



## Complaint Management System

### Purpose

The West Champlain Family Health Team (WCFHT) is committed to creating an environment where a variety of practitioners collaborate to ensure the best possible standard of care is provided to our patients and their families. Our philosophy is *putting patients first*, and we strive for this through programs in a safe and supportive environment. We endeavour to bring together a team of health care professionals who represent a broad range of medical specialties and training. All staff members contribute equally to accomplishing this goal.

If a patient has a concern about quality of care including program information, they are encouraged to first discuss the concern with the appropriate members of the healthcare team. The physicians, nurses, therapists, social workers, and other healthcare professionals who have been involved in the patients care are most familiar with any particular situation. Usually they will be able to quickly resolve any issues.

If a member of the healthcare team is unable to satisfy a patient's concerns, or if they are not satisfied with the response, they can file a complaint with the West Champlain Family Health Team's Program Administrator. All such complaints are to be thoroughly investigated without compromising a patient's future access to care.

It is important that program leads are made aware of concerns that, once resolved, may result in changes to systems that improve services to all patients. All feedback from patients is appreciated.

### The Complaint Process

Initially the patient will try to speak with appropriate members of the healthcare team about any concern as soon as reasonably possible. If they are unable to resolve the problem in this manner, the following steps can be taken:

1. The patient will complete the complaint form available at the reception desk of all our offices, as well as on our website at [www.westchamplainfht.com](http://www.westchamplainfht.com)
2. The patient will either mail or email complaint form directly to our Program Administrator:



*Claire Ullrich*  
*c.ullrich@westchamplainfht.com*  
*West Champlain Family Health Team*  
*315 Pembroke St. East, Pembroke, K8A 3K2*

3. Once received, the complaint will be reviewed by the Executive Director and Physician Lead if appropriate, or alternate Board members if the ED and/or the Physician Lead are part of the complaint.
4. All complaints will be thoroughly investigated and a written response sent to the complainant within 30 days of receipt of the complaint, followed up by a phone call from our Program Administrator.

In order to address significant or reoccurring concerns, the Executive Director may review the complaint with the appropriate healthcare team member and ask him/her to provide input to a written response. They may also arrange to meet with a complainant regarding the concern

### **Privacy**

Because all medical information is confidential, consent will be obtained from complainants if patient medical information is required to address the concern. Complaints and complaint responses will not become a part of a patients' electronic medical record. The West Champlain Family Health Team Executive Director will provide a summary report of complaints to the Board. This summary report will not contain any patient information.

### **What are the possible outcomes of a complaint?**

When all information is reviewed, the West Champlain Family Health Team may decide to do one of the following:

- Take no further action if the care provided was appropriate
- Remind, counsel, or provide training for a healthcare team member if the Executive Director believes the team member would benefit from some advice, direction, or training
- Refer clinical concerns to the West Champlain Family Health Team's Lead Physician for further review
- Decide not to investigate because the complaint was made in bad faith or is an abuse of process.