

Policies and Procedures

Section: Personnel	Policy Number: HR2011-13
Subject: Complaint Policy	Effective Date: September 7, 2011
Approved by: Executive Director	
_____ Executive Director	_____ Date

Complaint Policy

PURPOSE

To identify a consistent procedure and method for individuals to voice concerns related to their services and/or actions of the Algoma Nurse Practitioner-Led Clinic (ANPLC).

COMPLAINTS RESOLUTION

Complaints Resolution Process for Patients of Algoma Nurse Practitioner-Led Clinic

As a patient of ANPLC, you have the right to safe treatment, respect, privacy, and active participation in your care and treatment. Please see our Patient Rights and Responsibilities Information (on our website) for more information about our commitment to your care.

You are also entitled to access our complaints resolution process. If you have concerns about the care you have received or the services we have provided, you are able to ask questions, make suggestions and make a complaint without fear that doing so will have a negative impact on your care.

We hope that most problems can be sorted out easily and quickly, at the time they arise and with the person involved. If your problem cannot be sorted out in this way you can make a formal complaint. Ideally, you will let us know within a week because this will enable us to establish what happened more easily and respond in a timely way.

Procedure

Where to Make a Complaint

It is important the complaint be in writing so we are clear about your concern(s) and we can tailor our response to your issues. It will be a great help if you are as specific as possible about your complaint.

Note: No anonymous complaints will be recognized. *If the complainant does not wish to be named, there will be no follow-up. (When a complainant refuses to identify themselves, the complaint cannot be properly substantiated to permit staff to properly respond.) Unless identifying themselves will pose a real threat on their well-being, the identity of the complainant will be kept confidential.

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Our Process for Resolving Complaints

If you have made a formal complaint, the Executive Director will:

- Acknowledge and discuss your written complaint with you
- Explain the complaints resolution process to you
- Inform you of the progress of your complaint
- Attempt to facilitate a fair, speedy and efficient resolution of your complaint

All complaints/resolutions will be consistent with our Patient Rights and Responsibilities (on our website).

Note: You can have a person support you through the complaint process.

The Executive Director (or delegate) will acknowledge your complaint ideally within five working days and aim to investigate your complaint within ten working days of the date your complaint was received in writing. The Executive Director will then be able to offer you an explanation or a meeting to follow up. Of course, some complaints can be complicated to investigate and resolve, and in those cases, we may need more time. The Executive Director will keep you apprised of our estimated timelines.

When we investigate your complaint, we will aim to:

- Find out what happened and what went wrong.
- Identify what we can do to make sure the problem does not happen again.
- Implement changes to ensure quality and efficacy in our services

The ultimate goal of our conflict resolution process is the continuation of a good therapeutic relationship so that you can continue to receive health care services in a manner that is responsive, efficient, safe and sensitive to your needs.

Note: If your complaint involves the Executive Director, the Chair of the Board of Directors will be notified and may choose to process the complaint personally or delegate the responsibility.

Internal Reporting

We provide an anonymous (no names) report to ANPLC's Board of Directors on any compliments and complaints we have received.

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Providing Feedback

You may also wish to participate in our Patient Care Experience Survey as a mechanism to provide feedback. Semi-annually we ask all our patients to provide us with anonymous feedback so that we can hear what is working well and how we can improve. However, upon request it is available to our patients. We share both positive and constructive feedback with our whole team.

Complaining on Behalf of Someone Else

We understand that family members and friends play important roles in advocating for our patients. If you wish to file a complaint on behalf of your family member or friend, please note that we have rules that we must follow with respect to privacy and patient confidentiality under the Personal Health Information Protection Act, 2004. We will need to know that you are acting with the person's permission. A note, signed by the person concerned, will be needed unless you are the individual's substitute decision maker in which case evidence of this will be required.

Other Avenues for Advocacy and Review

We hope that if you have a problem, you will use our complaints resolution process. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice. However, this does not affect your right to make complaints through other avenues if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation.

Most health care providers you will see at TC FHT are regulated practitioners who belong to a governing or regulatory college. Health professional colleges are established to protect the public and by law must have a process to address your complaints. Each college gives detailed information about making a complaint and will assist you if you need help. When you contact the college, ask for their complaints department.

If you have a privacy concern, you may wish to contact the Information and Privacy Commissioner of Ontario. Please see our Privacy Policies and Procedures (on website under Patients, Patient Policies and Procedures) for more information.

Questions about our Complaints Resolution Process

If you have questions about our process, please contact Algoma Nurse Practitioner-Led Clinic (705-942-4717) to make an appointment with the Executive Director and/or Office/HR Administrator.

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REVIEWED:

Date: _____

Signature: _____

Date: _____

Signature: _____

APPENDIX A: Patient Rights and Responsibilities

Patient Rights

Safety and Respect

As a patient of the ANPLC, you have the right to:

- Be treated in a considerate and respectful manner.
- Receive care that respects your values and beliefs.
- Receive care in a safe environment by qualified staff.
- Be told if something unexpected and significant happens in your care and have any resulting changes to your care discussed with you.

Active Participation in Your Care and Treatment

You have the right to:

- Know the names of the people providing you with care.
- Complete, up-to-date information about your diagnosis, treatment, and prognosis in terms you can understand to participate in decisions regarding your care. This includes being told about any known risks and alternatives if any.
- Make choices about your treatment including refusing treatment and be informed of the health risks of your decision.
- Ask for a second opinion about your care and treatment options.

Privacy

Subject to some restrictions permitted or required by law, you have the right to:

- Make choices about how your information is collected, used and disclosed by us.
- Expect that all communications and records pertaining to your care be available only to those directly concerned with your care*.
- Access your health record, either to view or receive a copy of it. *Fees may apply
- Request changes to your health record if you feel your information is inaccurate or incomplete.
- Know who has accessed your health record.
- Expect that we will keep your information safe from loss, theft and unauthorized access.
- Challenge our compliance with Ontario's privacy laws (see website, Patient, Patients Policies & Procedures).

*ANPLC operates in a shared model of care and thus ANPLC clinicians consult with one another, on multiple aspects of your care, within the team environment.

Access to the Complaints Resolution Process

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You have a right to:

- Ask questions and express concerns about your care without fear of reprisal – see our *Complaints Resolution Process* (on our website).

Patient Responsibilities

By taking an active role in your health care, you can help us meet your needs as a patient. We ask that you (and your family) accept certain responsibilities so we can meet our shared goals.

We ask that you:

1. Tell us about concerns you have about the safety and/or quality of your care.
2. Take an active role in your own care. You can do this by:
 - a. Taking sensible precautions to keep healthy.
 - b. Using the advice and information from your care providers.
 - c. Asking questions to clarify information.
 - d. Telling us what is important to you.
3. Be open and honest with us about your health history and health care needs (including your past and current illnesses, allergies, medications and dosages, and family health history).
4. Arrive at appointments promptly or, if they must be canceled or postponed, we ask that you notify us as soon as possible (24 hours in advance if possible).
5. Treat ANPLC (administrative) staff and other patients and visitors with consideration and respect.
6. Work with the clinicians to build a relationship that is based on trust, honesty, respect and a mutual desire to improve your health outcomes.
7. Refrain from discriminatory comments or actions regarding sexism, racism, ableism, classism, homophobia, biphobia, transphobia and any other behavior that is derogatory to a marginalized person.
8. Be prepared to be seen by other ANPLC staff when your usual provider is not available or be willing to wait until they are available.
9. Understand that posting comments on social media that harass, bully or defame a staff member is unacceptable and could result in immediate dismissal.
10. Understand that we will not tolerate violence, abuse (verbal or physical) or aggressive behavior.

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APPENDIX B: Our Complaint Resolution Process

