

REPORT ON THE APPLICATION OF THE COMPLAINT EXAMINATION PROCEDURE, ON USER SATISFACTION AND ON THE ENFORCEMENT OF USER RIGHTS 2011-2012

October 2012

Introduction

In accordance with the article 76.11 of the LSSSS, the annual report on Patient Complaints Examination Procedure shall :

- Indicate and incorporate

- The Activities Summary of the Local Commissioner;
- The Medical Complaints Examiner's Report; and
- The Review Committee's Report.

- **Describe**

- The number of complaints received, according to the level of the treatment;
- The time taken for the examination of complaints;
- The actions taken following the examination of complaints;
- The number of complaints that gave rise to an application at the second level;
- The actions taken to improve user satisfaction and foster the enforcement of user rights.

Activities summary of the Commissioner

Examination of the Complaints

By the Commissioner

	<u>2011-2012</u>
Complaints in process on April 1 st 2011	2
Received during the fiscal year	56
Concluded during the fiscal year	53
Current as of March 31 st 2012	5
Application to the Health Services Ombudsman	0

Number of Types of Complaints

Examined by the Commissioner

<u>Types</u>	<u>2011-2012</u>
Accessibility / Continuity	6 (9%)
Care and Services	15 (23%)
Environment / Material Resources	17 (26%)
Financial Aspects	5 (8%)
Relationships	11 (17%)
Specific Rights	11 (17%)
TOTAL	65 (100%)

Processing Level (per Type)

Examined by the Commissioner

	<u>2011-2012</u>
Dismissed	7
Abandoned by the User	2
Interrupted	4
Refused	5
Completed without Measures	19
Completed with Measures	28

Processing Time (per Complaint)

Examined by the Commissioner

	<u>2011-2012</u>
Less than 3 days	17
From 4 to 15 days	9
From 16 to 30 days	11
From 31 to 45 days	4
From 46 to 60 days	2
From 61 to 90 days	3
From 91 to 180 days	3
181 days and more	4
TOTAL	53

✦ Average Processing Time: 28 days in 2011-2012 vs 31 days in 2010-2011

Measures identified (per Indicator)

By the Commissioner

In Individual Impact	Complaints	Interventions
Adaptation of Care and Services	23	7
Adaptation of the Environment	0	6
Financial Adjustment	0	0
Conciliation	0	0
Information/Sensitization of the Staff	0	0
Respect of the Rights	0	0
Other	0	0
TOTAL	23	13

Measures identified (per Indicator)

By the Commissioner

In Systematic Impact	Complaints	Interventions
Adaptation of Care and Services	10	10
Adaptation of the Environment	4	3
Policies/By-laws/Protocols	19	3
Other	2	0
TOTAL	35	16

Activities Summary

Handled by the Commissioner

	<u>2011-2012</u>
Complaints*	53
Intervention	26
Assistance	374
Consultation	15
TOTAL	468

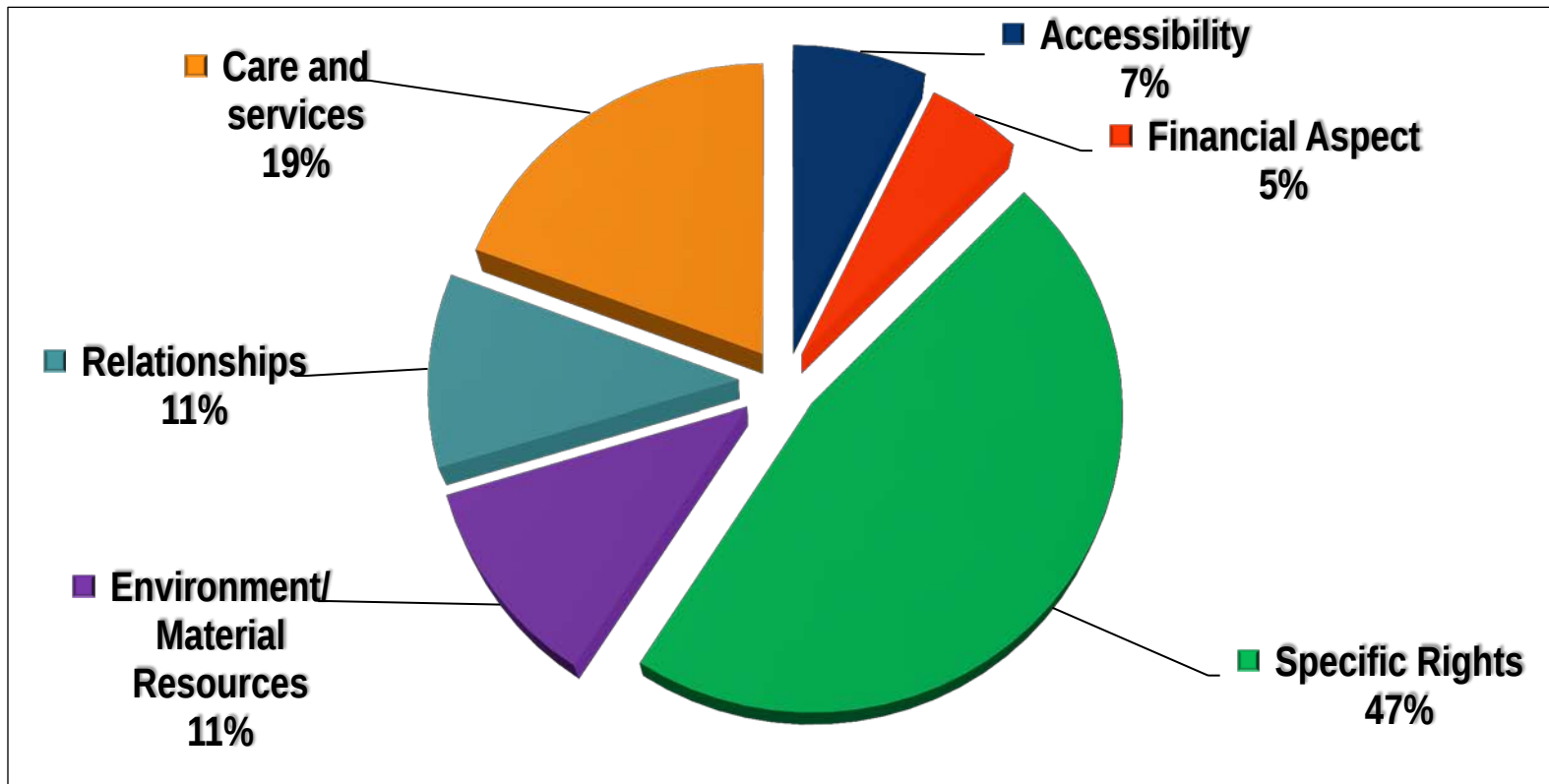
* 4 cases oriented for non medical disciplinary study (HR)

Requests for Assistance (per Subject)

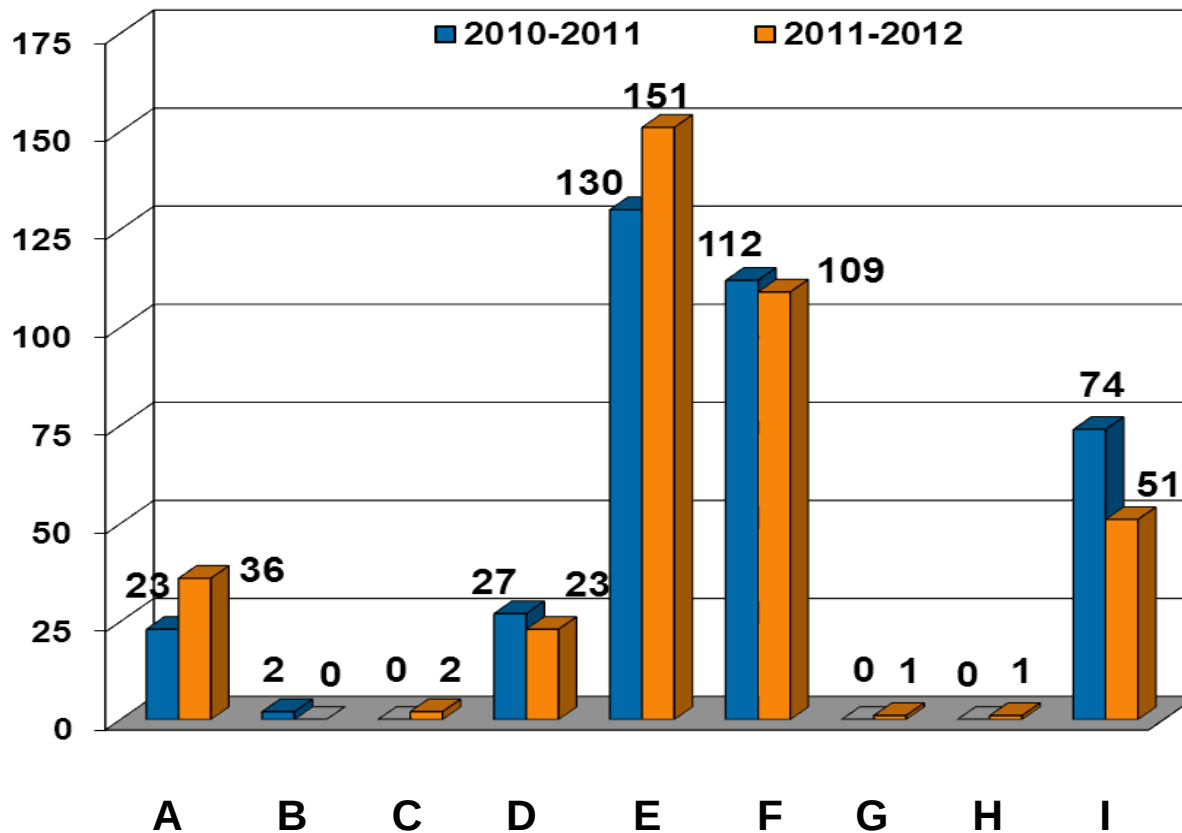
Processed by the Commissioner

	<u>2011-2012</u>
Accessibility / Continuity	27 (7%)
Care and Services	72 (20%)
Environment /Material Resources	42 (11%)
Financial Aspects	19 (5%)
Relationships	39 (10%)
Specific Rights	175 (47%)
TOTAL	374 (100%)

Requests for Assistance in 2011-2012 (per Indicator) *Processed by the Commissioner*



Assistance – Actions Taken (per Indicator) *Processed by the Commissioner*



- A. Clarification
- B. Conciliation
- C. Steps taken for Improvement
- D. General Information
- E. Advocacy/Liaison
- F. References
- G. Securing services
- H. Writing
- I. Other

Medical Complaints Examiner's Report

Examination of the Medical Complaints

By the Medical Complaints Examiner

2011-2012

Medical Complaints in process on April 1 st 2011	2
Received during the fiscal year	10
Concluded during the fiscal year	11
Current as of March 31 st 2012	1
Application to the Review Committee	2

Number of Types of Complaints

Examined by the Medical Complaints Examiner

2011-2012

Other (*category reserved for medical acts*)* 17 (100%)

* Acts related to a doctor, dentist, pharmacist or resident.

Processing Level (per Type)

Examined by the Medical Complaint Examiner

2011-2012

Dismissed	3
Abandoned by the User	1
Interrupted	1
Refused	0
Completed without Measures	11
Completed with Measures	1



No case was transferred for disciplinary study.

Processing Time (per Complaint)

Examined by the Medical Complaint Examiner

	<u>2011-2012</u>
Less than 3 days	0
From 4 to 15 days	1
From 16 to 30 days	5
From 31 to 45 days	4
From 46 to 60 days	0
From 61 to 90 days	0
From 91 to 180 days	1
TOTAL	<u>11</u>

⬅ Average Processing Time : 34 days in 2011-2012 vs 31 days in 2010-2011

Measures Identified (per indicator)

By the Medical Complaint Examiner

In Individual Impact	Medical Complaints
Sub-Total	0
In Systematic Impact	Medical Complaints
Adjustment of professional activities	1
TOTAL	1

Review Committee's Report

Summary of the Review Applications

By the Review Committee

Review Application in process on April 1 st 2011	0
Received during the fiscal year	2
Concluded during the fiscal year	2
Current as of March 31 st 2012	0

 Average Processing Time: 73 days in 2011-2012 vs 20 days in 2010-2011

Review Process

By the Review Committee

Final Opinion	Number
Confirmation of the conclusions of the Medical Complaint Examiner	2
Request of a supplementary examination	0
Disciplinary investigation	0
Recommendation to resolve matter	0
TOTAL	2

 *No measure was identified in 2011-2012*

Conclusion

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Actions taken following the examination of complaints, medical complaints and handling of interventions:

88 measures were identified

- To improve services;
- To improve the quality of medical acts;
- To foster the enforcement of users' rights;
- To strengthen the legal obligations of the Institute.

The Watchdog Committee is responsible to insure follow-up with the Board of Directors of the measures that were identified until their implementation.

Thank You !