



HHHS Patient, Resident and Client Relations Process

HHHS is committed to responding to client concerns in a positive and supportive manner consistent with its HHHS Mission, Vision and Values.

Mission

Haliburton Highlands Health Services, working with partners and accountable to our community, promotes wellness and provides access to essential, high quality health services including: primary care, hospital and long term care, and community programs.

Vision:

Working Together for the Health of the Highlands.

Values:

Compassion, Accountability, **Respect**, **Excellence**, **Integrity**, **Innovation** and **Teamwork**

Goal:

The goal of the HHHS Client Relations Process is to quickly resolve client concerns and complaints at the departmental level. All HHHS employees have a responsibility to provide all clients with excellent care and support and to resolve client concerns that are brought forward to them.

Stages of Process:

The HHHS Client Relations Process has three stages and all concerns and complaints received (phone, email, fax or in person) will initially be dealt with at Stage 1 of the 3 Stage Process.

Informing Clients of Process:

For the benefit of clients the HHHS Client Relations Process will be posted in all departments and on the HHHS web-site and displayed on posters and in brochures in all waiting areas.

Educating Staff and Volunteers of Process:

All HHHS staff and volunteers will be made aware of this process upon orientation and through annual employee refresher training.

HHHS Patient Client Relations Process (Continued)

Process:

Stage 1 (Immediately)

1. Clients are encouraged to bring forward concerns or complaints to HHHS by speaking with departmental staff or by requesting to speak with the staff lead.
2. HHHS staff will listen, document, and attempt to resolve the concern.
3. The HHHS Client Concern/Feedback Form will be used to document concerns and complaints.
4. Concern/Feedback Forms if resolved are to be forwarded to the Quality Manager. Unresolved Concern/Feedback Forms will be forwarded to the next stage of three stage process.
5. Staff will forward all documentation of resolved and unresolved concerns to their Manager.
6. Clients are encouraged to bring reports of perceived **abuse or staff misconduct** directly to the attention of the CEO by contacting the Administration Office.

Stage 2 (Within 24 hours or Next Business Day of Referral from Department)

1. The departmental manager will call or meet with client to review and document their concerns.
2. The manager will investigate the concern/complaint by speaking with all relevant stakeholders.
3. The manager will report back to the client on their findings and on a recommended solution to the concern/complaint.
4. If unable to resolve the concern/complaint to the satisfaction of the client the manager will forward the concern to Senior Management for follow-up.

Stage 3 (Within 24 hours or Next Business Day of Referral from Department Manager)

1. A Senior Management Representative or delegated Manager (CEO/ CNO/ CFO/ Quality Manager) will contact the client to review the concern/complaint.
2. The Senior Manager will collaborate with the client/patient on obtaining a satisfactory resolution to the concern/complaint.
3. The response to the concern/complaint will be documented.

Flowchart and Concern/Complaint Process Form attached