



POLICY: Compliments & Concerns Management

Program Area: Quality, Planning & Performance

Section: General

Reference Number: ORG.1810.PL.003

Approved by: Regional Lead - Corporate Services & Chief Financial Officer

Date: Issued November 12, 2023
Revised March 1, 2024

PURPOSE:

Southern Health-Santé Sud is committed to providing quality health services to the people it serves. The compliments & concerns management process are ways for people to voice positive &/or negative feedback about their healthcare experience.

BOARD POLICY REFERENCE:

- Executive Limitation (EL-1) Global Executive Restraint & Risk Management
- Executive Limitation (EL-2) Treatment of Clients
- Executive Limitation (EL-7) Corporate Risk
- Executive Limitation (EL-10) Public Relations

POLICY:

Management of compliments & concerns is approached from the aspect of continuous learning and quality improvement. Factors that may have contributed to the positive and/or negative experiences of care within Southern Health-Santé Sud are acknowledged and shared. To build a culture of safety everyone’s feedback is welcomed whether it is positive and/or negative. All feedback is shared internally and directed to the site/program lead to which the compliment/ concern is intended.

Racism is a concern that Southern Health-Santé Sud recognizes as many health services in Manitoba are not equitable (in access, experience or outcomes) for Indigenous, Black and Racialized communities and individuals, and that racism and other forms of discrimination continue to exist in various forms. We all carry opinions, learnings and prejudices that are rooted in our history, education, and the systems in which we have grown. Health-care workers are naturally caring and compassionate. We enter careers in caring because we want to help others. Addressing the racism that still exists in our systems and our care environments, will require the work of all of us, and will ultimately help improve equity of access, quality and outcomes for all human beings.

All concerns are validated and addressed signifying opportunities for improvement. A concern may identify an actual or potential risk situation and are to be taken seriously and dealt with in a timely manner. All formal Compliments/Concerns are to be acknowledged within 5 business days. Concerns are to be resolved within 28 business days.

DEFINITIONS:

Compliment: a complimentary expression by a patient/resident/client/extended family member or member of the general public experience in which the standard of care, services or the environment was considered meeting, or exceeding, what was expected in the circumstances.

Concern: an experience in healthcare or in a healthcare facility that a patient/resident/client, extended family member or member of the general public finds unsatisfactory, not meeting a standard of care, or not what was expected in the circumstances.

Feedback: can refer to either a compliment and/or a concern.

IMPORTANT POINTS TO CONSIDER:

This policy does not address concerns relating to Labour Relations, Workplace Health & Safety matters, the Whistleblower legislation, or matters identified as a Critical Incident or a Critical Occurrence. However, in certain circumstances where an individual has voiced threats of negative media attention &/or threats of legal action regarding a concern, initiate a Safety Event Report and notify the Regional Patient Safety Coordinator immediately. These types of negative threats may be considered reportable Critical Occurrences (CO) to Manitoba Health &/or may prompt a review to determine if a Critical Incident (CI) may have occurred.

Feedback is handled according to the following principles:

- managed at the closest point of contact, when possible.
- managed by being client centered and responded to in a timely manner.
- managed/resolved in a collaborative and consultative manner.
- Focus on learning rather than a blaming approach.
- Anonymous feedback follows the same process until the point where investigation cannot proceed.

Written responses to concerns are producible in legal proceedings. They should be drafted with the assumption they could appear in a courtroom, be posted on social media or appear on the front page of a newspaper. Utilize HIROC "[Responding to Complaints & Concerns: A Letter Writing Guide for Healthcare Providers and Administrators](#)" as a resource when responding to patient/ resident/ client/ extended family member or member of the general public. Consult the Regional Lead-Quality, Planning & Performance of any concerns or related correspondence where legal action is suspected.

When a concern is received regarding a request for compensation contact the Regional Lead - Quality, Planning & Performance and the Administrative Assistant - Quality, Planning & Performance.

A site data entry person is identified for each Community/Facility/Program in consultation with the Quality, Planning, & Performance portfolio.

PROCEDURE:

1. For all compliments and concerns follow the Compliments & Concerns Management Checklist (ORG.1810.PL.003.SD.01) and complete the Compliment/Concern Form (ORG.1810.PL.003.FORM.01).

SUPPORTING DOCUMENTS:

- [ORG.1810.PL.003.SD.01](#) Compliments & Concerns Management Checklist
[ORG.1810.PL.003.FORM.01](#) Compliment/Concern Form

REFERENCES:

Accreditation Canada Leadership Standard Ver.14. (2.13); (3.4); (3.11)

HIROC "[Responding to Complaints & Concerns: A Letter Writing Guide for Healthcare Providers and Administrators](#)" 2017 accessed on November 28, 2023

HIROC-Risk Reference Sheet- "Management of Patient and Family Complaints" September 2020

Misericordia Health Centre "[Complaints and Commendations Management](#)" 100.080.003. March 2021

Shared Health - "Racism, Disrupted" [Learning & Improvement - Shared Health \(sharedhealthmb.ca\)](#) accessed on December 11, 2023

Southern Health-Santé Sud-"Emailing Confidential Information"- ORG.1411.SG.001 September 4, 2020

Southern Health-Santé Sud-"Use and Disclosure of Personal Health Information"-ORG.1411.PL.502 December 20, 2021