

***Form Q1: Patient Complaints Indicators***

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## ***Reporting Requirements***

Complaints made by health care consumers about a hospital provide an invaluable opportunity to identify and improve upon specific quality of care or service issues. An effective complaints reporting system is consistent with the Department of Human Services' focus on promoting effective complaints management as a quality improvement tool for hospitals.

In 2000/01 the Department will collect two indicators for the management of patient complaints. The first is an indicator of the effectiveness of complaints management, based upon those complaints which are resolved at the local hospital level and those which are externally referred for investigation and conciliation.

The second indicator relates to the provision of data to the Office of the Health Services Commissioner (OHSC), an independent statutory authority which was established under the Health Services (Conciliation and Review) Act 1987. The Commissioner's role is to receive, investigate and resolve complaints from consumers and to provide support and assistance to providers in resolving complaints.

These indicator data should be readily accessible for those hospitals already reporting data to the OHSC. The OHSC regularly reports aggregate complaints data to the Department, but does not identify individual hospitals in these reports. To do so, may jeopardise the independent status of the OHSC and the OHSC's relationship with individual hospitals. This is the reason that the complaints information is being sought directly from hospitals.

## **Return of Forms**

Hospitals are to send electronic data to the Department within *14 days of the end of each quarter*.

Rural hospitals are to submit data to their regional office via email or diskette.

Hospitals in the metropolitan regions are to send data to the Management Information Unit, Acute Health using one of the following methods:

- email: send to *aimsmail@aims.dhs.vic.gov.au*
- diskette: send to AIMS Collection Officer, Management Information Unit, Acute Health Division, 4/555 Collins Street, Melbourne, 3000, or
- modem: contact Management Information Unit Helpline 9616 8595 to obtain the modem number.

*Printouts of the original signed forms must be retained by the hospital and be available to officers of the Department upon request.*