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# How To Get in Touch



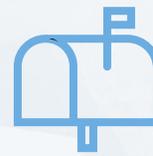
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Your feedback is important as we use this information to improve services and highlight the work of our care providers. We will distribute your shared feedback to the appropriate individuals. Be sure to include your contact information, as we may seek 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

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The Office of Patient Relations (OPR) was created on July 12, 2013. OPR provides information and addresses 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 as part of a quality assurance process. Collaborating with the Continuous Quality Improvement team and participating in the Quality Improvement Committee meetings, OPR brings forward the client and community voice in identifying safety and quality of care concerns Nunavummiut have brought forward.

There are a variety of ways concerns can be submitted to OPR, including:

- 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, fax, 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.







- Diagnosis/treatment
- Patient care journey
- Staff skills

The second most frequent complaint OPR received was related to Medical Travel. The Medical Travel category includes:

- Lack of/no travel notification
- Communication between travel clerk and patient
- Reimbursement

The third most frequent complaint OPR received was related to patient escorts. The patient escort category includes:

- Denied escort requests
- Escort requests
- Appeals
- Breastfeeding infants

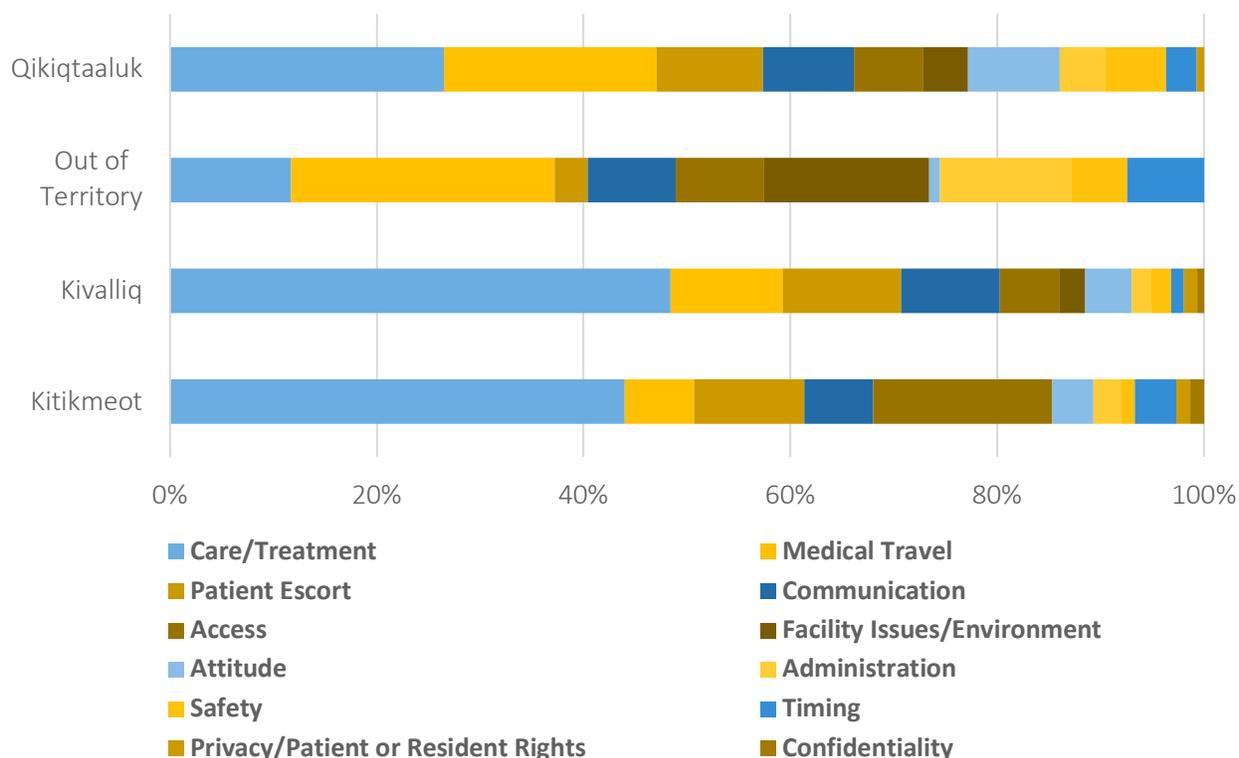


Figure 2: All Complaints by Primary Category and Region in 2022

# 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.

In the Kivalliq, OPR was successful in acknowledging client complaints within two business days 97% of the time, and 100% of the time within three to five business days.

In the Kitikmeot, OPR was successful in acknowledging client complaints within two business days 99% of the time, and 99% of the time within three to five business days.

In the Qikiqtaaluk regions, OPR was successful at acknowledging client complaints within two business days 90% and 99% of the time, respectively, with acknowledgement of absolutely all complaints within three to five business days.

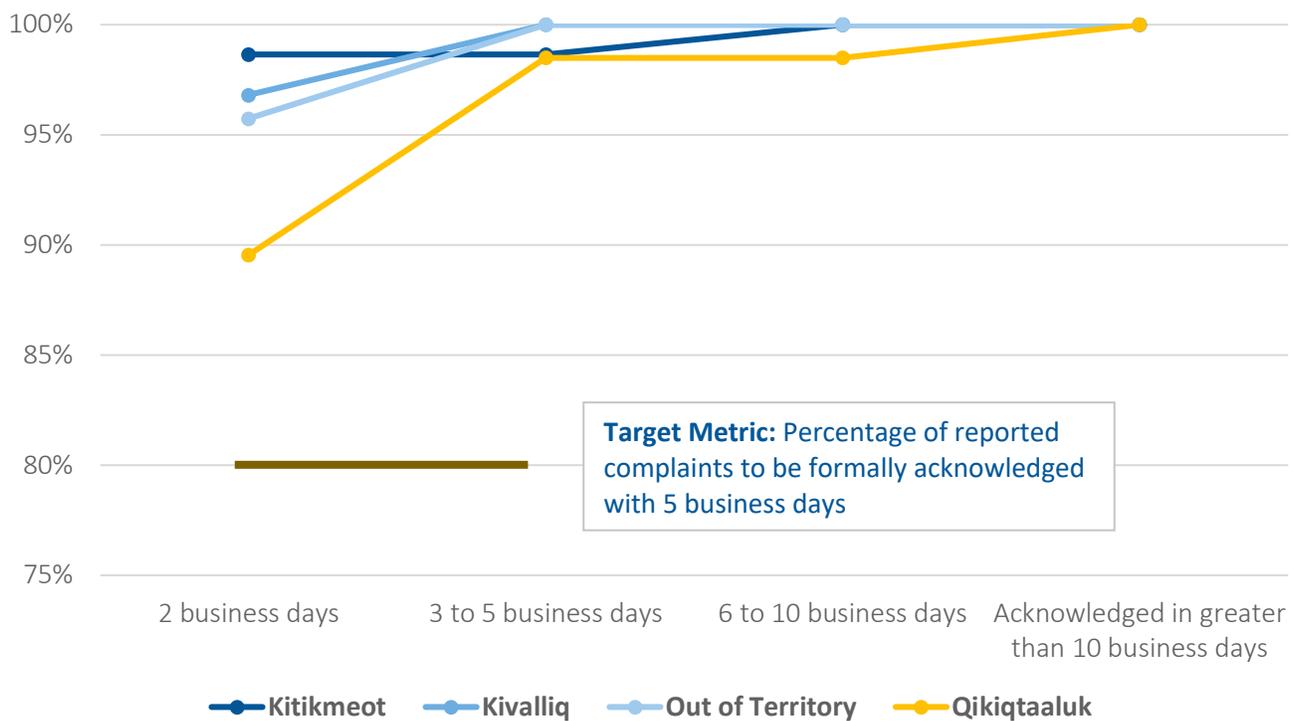


Figure 3: Percentage of Complaints that received formal acknowledgment within a given number of business days Discussion (Year 2022)

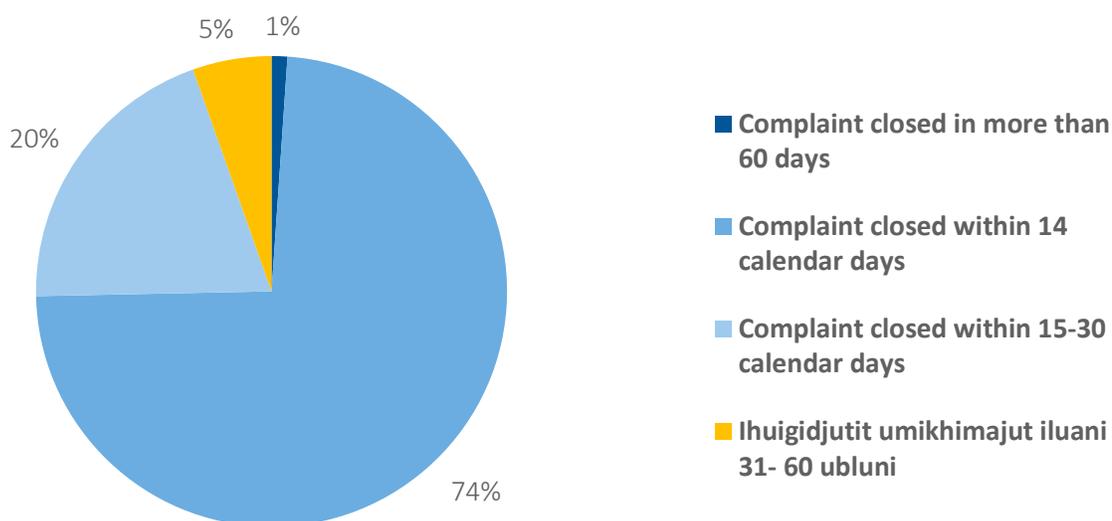
Number of Business days	Kitikmeot	Kivalliq	Out of Territory	Qikiqtaaluk	Grand Total
<b>2 business days</b>	99%	97%	96%	90%	95%
<b>3-5 business days</b>	99%	100%	100%	99%	99%
<b>6-10 business days</b>	100%	100%	100%	99%	100%
<b>Acknowledged in greater than 10 business days</b>	100%	100%	100%	100%	100%

Table 1: Percentage of Complaints that received formal acknowledgment within a given number of business days (Year 2022)

### Percentage of Complaints Resolved within Calendar Days

In 2022, the OPR resolved 74% of all complaints within 14 calendar days. For the remaining cases, 94% were resolved within one month, and 99% were resolved within 60 days.

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





## Conclusion

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In 2022, concerns submitted to OPR were predominantly within the areas of Care and treatment pertaining to the quality of care, examination, diagnosis/treatment, patient care journey, and staff skills. The second most common complaint was medical travel and patient escort concerns. Operationally, OPR exceeded its 80% target of acknowledging complaints within two business days during 2022, and amongst those Nunavummiut whom OPR was able to contact for follow-up, 75% were satisfied with the outcome of their complaint which was an increase from 2021. Moreover, OPR resolved nearly 80% of all complaints within 14 calendar days of submission.

For Inuinnaqtun and French speaking clients, all efforts are made to ensure concerns and issues can be taken and addressed in the preferred language. The OPR team is 100% staffed by Inuit employees who are fluent in both written and spoken Inuktitut and English.

