

Survey Findings of Hospital Patient Relations Practices

A patient relations survey was conducted with Ontario hospitals in the fall of 2015 by Health Quality Ontario with input from the Ontario Hospital Association.

The survey reviewed the current state of patient relations in Ontario hospitals.

It was conducted by Malatest & Associates Ltd. with 96 of Ontario's 149 public hospitals.

Below is a snapshot of the results.

Who handles complaints in hospitals

56% of the hospitals surveyed have a team **44%** have a single resource



Teams often provide enhanced supports to hospital staff, including training, counseling, and coaching

Most hospitals surveyed include complaints training within their employee orientation

83% of hospitals train front-line care and administrative staff

60% train housekeeping, maintenance and dietary

47% train physicians

41% train volunteers

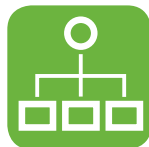
A patient makes a complaint – what happens next? (How many hospitals always do the following?)



Appoint someone to investigate the complaint (95%)



Contact all complainants to discuss their experiences (82%)



Categorize complaints (74%)



Keep complainants informed of investigation progress (71%)



Discuss potential resolutions with complainants (69%)



Notify staff who are part of a complaint (67%)

Examples of data being tracked

of complaints by department

of complaints by nature of concern

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

Most do not track the number of complaints resolved immediately, or whether complainant or staff are satisfied with the complaints process

Most hospitals surveyed would like to improve the following:

- Make better use of feedback from patients
- Improve data collection
- Resolve complaints faster
- Encourage complaints and dialogue

Small hospitals (less than 400 beds) are twice as likely to say they need to encourage complaints to be brought forward

Resources and supports identified to help with patient relations:

- Staff training resources
- List of standardized metrics to collect*
- Standard definitions for categorizing complaints*
- Templates to facilitate implementation of practices
- 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