Hospital Complaints

A Patient Advocate can support individuals as they navigate the hospital complaint process, ensuring that the voices of their clients are heard and that concerns are addressed in a respectful and appropriate manner.

Incident

An unpleasant experience while receiving care from TADH, either in the emergency department, as an inpatient, or during an outpatient appointment. The individual has the right to voice their concern.

01 Patient Advocate Meeting

Patient Advocate meets with patient to hear their concern, in-person or over the phone.

02 Documentation of Complaint

Patient Advocate drafts a letter to TADH outlining the complaint.

03 Review of Complaint Letter

Contents of complaint letter are reviewed with patient to confirm accuracy.

04 Letter Sent to TADH

Letter is emailed or hand-delivered to TADH, Quality and Risk Department.

05 TADH Initial Meeting

Complaint is addressed and TADH outlines next steps for internal review.

06 TADH Quality of Care Review

TADH conducts internal investigation. Length of review depends on complexity of concern.

07 TADH Completes Report

TADH completes report of internal investigation and resolves complaint.

08 Patient Update Provided

Patient receives update of outcome through their preferred method.

09 Outcome Documented

TADH report outcome is documented in PSS.

10 Outcome Review with Patient

Patient Advocate follows up with patient to confirm satisfaction with outcome.

11 Close or Reopen Complaint

If patient is satisfied with outcome, case is closed. If unsatisfied, repeat steps 4-10.