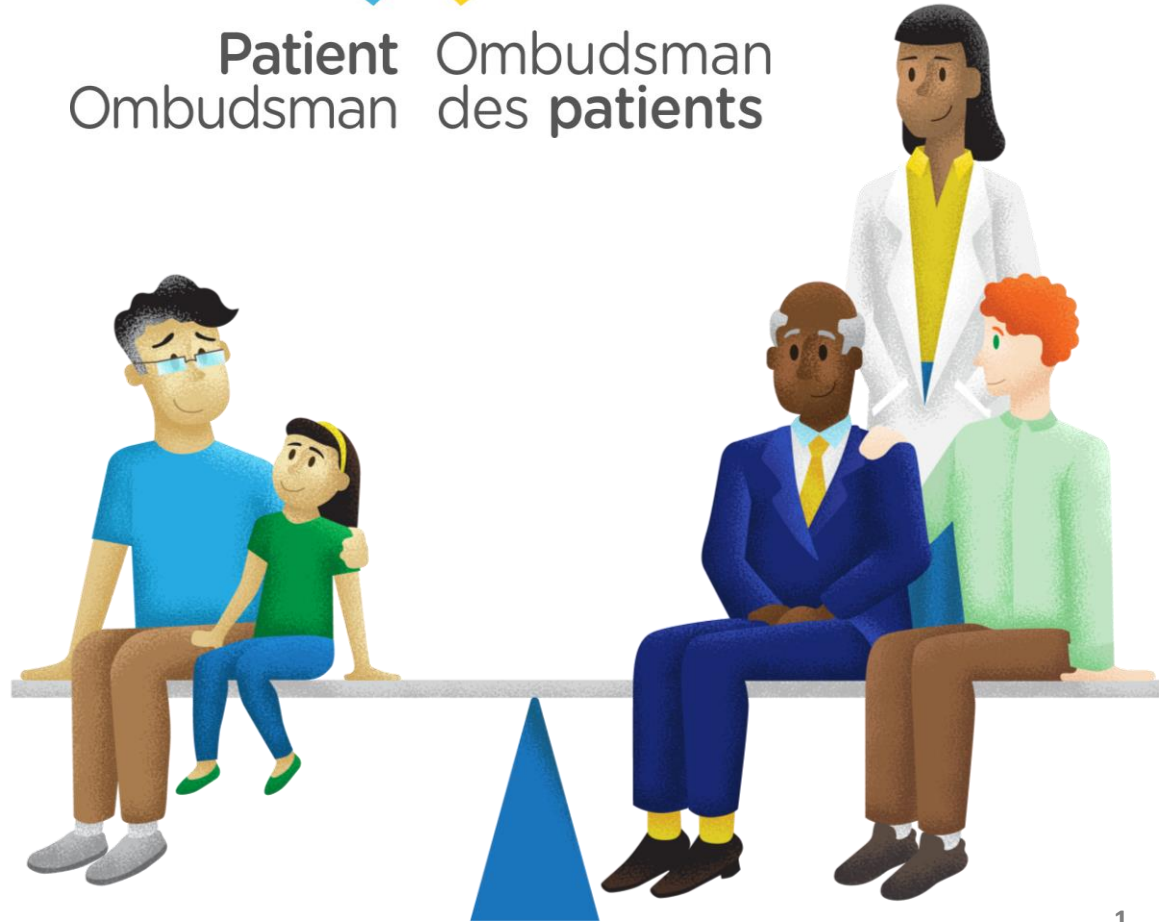


Family Councils of Ontario Webinar

June 9th 2020



Patient Ombudsman
Ombudsman des patients



What is a Patient Ombudsman?

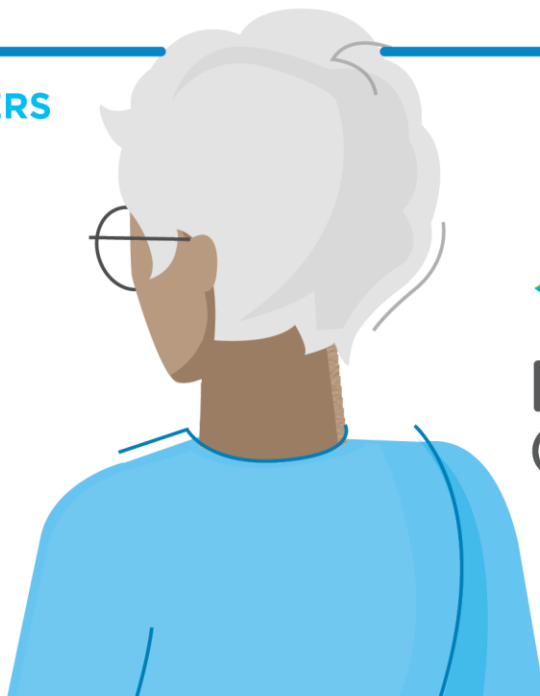


Patient Ombudsman

- Receives and resolves complaints
- Helps residents and caregivers navigate a complex system
- Office of last resort
- Not advocates
- Champion for fairness
- Can conduct investigations
- Makes recommendations for system change

fairness

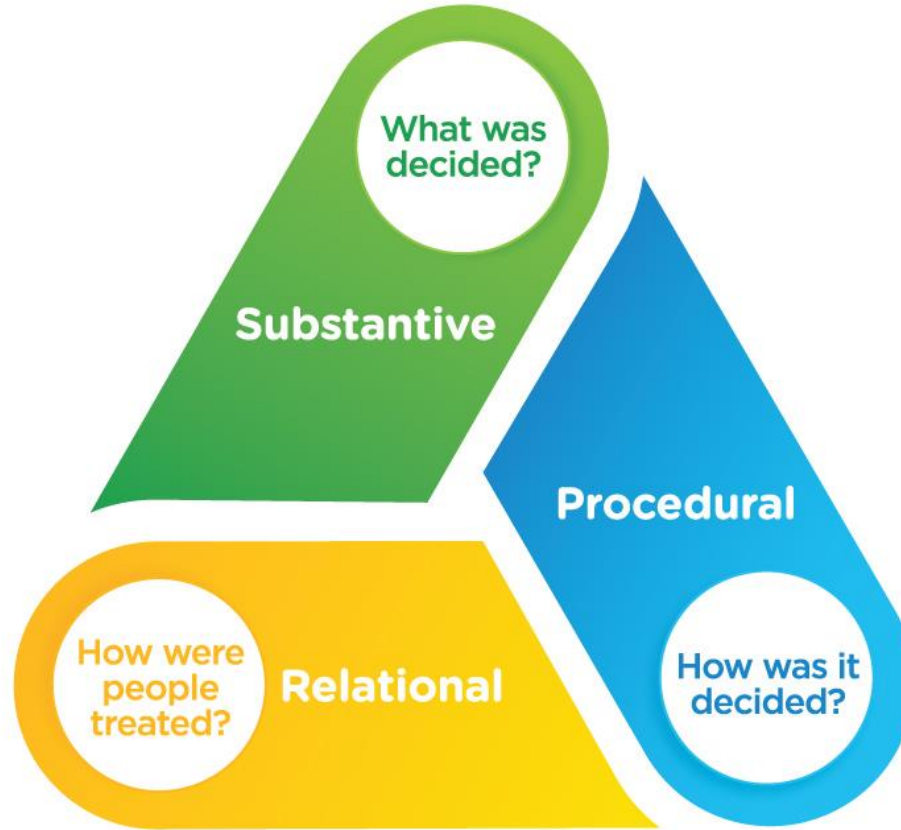
EVERY EXPERIENCE MATTERS



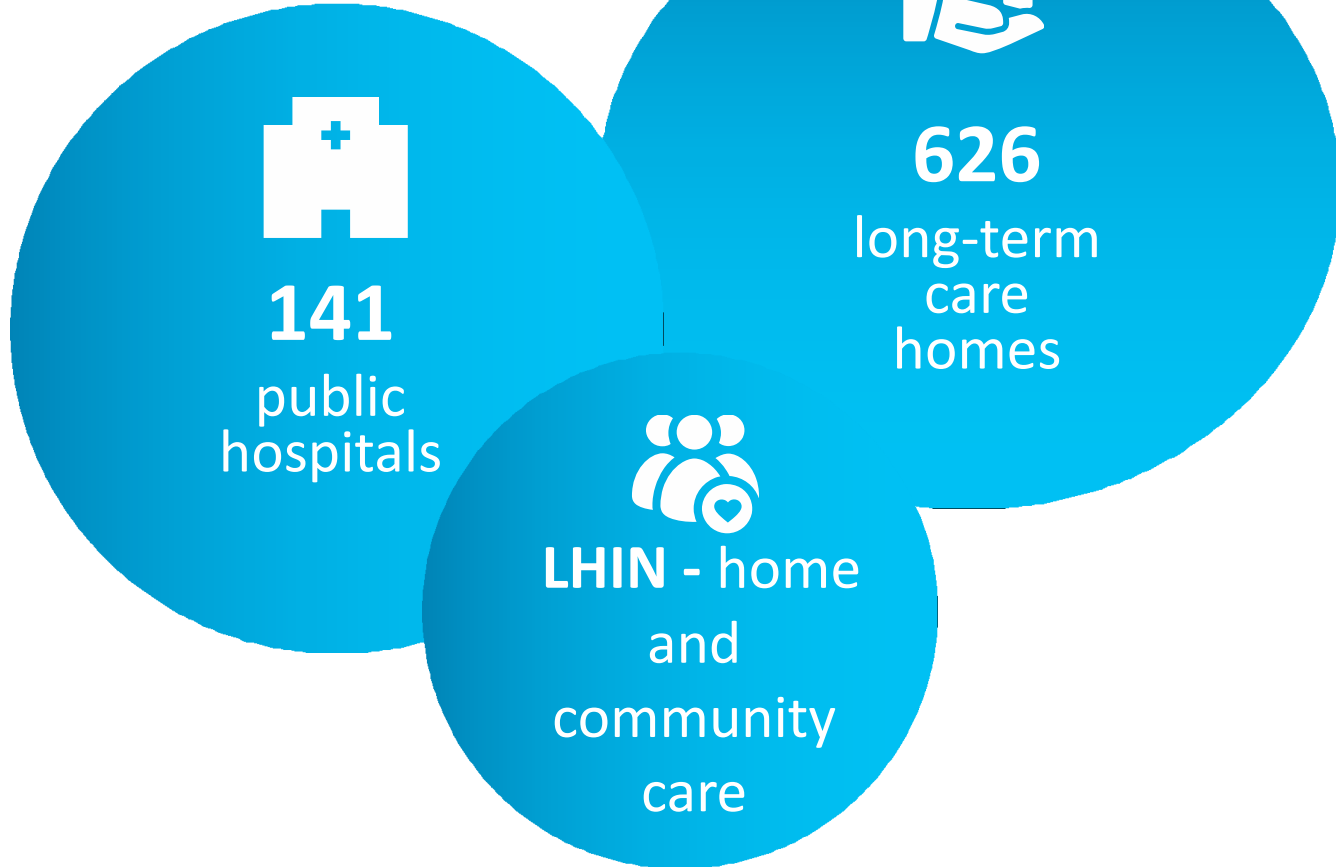
Patient
Ombudsman

Patient Ombudsman

What is Fairness?



Who we oversee



Patient Ombudsman COVID-19 Complaints (March-June)

- 50% of all complaints to Patient Ombudsman are COVID-19 related.
- 49% of COVID-19 complaints are from long-term care homes.
- 302 COVID-19 complaints reported to us since the second week of March.
- 150 complaints about long-term care homes.
- On Monday April 27th Patient Ombudsman launched a public appeal for additional COVID-19 complaints in long-term care.
- On June 2nd Patient Ombudsman announced a systemic investigation into experience of residents a caregivers in homes with a outbreak.

All COVID-19 complaints to Patient Ombudsman

March 2nd to June 1st

	Public Hospitals	Long-Term Care	LHIN Home and Community Care	All Jurisdictional Complaints
Infection prevention and control	20	62	13	95
Visitation	43	42	0	85
Communication	20	34	2	56
Staff shortage	0	45	4	49
Discharge/Transfer/Readmission	21	13	7	41
Quality of Care/Treatment	12	23	3	38
Testing	14	20	1	35
Access to services	13	5	12	30
Service reductions or changes	1	1	12	14
Delay	8	0	0	8

Patient Ombudsman

Types of COVID-19 Complaints in Long-Term Care

Top complaint themes:

- Infection Prevention and Control practices
(Lack of Personal Protective Equipment (PPE); PPE not worn by all staff)
- Staffing shortages
- Visitation restrictions
- Poor communication about what is happening
- Quality of care

Visitation Restrictions - Determining fairness

- Was the family member providing required care to the resident on a regular basis prior to the outbreak?
- Is there a reason to believe that risk of harm may come to the resident without this care?
- Did the home consider the request and/did they communicate their decision making in a reasonable manner?
- Every complaint and situation is unique.

How we respond to your complaint – Our process during COVID-19

Patient Ombudsman takes the following actions:

- After you make a complaint by voicemail or by completing our online complaints form - you will receive a call back from a member of our Complaints Services Team. You may receive a call back from either an Early Resolutions Specialist or an Investigator.
- Our Early Resolutions Specialists escalate all serious complaints about long-term care homes and COVID-19 to our investigations team. We have three investigators focusing on urgent COVID-19 related complaints in long-term care homes.

The urgent steps we may take (1/2)

- Patient Ombudsman communicates directly with long-term care home administrators and executives of larger long-term care home corporations to gather detailed responses that we can communicate to complainants.
- Patient Ombudsman may make an immediate mandatory report to the Inspections Branch of the Ministry of Long-Term Care. Patient Ombudsman has made nine mandatory reports since the beginning of March 2020.
- Patient Ombudsman will alert regional provincial leads at Ontario Health when there are urgent staffing concerns, reports of inadequate personal protective equipment (PPE) and other infection control concerns.

The urgent steps we may take (2/2)

- Patient Ombudsman alerts local public health units where there is a concern about a COVID-19 outbreak and the management of that outbreak at a long-term care home.
- Patient Ombudsman circulates weekly reports on all of our COVID-19 complaints to leaders at Ontario Health, the Ministry of Health and the Ministry of Long-Term Care
- As always, Patient Ombudsman works to achieve a fair and balanced resolution to your complaint. Your complaint will also help us strengthen Ontario's Long-term Care Home sector as it responds to outbreaks of COVID-19.

Thank you for your courage!

Tips when making a complaint to Patient Ombudsman



Tips when complaining to Patient Ombudsman: ALL Complaints

- **In-take** - You can call our in-take telephone line for questions at **1-888-321-0339** or submit a complaint in writing (complaint form available online)
- **Consent** - To proceed with your complaint we need consent from the Resident/Substitute Decision Maker/Power of Attorney
- **Individual complaints** - All complaints must be individual. We cannot receive group complaints from a Family Council or Resident Council

Tips when complaining to Patient Ombudsman: ALL Complaints

- **Healthcare professionals** - We cannot look at the clinical decision-making or conduct of regulated health professionals (eg. Doctor, Nurse)
- **Other proceedings** - We may choose not to proceed with aspects of your complaint if they are part of another process (legal, Ministry of Health, etc.)
- **Accommodations** - Please let us know if you require any accommodations
(language interpreters, written communication in larger fonts, regular calls for updates – preferred times of day)

Other helpful tips

- ✓ It is helpful to share with us the written complaint you filed with the long-term care home/hospital/LHIN
- ✓ We may ask you for specific information and documentation
- ✓ We will be looking at your complaint through a dual lens of:
 - a) How can we resolve your individual concern
 - b) How can we prevent this issue from happening to others
- ✓ Every case is different. Be patient with us – it may take time

When Patient Ombudsman becomes involved: Long-term care home complaints

We can receive your complaint after you have taken meaningful steps to resolve your complaint at the home first.

Suggested steps to take:

- **Unit level complaints** - consider raising your concerns with the Charge Nurse/Nurse Manager/Assistant Director of Care (ADOC)

When Patient Ombudsman becomes involved: Long-term care home complaints

- **Written complaint** - complain through the home's internal complaints process by submitting a written complaint to either the Director of Care or the Home Administrator/Executive Director/CEO
 - **Response time** - The long-term care home must respond to your complaint within 10 days
- **Patient Ombudsman can help** - If your concern is unresolved please consider connecting with Patient Ombudsman

Questions

Complaints Line: **1-888-321-0339**

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