

# Office of Patient Relations 2020 Government of Nunavut Department of Health (Public)



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# How to get in touch



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*Your feedback is important as we use this information to improve services and highlight the work of our care providers. We will distribute your shared feedback to the appropriate individuals. Be sure to include your contact information, as we may seek permission to share your story more broadly in our external communication materials.*

*The Department of Health is committed to ongoing improvements with all health care services.*

# Introduction

The Office of Patient Relations (OPR) was created on July 12, 2013. OPR provides information and address issues, concerns, and answer questions to educate and improve the patient experience for Nunavummiut. OPR tracks concerns received, which allows the Department of Health to monitor trends and develop strategies in cooperation with providers and leaders to improve service delivery and communication.

In 2020, concerns submitted to OPR were predominantly within the areas of:

- ♦ Care and treatment
  - Includes quality of care, examination, diagnosis/treatment, patient care journey, and staff skills.
- ♦ Administrative
  - Includes operational/services/procedures and finance/cost

Operationally, OPR exceeded its 80% target of acknowledging complaints within two business days during 2020, and amongst those Nunavummiut whom OPR was able to contact for follow-up, 52% were satisfied with the outcome of their complaint. Moreover, OPR resolved nearly 80% of all complaints within 14 calendar days of submission.

OPR provides services in all four official languages. The OPR team is staffed by Inuit employees who are fluent in both written and spoken Inuktitut.

There are a variety of ways concerns can be submitted to OPR.

- ♦ Nunavummiut may bring concerns to the staff closest to their care (nurses, physicians, etc.) for resolution.
- ♦ If the issue is not resolved at the point-of-care, the complaint can be escalated to the manager.
- ♦ Alternatively, concerns can be submitted directly to OPR.

When a concern is received by form, letter, email, or through voicemail, OPR will acknowledge receipt of the concern within 48 hours. Concerns registered in person or over the phone are acknowledged at the time they are received. After a concern is received, the information provided is documented and forwarded to the appropriate individuals for investigation.

Once a concern has been resolved and closed, the complainant will be contacted with a response, which could either be verbal or in writing depending on the complexity of the issue. OPR maintains complete client confidentiality and requires consent from any patient or client over the age of 18, or from their parent or guardian, in order to accept and process the complaints.

# Complaint Process

Patient contacts Patient Relations with a concern (via phone, email, Feedback Form or fax)



Consent established

Patient Relations acknowledges and registers complaint in database



Initial assessment of severity of complaint



Investigation of complaint by appropriate individual



Respond to and connect with the complainant regarding findings of investigation



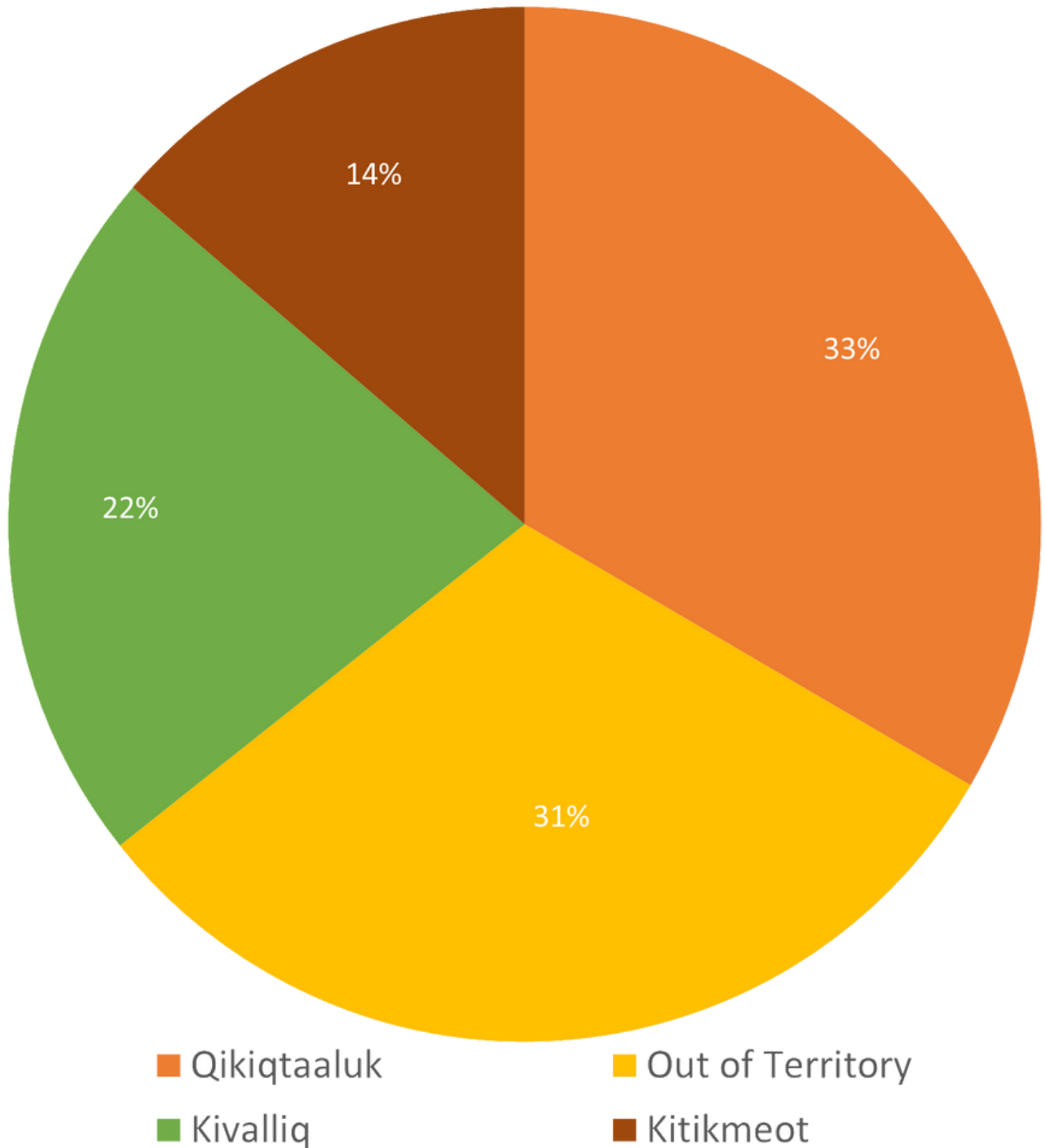
Record complaint details in Patient Relations database and close file



Implement system improvements/preventative actions

# Complaints in 2020 by region

Percentage of Complaints in 2020 by region



In 2020, the most complaints were made in the Qikiqtaaluk region, which is also the most populated region in Nunavut, followed by Out-of-Territory, Kivalliq, and the Kitikmeot.

## Complaints in 2020 by category

### OPR classifies complaints into the following Primary Categories:

- **Care & Treatment**
- **Patient Escorts**
- **Communication**
- **Safety**
- **Privacy/Patient or Resident Rights**
- **Administration**
- **Access**
- **Attitude**
- **Timing**
- **Facility Issues/Environment**
- **Medical Travel**
- **Confidentiality**

The most frequent complaint received by OPR was related to Care and Treatment, and throughout 2020 was the most frequently reported complaint to OPR in all regions, except for out-of-territory complaints.

Care and Treatment includes:

- ◆ Quality of care;
- ◆ Examination;
- ◆ Diagnosis/treatment;
- ◆ Patient care journey, and;
- ◆ Staff skills.

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The second most frequent complaint OPR received related to health service Administration. The Administration category includes:

- ◆ Operational/services/procedures and;
- ◆ finance/cost.

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Patient Escort and Facility Issues/Environment tied for third most complaints received by OPR. Patient Escort includes:

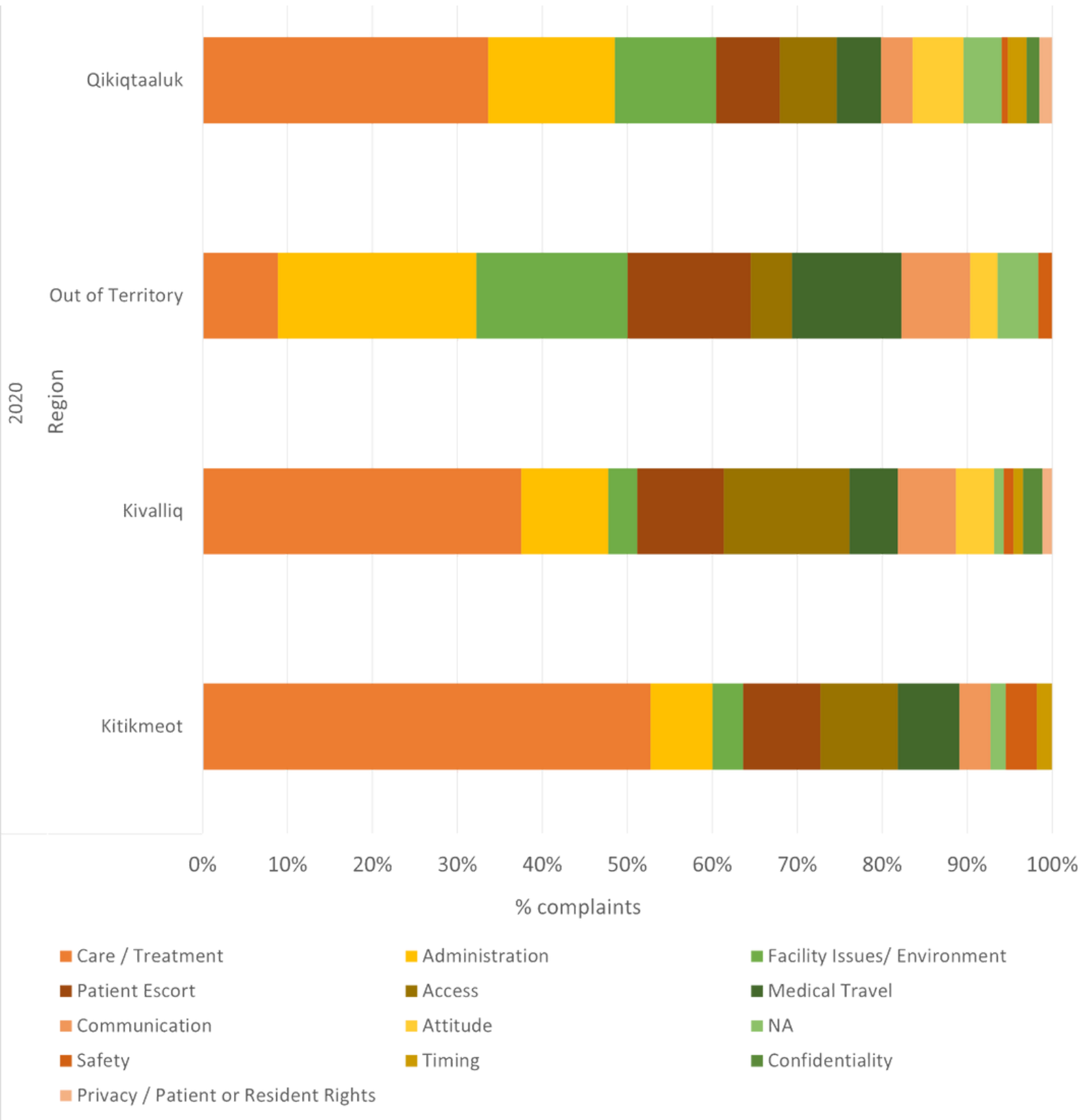
- ◆ Denied escorts;
- ◆ Appeals and;
- ◆ Breast-feeding infants.

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The Facility Issues/Environment category includes:

- ◆ Housekeeping;
- ◆ Maintenance;
- ◆ Dietary concerns;
- ◆ Accommodation/accessibility; visitation and parking.

# Complaints in 2020 by category



## Formal Acknowledgement of Complaints

OPR strives to formally acknowledge all client complaints within two business days, with a target metric of 80% success rate. OPR has consistently achieved and surpassed this metric.

Chart 3 - Percentage of Complaints that received formal acknowledgment within a given number of business days Discussion (Year 2020) (next page) and Table 3 Percentage of Complaints that received formal acknowledgment within a given number of business days (Year 2020) (next page) illustrate that in 2020 OPR was successful in meeting and continuously exceeding the 80% target metric.

In the Kivalliq, OPR was successful in acknowledging client complaints within two business days 91% of the time, and 100% of the time within three to five business days.

In the Kitikmeot and Qikiqtaaluk regions, OPR was successful at acknowledging client complaints within two business days 98% and 96% of the time, respectively, with acknowledgement of absolutely all complaints within three to five business days.

However, out-of territory client complaints in general, take longer to acknowledge, but remain well above the target metric of 80%.





# Formal Acknowledgement of Complaints

Formal Acknowledgement of Complaint

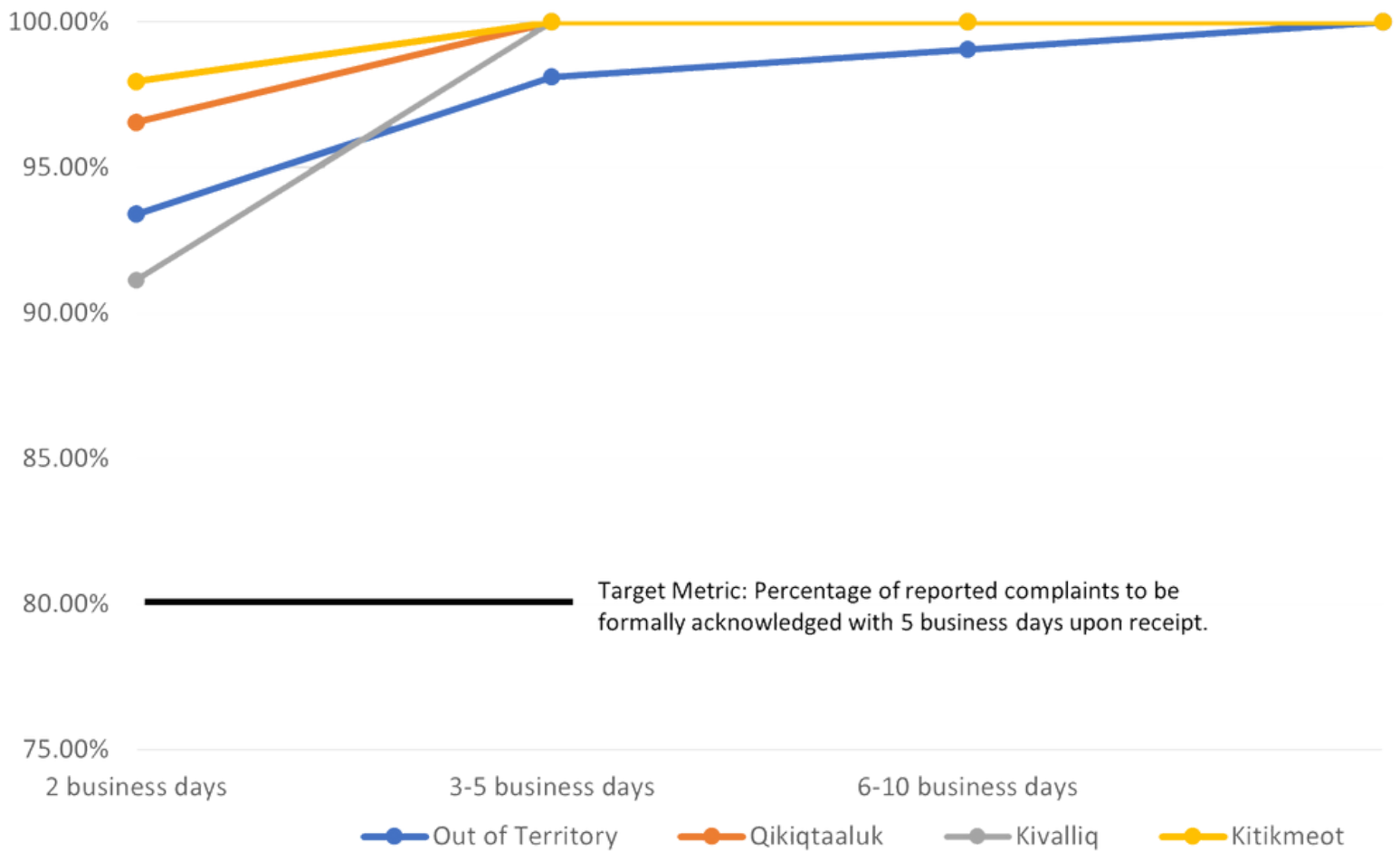


Chart 3 - Percentage of Complaints that received formal acknowledgment within a given number of business days Discussion (Year 2020)

Number of Business Days	Out of Territory	Qikiqtaaluk	Kivalliq	Kitikmeot	Total
2 business days	93.40%	96.55%	91.14%	97.96%	94.57%
3-5 business days	98.11%	100%	100%	100%	99.43%
6-10 business days	99.06%	100%	100%	100%	99.71%
<b>Total acknowledged</b>	100%	100%	100%	100%	100%

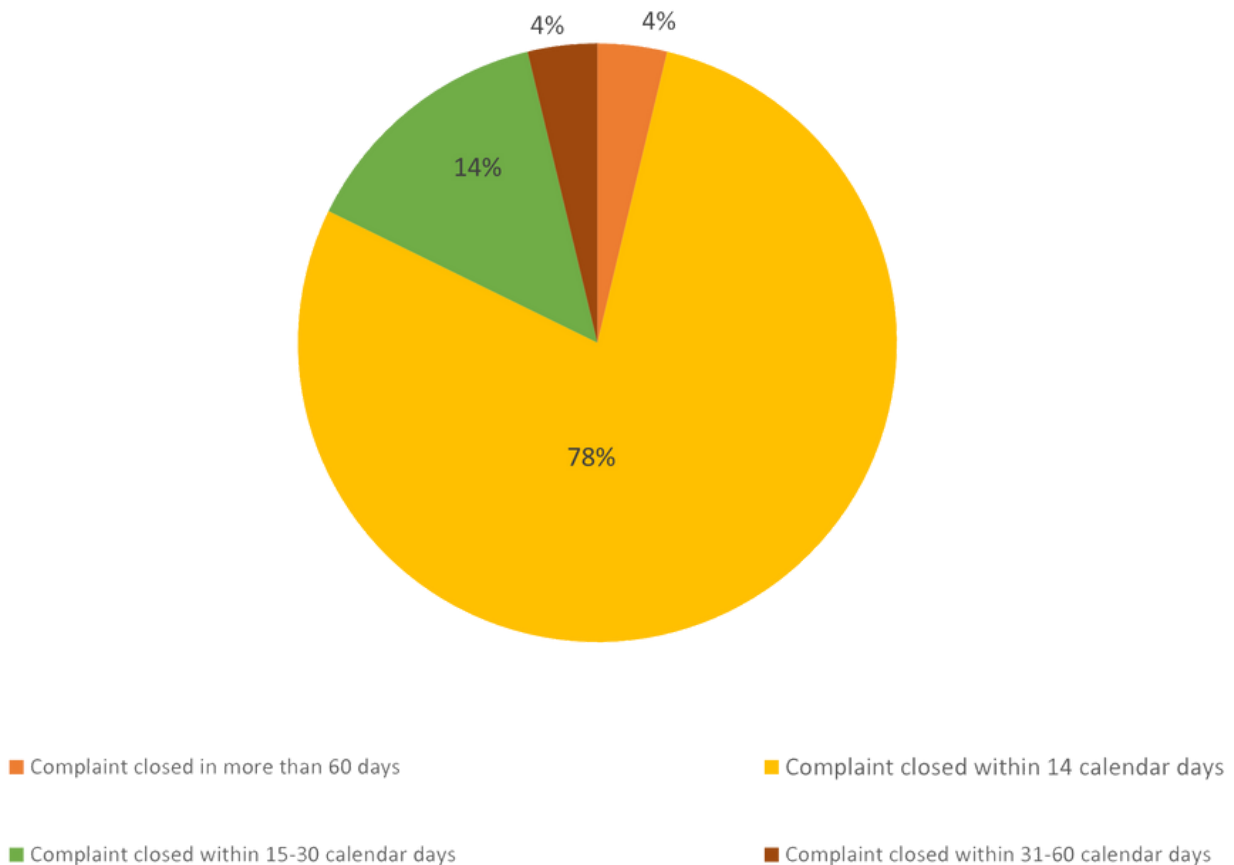
Table 3 Percentage of Complaints that received formal acknowledgment within a given number of business days (Year 2020)

# Percentage of Complaints Resolved within Calendar Days

In 2020, the OPR resolved 78% within 14 calendar days. Ninety-two percent of all complaints were resolved within one month, and 96% of all complaints were resolved within 60 days.

At times, complaints required more than 15 calendar days to resolve because the level and the complexity of the complain required additional consultation of all involved parties and staff.

Percentage of Complaints Resolved within Calendar Days



## Client satisfaction

To monitor effectiveness of the decision-making process around client complaints, OPR tracks client satisfaction regarding the outcome of the complaint. The decision-making process can involve numerous stakeholders, partnering organizations, government of health staff and the client.

[PC1] In most cases, clients reported they were satisfied with the outcome of a complaint. However, and as can be observed in Chart 5 and Table 5 below, approximately 37% of complaints were not available for comment and 3% of complaints were not documented. Where complaints were not followed up on, the cause was either because contact information was not provided to OPR, or the provided contact information was not in service (phone disconnections, etc).

[PC1]The pie chart where it says blank has to be fixed in the original graphic cand reimported.

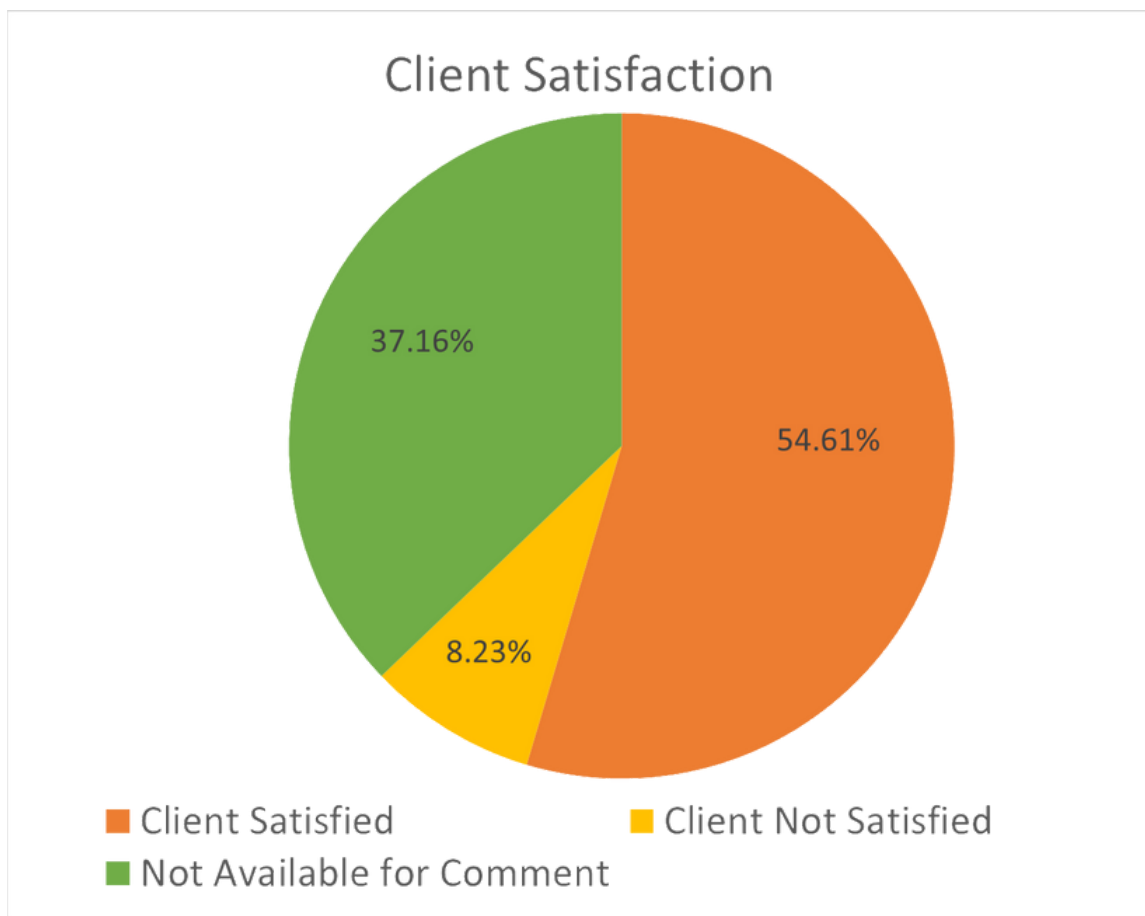


Chart 5

	Percentage
Client Not Satisfied	8.23%
Client Satisfied	54.61%
Not Available for Comment	37.16%
<b>Total</b>	<b>100%</b>

Table 5