


# Island Health Performance Measures

## Patient Concerns Completed



Year to Date Performance	58%	Performance Assessment	 Red
Island Health Target	Greater than or equal to 95%	Performance is significantly outside acceptable range; take action and monitor progress.	

### What do we measure and why?

All health authorities in British Columbia have a Patient Care Quality Office (PCQO) that is mandated to oversee a legislated process for complaints resolution. When a member of the public contacts the PCQO with care concerns, PCQO staff work in collaboration to help identify what type of resolution will work best and then to resolve concerns for patients and families in a way that answers their questions, provides an apology for the experience, and offers follow-up and closure.

BC's [Patient Care Quality Review Board Act](#) requires PCQO files to be completed within 40 business days, or a formal request for extension needs to be made. It is important to monitor these dates to ensure that a high percentage of files are being completed within this legislated timeframe. Completing PCQO files in time shows an organizational commitment to supporting patients and families as well as a commitment to organizational quality improvements.

This indicator reports the number of PCQO files completed within 40 business days, as a percentage of the total number of PCQO concerns filed.

### What is the target?

Island Health's target is that 95% or more of PCQO files will be completed within 40 business days.

Higher rates are better.

### How are we doing?

As of September 2023, Island Health was not meeting the target for this measure. The PCQO is receiving more concerns each month. Concerns from inpatients and clients currently receiving care are prioritized for immediate response, which delays PCQO's ability to respond to other care concerns.

While the expectation is that PCQO files are completed within 40 business days, there are situations where more time is needed to ensure thorough reviews are completed. Situations that could require PCQO extensions include being unable to reach the client to discuss their concerns, not being able to schedule a time for all parties to participate in review meetings, and the timeliness of gathering critical information from various areas.

### What actions are we taking?

The completion rate of PCQO files is impacted by three major factors: overall volume of complaints; team capacity to review; and the complexity of the files reported. Additional staff have been hired to support the team. New processes to efficiently address concerns are also being piloted.