

# Patient Experience Complaint Process

Documentation of correspondence entered into OPE database. As appropriate, recommendations shared with relevant teams to support patient experience improvement.

Concern identified, recorded, and acknowledged by OPE

*Identified to be a Risk Management Issue*

Engage of Supervisor/Manager/Physician

Attempt to resolve

Yes, File Closed

Concerns resolved?

No

Collaborate with health care team or department(s)

Review relevant medical and/or hospital documents

Review case with patient/family/SDM

Collaborate with supervisor/manager/staff member/physician

Facilitate follow-up and/or response to patient/family/SDM

Patient/family/SDM contacted

Yes, File Closed

Concerns resolved?

No

Contact patient/family/SDM. Discuss and confirm expectations. Revisit concerns with supervisor/manager/staff member/physician as appropriate.