
Patient Relations Concerns Resolution Process Frequently Asked Questions

What is the Patient Relations Concerns Resolution Process?

The Patient Concerns Resolution Process (PCRP) is guided by Alberta law. It's a fair and open process that is followed the same way every time, for everyone. The PCRP supports patients and families who have a right to bring up their concerns, share ideas, and give feedback to Alberta Health Services (AHS) about their healthcare experience.

AHS uses your feedback to help make patient care better and to give Albertans the best healthcare experience possible. Every chance we have to listen to you and talk about your concerns is very important to us.

How can I share feedback, a concern, or an idea?

You can share by:

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| Phone | 1-855-550-2555 |
| Online | https://www.albertahealthservices.ca/about/patientfeedback.aspx |
| Fax | 1-877-871-4340 |
| Mail | Patient Concerns Suite 300, North Tower, 10030 107 Street NW Edmonton AB T5J 3E4 |

Can I send a concern or feedback for a family member or friend?

Yes, anyone can send us a concern or feedback. But we do need permission (consent) from the patient or person directly involved or whoever can make legal decisions for that person. We need consent to move forward with the PCRP and to access health records, if needed.

What happens after I have sent in a concern or feedback?

After you send in a concern to AHS, our Central Intake staff will assign a Patient Concerns Consultant (PCC) to be your partner through the PCRP. Your PCC will do their best to get back to you by phone within 3 business days to start the process. The PCC will ask you about the details of your concern, find out if you have any questions, and ask you how you would like to see the issue solved. If your concern is complex, the PCC may ask you to write down your concerns and questions to make sure we're clear about what you expect and what answers you need.

Your PCC will then share your concern with the AHS leader who is best able to help. The AHS leader will do a full review of your concern. They will speak to all staff involved and look at details in your health record. Depending on how complex your concern is, the review could happen quickly or it could take a long time. We will do our best to do the PCRP in a timely manner. Your PCC will keep you updated on the progress. You can also contact your PCC any time you need information.

When the full review is finished, the PCC will contact you with an answer.

There may be a chance to have a meeting if you or the reviewers feel that talking about the answers in person is best.

You can ask to have the answer in writing, in the form of a letter. This could make the PCRP take longer, depending on how complex the answer is and how many people need to review the letter.

What happens if I'm not satisfied with the response?

If you aren't satisfied with the answer that came from the finished PCRP, you can ask that your concern be moved up to senior leadership for more review and for their answer. If, after that, you still aren't satisfied, your concern can be moved up to the Patient Concerns Officer (PCO). The PCO will carefully go over all the details of what happened during your PCRP to make sure everything was done right and in a fair way. They will make sure everything possible has been done to try and give you an answer you're satisfied with.

If you're still not satisfied after the AHS PCRP is fully finished, the PCO will refer you (in writing) to the Alberta Ombudsman.

Do you keep records of my concern?

Yes. The Patient Relations department keeps a record of your concern. This includes all actions taken to help you and any improvements that AHS decides to make after reviewing your concern.

Does anyone else in AHS have access to the information about my concern and the answer?

AHS leadership gets a general report about concerns every month. The report helps to find trends and shows where we can improve — it doesn't give any information about you or the details of your concern. Your personal information (such as your name) is shared only with the leaders who need to know it during the PCRP.

When AHS finds that something went wrong while healthcare was being provided, what happens next?

If AHS finds that something went wrong while healthcare was being provided (this is called a clinically adverse event), there are many ways to deal with it. The leader(s) responsible for what happened may send your concern to a department called Quality and Patient Safety. One type of review they do is a Quality Assurance Review (QAR). A QAR is used when it's possible that system problems were involved in what happened, or where the facts that led to what happened aren't clear.

A QAR is a special type of review that takes place under the protection of Section 9 of the Alberta Evidence Act. This protection means that AHS staff can feel safe to talk about, wonder about, and share their opinions about system issues and concerns. AHS can then look at where the system failed, and work to fix it to make sure we give safe, quality healthcare.

Patient Relations and Quality and Patient Safety are two separate departments. But they do work together if a patient concern shows there was a system problem and a QAR, or any other type of safety review, is started.