



PRESS RELEASE

Quality of service and complaint Commissioner annual report

2010-2011

Thirty-six (36) dossiers were submitted to the Commissioner; twenty-one (21) were complaints (including 1 abandonment), 9 were medical complaints (including 1 abandonment) and 6 were classified as assistances or interventions. Objects of complaint are mostly related to *care and services* (41%) and also to *attitude, relationship and communication* (26%); other complaint objects deals with *accessibility and continuity* (15%), questions related to *environment and material resources* (9%) as well as *financial and/or organisational aspects* (9%).

Each situation was carefully analysed; conclusions and recommendations were transmitted to the user (47%) or his representative (53%) as author of the complaint. For 38% of the situation, an explanation, a complement of information or a conciliation process was enough to conclude adequately on a specific dissatisfaction. The other intervention domains deal with improving practices (27%), reminders to concerned personnel (14%), recognition of error or malpractice (14%) and modifications to procedures and/or physical environment (7%). In an improvement perspective, many quality assurance actions were identified; 35% of them lead to effective modifications.

Also received were fifteen (15) situations submitted to the Commissioner either, by a manager, a member of the Board of directors, a client or any other concerned persons, wishing to communicate a problem. Those situations are considered as indicators or elements of action which could eventually lead to an official complaint.

Analysed by missions, complaints received identify the Pontiac Hospital (for 62%) and the CLSC mission (for 35%). Also, most of the complaints (80%) were concluded and transmitted within the 45 days time limit as specified by the Law. A large proportion of them were written complaints (for ± 80%) including e-mails; in some situations, a formal meeting was necessary in order to accompany a user or its representative.

The objective of the complaint procedure aims at improving the quality of care and services provided to all the users in accordance with the mission of the CSSS du Pontiac as stated in the code of ethics.

For more information, to communicate with the Quality service and complaint commissioner, to get a copy of the complaint form or to download a complete version of his annual report as submitted and accepted by the Board of directors on May 30th, visit the CSSS du Pontiac web site at www.santepontica.qc.ca under the section “Local quality of services and complaint commissioner”.

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