

PATIENT RELATIONS



2023/2024 YEAR REVIEW



HOW CAN WE HELP?



listen to feedback from patients and families



assist patient and staff conversations

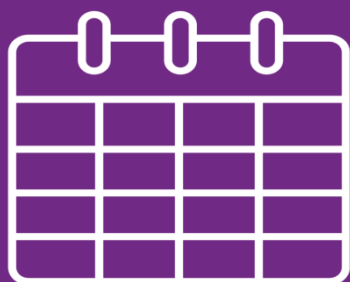


make sure the right leader reviews feedback



explain hospital policy and procedures

WHAT DID WE DO IN 2023/2024 Q1/Q2?



replied to **99.5%** of concerns in 2 business days

resolved concerns in **10.3** days (average across all concerns) MGH target is 14 days

received **3.4/1000** patient complaints (no change from 21/22)

received **1% fewer** total complaints (from 517 in 21/22 to 513 in 22/23)

received **78% more** complaints about facility issues prior to moving to the Thomson Center (from 23 in 21/22 to 41 in 22/23)

created **18** new Patient-Oriented Discharge Summaries



top concerns:

34% - care/treatment
16% - attitude
15% - access



making things better:

- Participating in Care Partner research study
- Implementing HELP to improve the experiences of older adults admitted to MGH.

HOW DO PATIENTS REACH US?

phone

41%



email

42%



walk-in

12%



HOW DO I SHARE MY PATIENT EXPERIENCE?

phone

416-469-6096

email

patient.relations@tehn.ca

walk-in

room B117, M-F, 8am-4pm