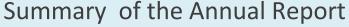
Annual Report on the Application of the Complaint Examination Procedure, on User Satisfaction and on the **Enforcement of User Rights** 2013-2014







Introduction (1)

In accordance with the article 76.11 of the *Act*, the annual report on the 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.





Introduction (2)

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

Annual Report 2013-2014





Handling of the Complaints By the Commissionner	
	2013-2014
Complaints in process on April ^{1st} 2013	5
Received during the fiscal year	53
Concluded during the fiscal year	55
Current as of March 31 st 2014	3
Application to the Health Services Ombudsman	0





Number of Types of Complaints *By the Commissioner*

Accessibility / Continuity	5 (8%)
Care and Services	8 (14%)
Environment / Material Resources	6 (10%)
Financial Aspects	11 (19%)
Relationships	14 (24%)
Specific Rights	15 (25%)
TOTAL	59 (100%)





Processing Level (Per Type) By the Commissioner	
Abandoned by the User	1
Interrupted	10
Dismissed upon summary examination	1
Refused	2
Examined with measures	17
Examined without measure	28
TOTAL	59
Affilié à l'Université McGill Affiliated with McGill University	

Processing Level (per complaint) Examined by the Commissioner

	<u>2013-2014</u>	
Less than 3 days	22	
From 4 to 15 days	19	89%
from 16 to 30 days	5 (0370
From 31 to 45 days	3	
From 46 to 60 days	5	
From 61 to 90 days	0	11%
From 91 to 180 days	1	
181 days and more	0	
TOTAL	55 (100%)

Average Processing Time:

16 days in 2013-2014 vs 17 days in 2012-2013.





Measures Identified (per Indicator) – (1) By the Commissioner

In Individual Impact	Complaints	Interventions
Adaptation of Care and Services	4	5
Adaptation of the Environment	4	1
Others (Financial Adjustments, info., Conciliation, Rights, etc.)	2	1
TOTAL	10	7





Measures Identified (per indicator) – (2) By the Commissioner

In Systematic Impact	Complaints	Interventions
Adaptation of Care and Services	6	7
Adaptation of the Environment	7	3
Adoption Policies/By- laws/Protocols	3	4
Others (communication, training, etc.)	6	2
TOTAL	22	16





Activities Summary –

Handled by the Commissioner

	<u>2013-2014</u>
Complaints *	55
Interventions*	22
Assistances	436
Consultations	15
TOTAL	528

* Cases oriented for non medical disciplinary study (HR): 3





Requests for Assistance (per Subject) Processed by the Commissioner

Accessibility / Continuity	28 (6%)
Care and Services	128 (30%)
Environment /Material Resources	60 (14%)
Financial Aspects	22 (5%)
Relationships	23 (5%)
Specific Rights	175 (40%)
TOTAL	436 (100%)





Medical Complaints Examiner's Report

Annual Report 2013-2014





Examination of the Medical Complaints by the Medical Complaints' Examiner		
	2013- 2014	
Medical Complaints in process on April 1 st 2013	4	
Received during the fiscal year	18	
Concluded during the fiscal year	20	
Current as of March 31 st 2014	2	
Application to the Review Committee	3	
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Number of Types of Medical Complaints Examined by the Medical Complaint Examiner

2013-2014

Other (Category reserved for Medical Acts)*

20 (100%)

* Acts related to a Doctor, Dentist, Pharmacist or Resident.





Processing Level (per Type) Examined by the Medical Complaint Examiner

	2013-2014
Abandoned by the User	3
Interrupted	1
Refused	0
Dismissed upon summary examination	3
Examined with measures	0
Examined without measure	13
TOTAL	20

Case Transferred for Disciplinary Study: 0





Processing Time (per complaint)

Examined by the Medical Complaint Examiner



Average Processing Time: 34 days in 2013-2014 vs 43 days in 2012-2013.





Measures Identified (per indicator) By the Medical Complaint Examiner

In Individual Impact	Medical Complaints
Sub-total	0
In Systematic Impact	Medical Complaints
Sub-total	0
TOTAL:	0





Review Committee's Report

Annual Report 2013-2014





Summary of the Review Application

By the Review Committee

	<u>2013-2014</u>
In process on April 1 st 2013	0
Received during the fiscal year	3
Concluded during the fiscal year	2
Current as of March 31 st 2014	1

Average Processing Time: 58 days in 2013-2014 vs 37 days in 2012-2013.





Review Process *By the Review Committee*

Final Opinion	Number
Confirmation of the conclusions of the Medical Complaint Examiner	1
Request of a supplementary examination	1
Disciplinary investigation	0
Recommendation to resolve matter	0
TOTAL	2

No measure was identified in 2013-2014.





Conclusion

Annual Report 2013-2014





Conclusion

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

55 measures were identified

- To improve services;
- To foster the enforcement of patients' rights;
- To strengthen the legal obligations of the Institute, according its mission.





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

Thank you!

Questions?

www.douglas.qc.ca/commissioner



