

# Survey Findings of CCAC Patient Relations Practices

A patient relations survey was conducted with Community Care Access Centres in the fall of 2015 by Health Quality Ontario with input from the Ontario Association of Community Care Access Centres (CCAC).

The survey reviewed the current state of patient relations in CCACs.

It was conducted by Malatest & Associates Ltd. with 13 of Ontario's 14 CCACs. Below is a snapshot of the results.

## Who handles complaints in CCACs

**85%** of CCACs surveyed have a team



**2%** have a single resource



*\*Some (20%) have assigned full-time resources to complaints handling*

## Most CCACs surveyed train all front-line and administrative staff

**85%** of CCACs include complaints training within their employee orientation and reinforce it during staff meetings

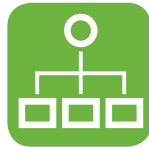
## A patient makes a complaint—what happens next? (How many CCACs always do the following?)



Appoint someone to investigate the complaint (10/13)



Formally acknowledge all complaints (10/13)



Categorize all complaints (9/13)



Notify staff who are part of a complaint (9/13)



Discuss potential resolutions with all who formally make a complaint (8/13)



Create an investigation plan (7/13)

## Examples of data being tracked

# of complaints by nature of concern

# of complaints by underlying reason

# of complaints by origin (i.e., family, staff)

*Complaints that are resolved at the point-of-care are not currently tracked*

## Most CCACs surveyed would like to improve the following:

- Increase communication and transparency with complainants and staff
- Make the complaints process more efficient
- Use feedback to improve service quality

## Resources and supports identified to help with patient relations:

- Standardized metrics to collect\*
- Staff training resources
- Description of best practices\*
- Mediation support
- Standard performance measures to track\*

*\*Health Quality Ontario is currently working on these items in partnership with a broad stakeholder group*

*Let's make our health system healthier*