



ST. JOSEPH'S
GENERAL HOSPITAL
ELLIOT LAKE

Patient Relations

We ask because we care.



INFORMATION BOOKLET

How Does Patient Relations Work?

Patient Relations is a process that seeks to improve the experience of patients and family members/loved ones in our Hospital by:

1. Facilitating communication between patients, their care partners and their healthcare team.
2. Acting as a point of contact for feedback, including compliments and complaints.
3. Facilitating the provision of organizational information regarding services/resources.
4. Reviewing concerns about care and service to facilitate a resolution.
5. Supporting Healthcare Providers and staff to provide culturally safe and responsive care for First Nations, Inuit and Métis patients.

Before contacting ***SJGHEL's Patient Relations Team***, if you have a concern or suggestion about the care you received in our Hospital, or the care received by a family member/loved one:

- First, speak directly with members of your/your family member's healthcare team.
- Request to speak to the Manager of the unit in which your concern arose.
- If you are unable to resolve your concern with your healthcare team or the Manager, please contact ***SJGHEL's Patient Relations Team*** for assistance.

NOTE: ***SJGHEL's Patient Relations Team*** will require a direct conversation with the patient if you are not their Substitute Decision-Maker or Power of Attorney (if applicable).

Providing Us With Feedback About Your Experience

If you have spoken directly with your healthcare team or the Manager of the unit, but do not feel that your concerns have been addressed or resolved, please contact ***SJGHEL's Patient Relations Team***. Ensure that you provide the following information:

- Your first and last name and if you are calling regarding your own experience as a patient, or on behalf of a family member/loved one.
- If calling on behalf of a family member/loved one, please provide their first name, last name and date of birth.
- Your preferred method of contact for follow-up:
1. phone number or **2.** email address.
- Brief description of the occurrence including date, general time, department, and the staff, Nurse and/or Physician names or descriptions.

After submitting your inquiry or comment, you will receive a reply within five (5) business days. Members of our Patient Relations Team will:

- ✓ Listen to your concerns in a respectful and supportive environment.
- ✓ Facilitate communication, acting as a bridge, between patients/families and our staff, Nurses and Physicians.
- ✓ Receive compliments and share them with the appropriate Manager or Senior Leader who will then share them with the staff involved.
- ✓ Strive to improve the overall care experience of patients and families by recommending system improvements.

Compliments and Complaints

At SJGHEL, we believe that your feedback, whether it is a compliment/commendation, a concern, a suggestion, or a formal complaint, is an opportunity for us to learn and to improve the quality of care and overall experience that we provide.

To access our Patient Experience Survey:

1. Ask for a paper copy from a staff member.

OR

2. Enter the following URL into your web browser:

<https://www.surveymonkey.com/r/SJGHEL>

OR

3. Open the camera app on your smartphone and scan the following QR code.



SJGHEL Patient Relations Team

Phone: (705) 848-7182 ext. 2419 or ext. 2412

Email: patientrelations@sjgh.ca

Mail: ATTN: Patient Relations

St. Joseph's General Hospital Elliot Lake

70 Spine Road

Elliot Lake, ON P5A 1X2

Frequently Asked Questions

I'm not happy with the care I received or the care that my family member/loved one has received at your Hospital. I want to make a complaint. Who do I contact?

We suggest that you start with the steps outlined on **Page 1** of this booklet. Attempt to share your experience with a member of your healthcare team first, and if this doesn't bring about resolution request to speak to the Manager of the unit.

If these steps do not bring about resolution, then we encourage you to contact the **SJGHEL Patient Relations Team** (see **Page 3**).



I'm anxious about sharing my complaint or concern. What can I expect when I try to speak to someone?

At every stage in your healthcare journey at SJGHEL, including voicing your concerns or providing suggestions to improve the patient experience, you can expect to be treated with respect, dignity and courtesy.

When communicating with a member of our Patient Relations Team you can speak openly and freely about your concerns and tell your story from your perspective.

Frequently Asked Questions

Can I make a complaint or bring forward a concern if I am not the patient affected?

Yes. However, a direct conversation with the patient will need to occur after-the-fact, or the patient's Substitute Decision-Maker or POA (if applicable) will need to be contacted.



I am afraid that if I complain or speak up, things will end up being worse for me or my family member/loved one.

It is understandable and natural to feel this way. SJGHEL promotes a “just culture” which encourages transparency and facilitates patient safety and quality improvement. “Just culture” means our Hospital is a blame-free environment where individuals can report errors without fear of reprimand or punishment.

Our Hospital views feedback as an opportunity to improve the care and experience we provide to our patients and their family members/loved ones.

**ST. JOSEPH'S GENERAL HOSPITAL ELLIOT LAKE HAS A
ZERO TOLERANCE POLICY
REGARDING DISRESPECTFUL OR ABUSIVE BEHAVIOUR.**

Please be aware that verbal and/or physical abuse of our staff will not be tolerated. If any of our staff are assaulted, SJGHEL will work with local police services regarding the investigation, which may lead to charges and prosecution.

Mission, Vision and Values

OUR MISSION

As a Catholic Healthcare Organization, our Mission is to build on the legacy of our Founders, the Sisters of St. Joseph of Sault Ste. Marie, and continue the healing ministry of Jesus, serving all who come to us for care.

OUR VISION

Our vision is to work in collaboration with health providers to establish a first-class Centre of Excellence for patient health care in our region.

OUR VALUES

Compassion: We will show kindness, caring and a willingness to help others, without judgement.

Humility & Harmony: We will lead and care with humility, putting the interest of others first to help build unity.

Respect: We value each other's time and opinions and treat each other as we would like to be treated.

Integrity: We will follow through on our commitments and remain accountable for our attitudes and our actions.

Social Responsibility: We will create conditions for marginalized voices to be heard, defend the vulnerable, and advocate for social justice.

The Sacredness of Life: We will ensure dignity and respect for life from conception to natural death.



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Developed in partnership with
St. Joseph's General Hospital Elliot Lake
Patient and Family Advisors
