Welcome to the Cornwall Community Hospital. Our Patient Relations Services seeks to facilitate the investigation and resolution of patient, family and visitor issues, concerns and complaints. Our services are part of the broader strategic priority effort across CCH to continuously improve the patient experience. We also keep our Declaration of Patient Values in mind when going through this process. See flowcharts on page 2 and 3 for process details.

**I’M AFRAID THAT IF I COMPLAIN THINGS WILL GET WORSE FOR ME AND/OR MY RELATIVE? WHAT SHOULD I DO FIRST IF I HAVE A PROBLEM OR A CONCERN?**

Please be assured that raising a concern will not negatively affect your care (or a loved one’s care) in any way. Please follow the following steps

**Step 1: Talk with a member of the health care team**

- When you or your family have a concern, please share these concerns as soon as possible. Feel free to speak with any member of the health care team including the Charge Nurse, Social Worker or the Spiritual Care Coordinator. They will listen and respond to your concerns.

**Step 2: Ask to speak with the Manager of the department (contact information on bedside whiteboard during your stay, where applicable)**

- If concerns are not resolved to your satisfaction, ask to speak with the Manager of the area in which you stayed during the weekdays or the Clinical Support Supervisor during the evening, weekends or holidays.

Here is a list of departments, their managers and a phone number where they can be reached:

<table>
<thead>
<tr>
<th>Department</th>
<th>Manager</th>
<th>Phone number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical Care</td>
<td>Sean Sudbrink</td>
<td>613-938-4240 ext: 4523</td>
</tr>
<tr>
<td>Diagnostics (ultrasound, xray, CT)</td>
<td>Jennifer Barkley</td>
<td>613-938-4240 ext: 5233</td>
</tr>
<tr>
<td>Dialysis/Chronic Disease Management Clinics</td>
<td>Jo-Ann Tessier</td>
<td>613-938-4240 ext: 1991</td>
</tr>
<tr>
<td>Emergency</td>
<td>Katrine Kruders</td>
<td>613-938-4240 ext: 5239</td>
</tr>
<tr>
<td>Food Service</td>
<td>Rhonda Obiero</td>
<td>613-938-4240 ext: 2284</td>
</tr>
<tr>
<td>Housekeeping Service</td>
<td>Lisette Laperle</td>
<td>613-938-4240 ext: 4369</td>
</tr>
<tr>
<td>Medicine</td>
<td>Jennifer Vandeglind</td>
<td>613-938-4240 ext: 4549</td>
</tr>
<tr>
<td>Rehab</td>
<td>Melissa Dore</td>
<td>613-938-4240 ext: 4304</td>
</tr>
<tr>
<td>Surgery</td>
<td>Teri Buchanan</td>
<td>613-938-4240 ext: 2375</td>
</tr>
<tr>
<td>Women and Children's Health</td>
<td>Jackie Girard</td>
<td>613-938-4240 ext: 2215</td>
</tr>
<tr>
<td>Inpatient Psychiatry</td>
<td>Melody Crites</td>
<td>613-938-4240 ext: 4311</td>
</tr>
<tr>
<td>Community Addiction and Mental Health</td>
<td>Ann Zeran</td>
<td>613-361-6363 ext: 8119</td>
</tr>
<tr>
<td>Operating Room</td>
<td>Andrew Walton</td>
<td>613-938-4240 ext: 4234</td>
</tr>
<tr>
<td>Outpatient Clinics</td>
<td></td>
<td>613-938-4240 ext: 3217</td>
</tr>
<tr>
<td>Patient Registration</td>
<td>Shelley McLeod</td>
<td>613-938-4240 ext: 2312</td>
</tr>
<tr>
<td>Clinical Support Supervisor</td>
<td></td>
<td>613-938-4240 ext: 3540</td>
</tr>
</tbody>
</table>

**Step 3: If your concerns have not been resolved to your satisfaction after contacting the appropriate manager, please communicate with Patient Relations at 613-938-4240 ext. 2311 or feedback@cornwallhospital.ca**
Complaints pertaining to HOSPITAL STAFF/SERVICE – Cornwall Community Hospital Patient Relations Enhancement Process (PREP)

The goal is to close complaints in less than 25 days on average

### 1 Business Day – Rapid Resolution

**Step A**
- Patient/family member has a hospital staff or service complaint

### 5 Calendar Days - Examination

- Complaint entered into ISR System
- Severity Levels: (0, 1, 2)
  - Severity Level 0 – Near Miss/Potential Harm/Damage
  - Severity Level 1 – No Harm/Damage
  - Severity Level 2 – Temporary Minor Harm/Damage
  - Severity Level 3 – Moderate Harm/Damage
  - Severity Level 4 – Permanent Harm/Death
- Quality/Risk Office generates Letter of acknowledgement

### 14 Calendar Days - Investigation

**Step B**
- Forward Incident Report to Manager, Director, VP
- Lead Investigator Triage
  - Yes: MRP is VP/Dir., but Q/R Director leads Formal Investigation
  - No: MRP is Director/VP who leads Formal Investigation

**Step C**
- Is the complaint about the Manager?
  - Yes: MRP verifies incident & reviews with subject of complaint, determines action, consult with Patient Safety Coordinator as required
  - No: Refer to MD/Professional Staff Complaint Process (Step D)

**Step D**
- Manager as MRP closes ISR System File and notifies manager of subject dept.
- Manager/Dir./VP notifies Complainant of findings/outcome

**Step E**
- Complaint accepts resolution

### 5 Calendar Days - Closure

- No further action required

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**Acronym Legend:**
- ISR = Incident and Safety Reporting
- MD = Medical Doctor
- MRP = Most Responsible Person
- Q/R = Quality and Risk
- VP = Vice-President

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**Severity Levels:**
- Severity Level 0 – Near Miss/Potential Harm/Damage
- Severity Level 1 – No Harm/Damage
- Severity Level 2 – Temporary Minor Harm/Damage
- Severity Level 3 – Moderate Harm/Damage
- Severity Level 4 – Permanent Harm/Death

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**Reference:** CCH Policy No. PR 05-020 – Patient/Family Complaints (Appendix B)

**Version Date:** 2016-07-27
Complaints pertaining to **MEDICAL STAFF** – Cornwall Community Hospital Patient Relations Enhancement Process (PREP)

The goal is to close complaints in less than 25 days on average

[Diagram of the process with decision points and flowcharts]

**Severity Levels**:
- Severity Level 0: Near Miss/Potential Harm/Damage
- Severity Level 1: No Harm/Damage
- Severity Level 2: Temporary Minor Harm/Damage
- Severity Level 3: Moderate Harm/Damage
- Severity Level 4: Permanent Harm/Death

**Acronym Legend**:
- COS = Chief of Staff
- ISR = Incident and Safety Reporting
- MRP = Most Responsible Person
- Q/R = Quality and Risk

**Complaint Process**:
1. **Step A**
   - Complaint received by Dept. Chief, Manager/ Director of Service
2. **Step B**
   - Complaint entered into ISR System
3. **Step C**
   - COS forwards incident report to Subject of Complaint
4. **Step D**
   - COS as MRP verifies incident, contacts Complainant & reviews with Subject of Complaint
   - COS determines:
     1. Real/apparent conflict of interest; or
     2. Multiple departments affected.
   - Yes:
     - COS consults VP, Operations
     - MRP is COS but Q/R Director leads Formal Investigation
   - No:
     - MRP is COS who leads Formal Investigation
5. **Step E**
   - COS as MRP notifies Complainant & subject of complaint of findings/outcome

**Version Date**: 2016-07-27

**Reference**: CCH Policy No. PR 05-020 – Patient/Family Complaints (Appendix C)