Centre de santé et de services sociaux du Pontiac

Bureau du Commissaire
CSSS Pontiac
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Quality of services and complaint Commissioner Annual report

For the period from April 1st, 2009 to March 31st, 2010

32 dossiers were submitted to the Commissioner

Qualitative data

Complaint objects		Intervention domain	
Accessibility and continuity	15%	Information/justification	31%
Care and services	38%	Conciliation	24%
Relationship and communication	29%	Bettering our practice	13%
Environment and material resources	8%	Reminder / procedures	11%
Financial aspects and/or organisational	10%	Acknowledgment / error	9%
		Modifying procedures	6%
		Adapting the environment	6%

Quality assurance actions:

Coverage and delimitation of our service territory (RE: Danford Lake)
Reactivation of the suggestion box at the hospital
Adding human resources during busier period (lab CH)
Bettering communications between lab and doctor (CH)
Targeted reminders concerning confidentiality (CH)
Precision the importance of using user's mother-tong in his presence
Reminders concerning the importance of explaining procedure before intervention
Covered area by the service 1-866-APPELLE (mental health and suicidal situation)
Verification of our telephone line (1-800-567-9625)
Precision concerning completion of forms by doctors for insurance purposes
Meetings with concerned employees (2) and reminders concerning screening procedure
Revision of the way rooms at the emergency are used (CLSC ER)
Recommendations to chirurgical department concerning a cholecystectomy (procedure / evaluation)
Evaluation of palliative care unit in process (following 3 complaints)
Meeting with the concerned doctor (communication problems)

Quantitative data

Complaints	Medical complaints	Assistances	Situations
20	3	9	32

Programs VS dossiers		
Hospital	CHSLD	CLSC
65% (21)	13% (4)	26% (7)

Time frame for dealing with dossiers		
0-30 days	31-45 days	+ 45 days
22	8	2
Average delay : 23 days		

Complaint formats			
Written	E-Mail	Written-Interview	Verbal
10 (including 1 assistance)	7	3	12 (including 8 assistances)
67%			33%
Complaint submitted by…	User	Representative	Others
	52%	39%	9%

Origin					
Chapeau	Fort-Coulonge	C-Bay-O.L.	Shawville	Pontiac	Others
5	4	6	10	1	6

Periods of the year			
April, May and June	July and August	September to December	January to March
25%	25%	31%	19%

Analysis of situations		
CH	CLSC	CHSLD
13	14	5
Description : Accessibility (3%), care and services (40%), relationship / attitude (27%), environment and material resources (27%) and special rights (3%).		

NOTE: A situation refers to a communication made to the Commissioner by a user, a member of the managing staff or any other person in regards with an event that could lead to a complaint.

Analysis and observations concerning the dossiers:

Mission CH – fourteen (14) complaints: emergency (3), laboratory (4), palliative care (3), general care (2) and behaviour - attitude (2).

Mission CLSC – six (6) complaints: emergency (2), laboratory (1), medical follow-up (1), pandemic (1) and treatment in relation with mental health (1).

Mission CHSLD – three (3) complaints: Centre d'accueil Pontiac (2) and Long term (1).

Of the thirty (32) situations transmitted to the Commissioner, thirteen (13) needed an intervention:

-Six (6) concerning the mission CH (confidentiality, operation follow-up, cafeteria and jaundice lamp, care and medical appointment)
-Three (3) related concerning the mission CHSLD (room affectation, priority of occupation, home care)
-Four (4) concerning the mission CLSC (pandemic, fax service, laboratory and 1-866-APPELLE)

Twenty (22) situations origin from users, five (5) from managers, three (3) from Board members, one (1) from a doctor and one (1) from an employee.

Other observations:

- Slight increase in the number of dossiers (from 25 to 32);
- Significant increase in the number of verbal communications (4 complaints and 8 assistances);
- Increase in the number of assistance (from 2 to 9);
- Increase in the number of dossiers coming from outside of our territory (from 2 to 6);
- Better average delay (32 to 23 days) due generally to the number of assistances;
- Complaints objects more targeted by our users are "care and services" and "relationship and communication" for 67% (same proportion with situations);
- Conclusions transmitted to users (RE: intervention domain) identify mainly communications (information and conciliation) with 55%.

Implication of the Commissioner:

Participation to the Watch dog committee (vigilance)

Participation to the regional table of commissioners (3 meetings)

Participation to the "Gestion de risques" committee

Participation to "Amélioration continue de la qualité" committee

Agreement visits and installations (3 meetings)

Contribution in the revision of the Palliative care guide

Promoting the complaint procedure: posters and pamphlets, user's calendar.

Training: "Recevabilité d'une plainte" (Agence, February 2nd , 2010)

Objectives for 2009-2010

More visits to our installations
Meeting with the "Comité de gestion"
Meeting with our users and residents committees
Visits to our RI and RTF where we have users