

PATIENT RELATIONS

YEAR IN REVIEW – 2020/2021



HOW CAN WE HELP?



listen to feedback from patients and families



assist patient and staff conversations

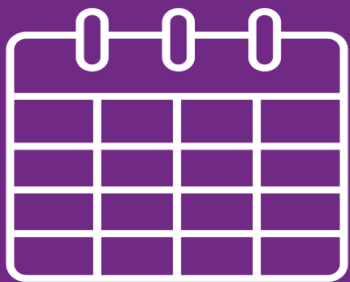


make sure the right leader reviews feedback



explain hospital policy and procedures

WHAT DID WE DO IN 2020/2021?



replied to **100%** of concerns in 2 business days

resolved concerns in **5** days (average across all concerns)

resolving **20% more** complaints within 14 days (compared to FY 2019/2020)

COVID-19 Highlights

- Development and implementation of **Essential Visitors** during COVID-19 policy
- Route of family/caregiver **appeals** to the Essential Visitors policy
- Keeping families connected with **Virtual Family Visit** program
- Engaging with clinical teams to make **Virtual care (medical)** more patient-friendly
- Reviewing and creating priority patient-facing information from a health literacy perspective



top concerns:
21% - attitude
20% - care/treatment
17% - communication



making things better:
expanded Patient-Oriented Discharge Summaries
Collaborating with the Change Foundation to co-design Office of Patient and Caregiver Experience

HOW DO PATIENTS REACH US?

phone

55%



email

39%



walk-in

1%

*unavailable since March 2020 due to COVID-19



HOW DO I SHARE MY PATIENT EXPERIENCE?

phone

416-469-6096

email

patient.relations@tehn.ca

walk-in

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