

# 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.

## Aim

- Achieve greater consistency with how Point-of-Care feedback is collected and managed across sites.
- Develop a tool that is simple to use and staff can easily access.
- To track and manage compliments efficiently, as positive feedback provides valuable information and is a great motivator for staff.

## Solution

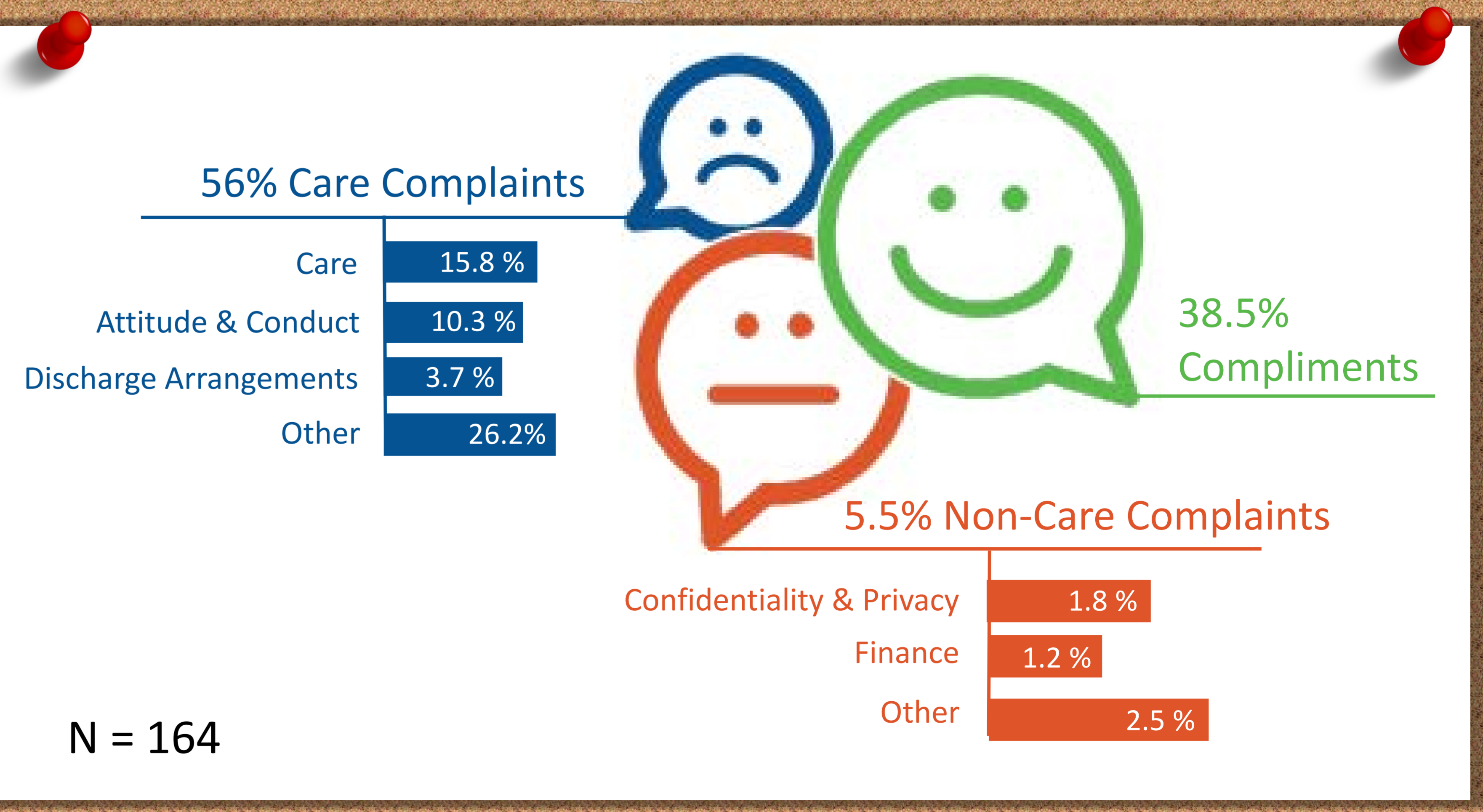
- In May 2019, Fraser Health introduced the first of its kind Point-of-Care feedback tool. The on-line tool is part of the Patient Safety and Learning System (PSLS) and allows staff to receive and manage feedback received from patients and families at the point-of-care.



## Toolkit



## 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!

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