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<b>Manual</b>	<b>GOVERNANCE POLICY</b>	
Section 3.0	Program Quality and Effectiveness	
Title	<b>PATIENT AND FAMILY COMPLAINTS AND CONCERNS</b>	
Issuing Body/ Prepared By	Quality Committee	
Approved by	Board of Directors	<b>Number:</b> GOV 3.90
Effective Date Revised Date	O. September 2009	Version 1
		<b>File Name:</b> "Lhgdata"(J:)/Dept' 1/Admin/ CorpDev/Corp&Board Planning/ Governance Policy/3.90 Patient and Family Complaints and Concerns
Controlled document. Any documents appearing in paper form must be used for reference purposes only. The on-line copy on the file server above must be considered the current documentation.		

### Purpose

As part of its responsibility for ensuring program quality and effectiveness, the Board is committed to addressing patient and family complaints and concerns and acting upon opportunities to improve patient care, processes and service delivery.

### Policy

1. The Board will ensure that the Hospital has a process in place for managing patient and family complaints and concerns that is consistent with and supports Bluewater Health's commitment to a philosophy of patient and family centred care.
2. The process will include:
  - Monitoring patient experience ratings
  - Tracking and monitoring response and resolution times related to complaints
  - Tracking and monitoring overall complaint rate, complaints per visit, and complaints by category.
3. The Quality Committee will monitor trends in patient and family complaints and will provide a report back to the Board on at least a quarterly basis, or on a more frequent basis as may be required by the Board from time to time.

The Board delegates responsibility and authority to the Chief Executive Officer and the Chief of Professional Staff to develop, implement, monitor, and evaluate a complaints and concerns response program consistent with this policy.

### Monitoring

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| Method:    | 1. Review of the policy.<br>2. Review of the complaints and concerns monitoring reports |
| Frequency: | 1. Annually<br>2. Quarterly   |