was received;
- The type of action taken to resolve the complaint, including the date of the action, time frames for actions to be taken and any follow-up action required;
- The final resolution, if any;
- Every date on which any response was provided to the complainant and a description of the response; and
- Any response made in turn by the complainant

4. WEDI shall ensure that:

- a) The complaints record is reviewed with consideration given to the key principles set out in the Appendix “Patient, Family and Caregiver Declaration of Values” and that is also posted on the Government of Ontario’s website.
- b) The results of the review and analysis are taken into account in determining what improvements are required in the centre, if any; and
- c) A written record is kept of each review and of the improvements made in response, if any.

5. Section (5.2) and (5.3) do not apply with respect to verbal complaints that are resolved within 24 hours of being received.

(5.2) Complaints that need to be reported to Director at ICHS:

If an incident occurs (e.g., death, serious injury) and WEDI receives a written complaint about the incident, the licensee needs to submit a copy of the complaint to the Director and the response provided to the complainant. Note that if an incident, as defined, occurs, the licensee is required to report the incident to the Director.

(5.3) Complaints reported to Management team:

Every written complaint upon completing an investigation will be presented to the leadership team weekly. The leadership team and management team will review and ensure appropriate process has been followed.





6. Keeping complaints record:

- a) WEDI shall keep and maintain the individual record for each complaint that is recorded in the complaints record under subsection (2) for at least three years following the end of the complaints process for the complaint.
- b) WEDI shall ensure that the complaints record is kept at the the WEDI premises and is available for inspection as required.

7. Posting

(7.1) WEDI shall ensure that the following are posted on the licensee's website, and at a conspicuous place at the licensee's integrated community health services centre:

1. The licence.

2. A list of prices for all uninsured services that are offered by the licensee at the centre and the process for obtaining patient consent in connection with those services.

3. The licensee's process for receiving and responding to patient complaints pursuant to section 22 of the Act.

4. The contact information for the patient ombudsman under the Excellent Care for All Act, 2010.

5. The phone number and email address for the Ministry's Protecting Access to Public Healthcare program.

(7.2) Where WEDI is located in an area designated pursuant to the French Language Services Act, the information that is required to be posted under paragraphs 2 and 4 of section (7) must be posted in both English and French.





APPENDIX

Patient, Family and Caregiver Declaration of Values - Government of Ontario Website

Accountability

We expect open and seamless communication about our care. We expect that everyone on our care team will be accountable and supported to carry out their roles and responsibilities effectively. We expect a health care culture that demonstrates that it values the experiences of patients, families and caregivers and incorporates this knowledge into policy, planning and decision-making. We expect that patient, family and caregiver experiences and outcomes will drive the accountability of the health care system and those who deliver services, programs and care within it. We expect that health care providers will act with integrity by acknowledging their abilities, biases and limitations. We expect health care providers to comply with their professional responsibilities and to deliver safe care.

Empathy and Compassion

We expect that health care providers will act with empathy, kindness and compassion. We expect individualized care plans that acknowledge our unique physical, mental, emotional, cultural and spiritual needs. We expect that we will be treated in a manner free from stigma, assumptions, bias and blame. We expect health care system providers and leaders will understand that their words, actions and decisions strongly impact the lives of patients, families and caregivers.

Equity and Engagement

We expect equal and fair access to the health care system and services for all regardless of ability, race, ethnicity, language, background, place of origin, gender identity, sexual orientation, age, religion, socioeconomic status, education or location within Ontario. We further expect equal and fair access to health care services for people with disabilities and those who have historically faced stigmatization. We expect that we will have opportunities to be included in health care policy development and program design at local, regional and provincial levels of the health care system. We expect an awareness of and efforts to eliminate systemic racism and discrimination, including identification and removal of systemic barriers that contribute to inequitable health care outcomes (with particular attention to those most adversely impacted by systemic racism).





Respect and Dignity

We expect that our individual identity, beliefs, history, culture and ability will be respected in our care. We expect health care providers will introduce themselves and identify their role in our care. We expect that we will be recognized as part of the care team, to be fully informed about our condition, and have the right to make choices in our care. We expect that patients, families and caregivers be treated with respect and considered valuable partners on the care team. We expect that our personal health information belongs to us, and that it remain private, respected and protected.

Transparency

We expect that we will be proactively and meaningfully involved in conversations about our care, considering options for our care, and decisions about our care. We expect that our health records will be accurate, complete, available and accessible across the provincial health system at our request. We expect a transparent, clear and fair process to express a complaint, concern, or compliment about our care that does not impact the quality of the care we receive.

Contact information for Patient Ombudsman:

Patient Ombudsman's role is to help resolve complaints from patients, residents and caregivers about experiences in Ontario's public hospitals, long-term care homes, home care, and community surgical and diagnostic centres. www.patientombudsman.ca. Toll Free: 1-888-321-0339.

Ministry's Protecting Access to Public Healthcare program:

If an individual believes that they may have been charged for an insured service or for access to an insured service, they should contact the ministry by e-mail at protectpublichealthcare@ontario.ca or by phone (toll-free) at 1-888-662-6613.

