## An On-Line Tool to Manage Patients Compliments and Concerns at the Point-of-Care



## Rationale

Patients and families often choose to share feedback about their care experience directly with staff at the point-of-care. Effectively managing complaints and concerns at the point-of-care is often all that's needed for patients and families to feel heard, and have their questions answered to their satisfaction.

## > Achieve greater consistency

Develop a tool that is simple



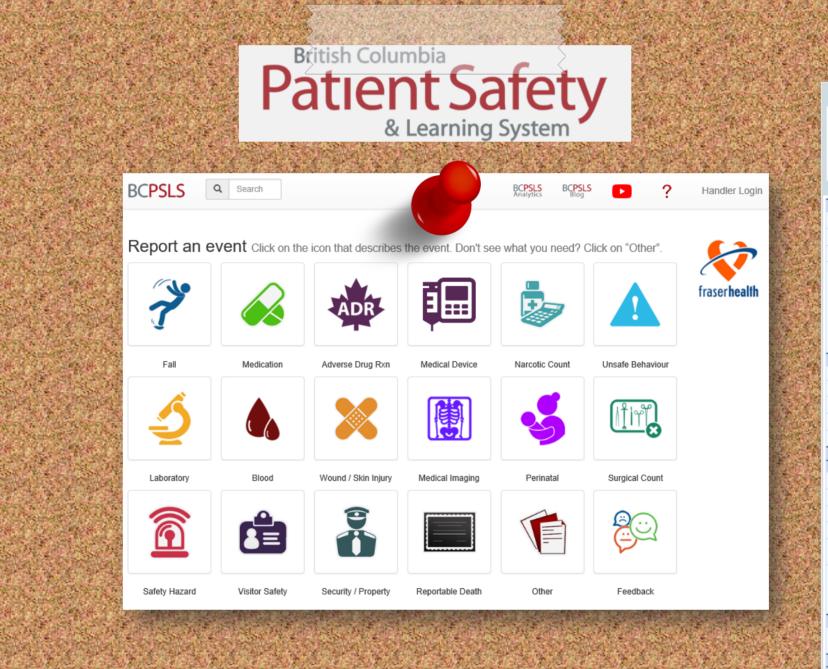
Aim

with how Point-of-Care feedback is collected and managed across sites. to use and staff can easily access.

compliments efficiently, as positive feedback provides valuable information and is a great motivator for staff.

solution

 In May 2019, Fraser Health introduced the first of its kind Point-of-Care feedback tool. The online tool is part of the Patient Safety and Learning System (PSLS) and allows staff to receive and manage feedback received from patients and families at the point-of-care.



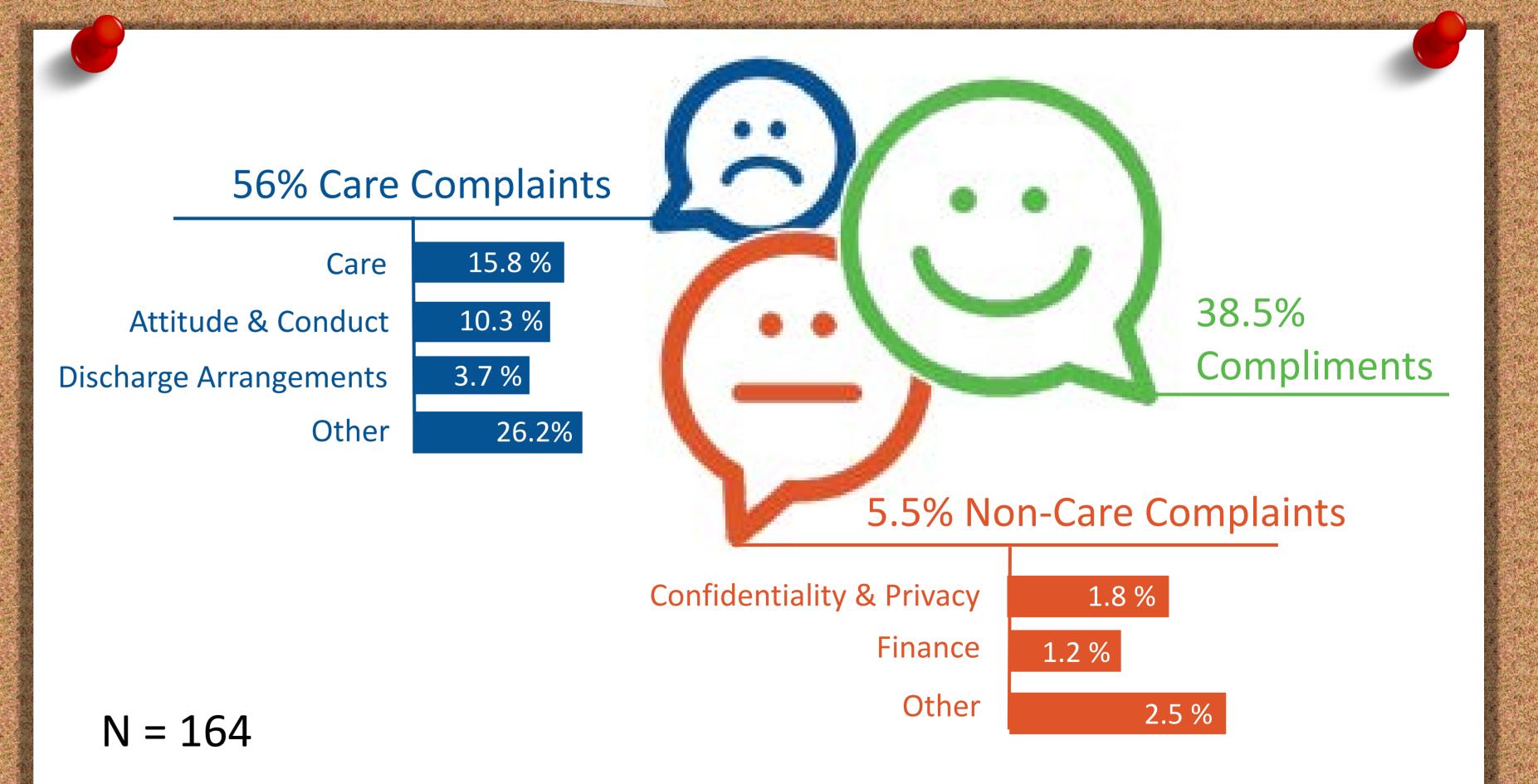
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Point of Care Complaint and Compliment Report Form			
Remember to thank the person for their feedback, and RELATE during intake.			
Respect the dignity and privacy of the patient or family Explain who you are and what you are going to do Listen to what the patient of raminity is REALEY saying Ask questions to clarify what you heard Try to be flexible and offer alternatives Empathize with the stress that accompanies illness and o	ievelop trust		BCPSLS
* indicates required field			
Details			
* Date received (dd/NN/yyyy) 🚱	24/02/2020		
* How was the compliment or complaint received?	•		
* Type of interaction 6			
* What is the nature of the interaction?		~	
Describe the complaint or compliment			
		÷	
Location of issue			
Health Authority	Fraser Health Authority		
* Service area	•		
* Facility			
* Type of location	•		
* Specific location			
Complainant			
			Clear Section
* First name			
★ Last name			
* Phone no. 🥝			
Email address			
* Is the complainant the patient?	O Yes		
	O No		
Notes		~	
E.g. best time to call			
		~	
Please confirm:			
★ Is the complainant the patient?	O Yes		
	O No		
Follow-up			
* Manager / supervisor of area			
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Outcomes







Although it can be difficult to receive negative feedback about a service provided, complaints and

concerns help us look for opportunities to improve. Complaints are important learning tools to promote positive change across Fraser Health – think of them as "gifts" to our organization!

