

CCH Patient Relations Enhancement Process

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:

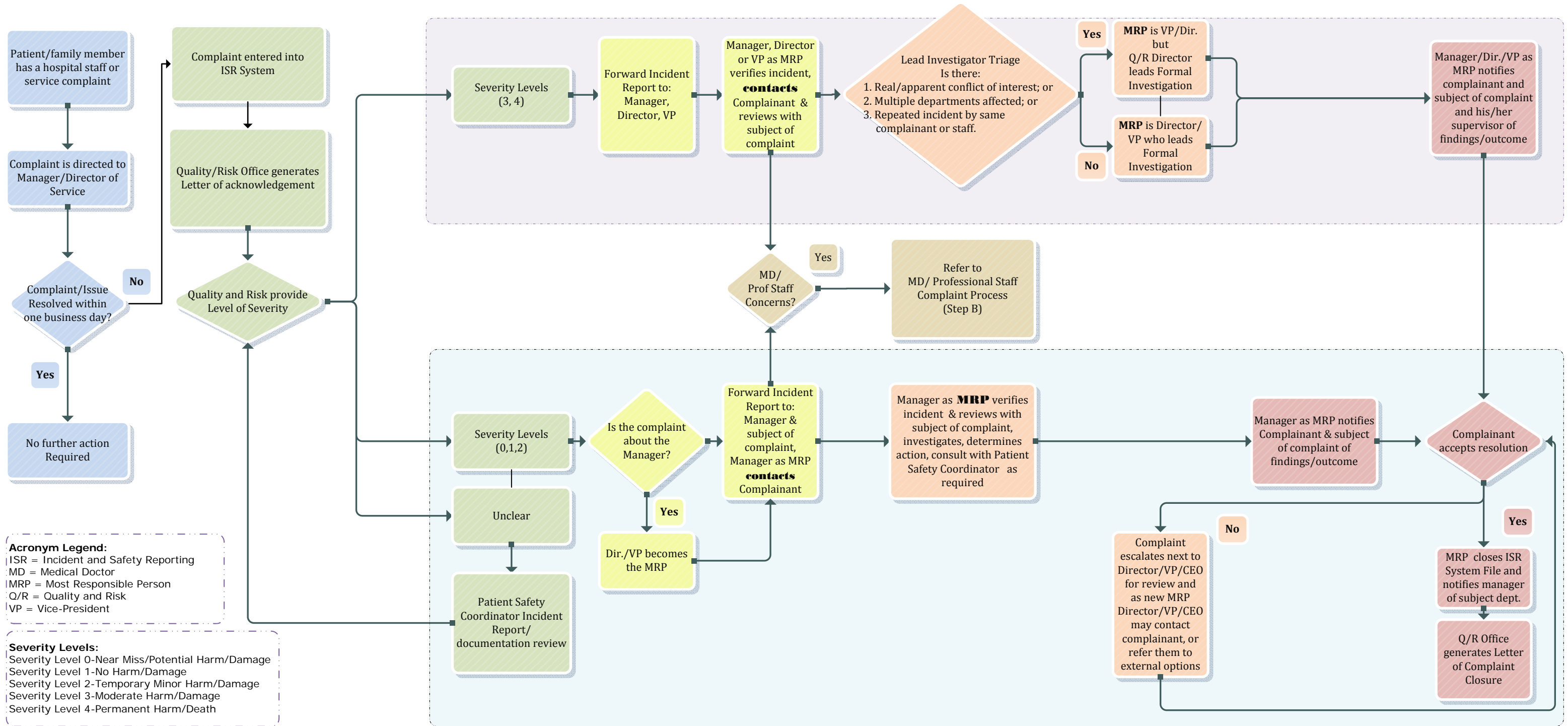
Department	Manager	Phone number
Critical Care	Sean Sudbrink	613-938-4240 ext: 4523
Diagnostics (ultrasound, xray, CT, MRI)	Jennifer Barkley	613-938-4240 ext: 5233
Dialysis/Diabetes/Heart Failure /Thrombosis/Respiratory Clinics	Jo-Ann Tessier	613-938-4240 ext: 1991
Emergency	Karen-Ann Eenkhoorn	613-938-4240 ext: 5239
Food Service	Rhonda Obiero	613-938-4240 ext: 2284
Housekeeping Service	Lisette Laperle	613-938-4240 ext: 4369
Medicine	Jennifer Vandeglind	613-938-4240 ext: 4549
Rehab	Melissa Dore	613-938-4240 ext: 4304
Surgery	Teri Buchanan	613-938-4240 ext: 2375
Women and Children's Health	Jackie Girard	613-938-4240 ext: 2215
Inpatient Psychiatry	Melody Crites	613-938-4240 ext: 4311
Community Addiction and Mental Health	Ann Zeran	613-361-6363 ext: 8119
Operating Room	Andrew Walton	613-938-4240 ext: 4234
Ambulatory Outpatient Clinics	Sean Sudbrink	613-938-4240 ext: 4523
Patient Registration	Michelle Kelly	613-938-4240 ext: 2316
Clinical Support Supervisor		613-938-4240 ext: 3540

Step 3: If your concerns have not been resolved to your satisfaction after contacting the appropriate manager, please communicate with the Director of Patient Experience 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



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

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

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

