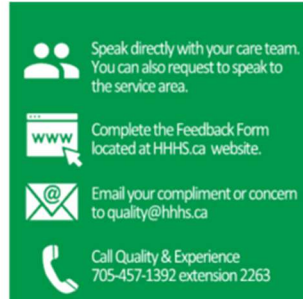




## Compliment or Concern?

We welcome your compliments, concerns or suggestions for improvement and encourage you to be involved in your care.



# Compliment or Concern?

**Purpose:** We are committed to having a Just Culture at HHHS. To this end, we are committed to addressing concerns and compliments from patients, residents, families, and visitors in a timely and effective manner with the goal of creating a better care experience for all. Effective management of feedback is crucial for maintaining quality, person-centered care.

**Scope:** This policy covers concerns and compliments about HHHS staff, facilities, processes, or services.

## Policy:

- All feedback will be investigated promptly, thoroughly, respectfully, and impartially.
- Patient confidentiality is respected. Concerns related to personal health information are discussed only with the patient/resident/client or their substitute decision maker (SDM).
- Feedback can be submitted directly to staff verbally, through the website, via email or by telephone (see above).
- Concerns are forwarded to relevant manager, the Quality, Patient Safety and Risk Office and the HHHS Patient Relations Designate.
- Concerns that can be addressed immediately will be addressed at the unit or department level within two business days. Delays will be communicated.
- Most concerns should be resolved within 14 days, barring unavoidable delays. Delays will be communicated.
- Complex issues requiring a thorough investigation may take up to four weeks. Follow up will include a formal response outlining our resolution plan.

