Patient Feedback Process
What Happens Once your Feedback is Received?

NORTHERN HEALTH REGION

Patient Feedback Received via telephone, email, letter, in person

An Indigenous Experience Coordinator can be requested at anytime to assist with patient feedback process

Indigenous Specific Racism
- PER sends for review and investigation by appropriate Leadership and Human Resources
- Consultation with employee- Manager, HR, CIHO, Union Representative or Mentor
- Communicate the outcome of the review to the Feedback Provider

Regarding a specific employee
- PER sends for review and investigation by appropriate Leadership
- Consultation with employee- Manager, HR, Union Representative or Mentor
- Communicate the outcome of the review to the Feedback Provider

Regarding Medical Staff
- PER sends for review and investigation by CMO with notification of feedback sent to the Medical Staff involved with in 10 days of receipt
- Medical Staff involved will respond in writing in 10 days
- Communicate the outcome of the review to the Feedback Provider

Received by a third party
- PER sends for review and investigation to appropriate Leadership
- Communicate the outcome of the review to the Feedback Provider
- To maintain privacy request for written or verbal consent if patient wishes third party to receive results of review

General Concerns/ Complaints
- PER sends for review and investigation to appropriate Leadership
- Communicate the outcome of the review to the Feedback Provider

Positive Experience Feedback
- Consent is obtained by PER to forward to staff/ leadership involved
- If a feedback provider consents the positive feedback will also be presented to the board of Directors for the NHR

Abbreviations
PER: Patient Experience Representative
CMO: Chief Medical Officer
CIHO: Chief Indigenous Health Officer
HR: Human Resources