

Performance Measure Definition

Alberta Health

Number and percentage of patient concerns escalated to PCO

Name and Definition

Full Name	Escalated Patient Concerns to Patient Concerns Officer that have been through Patient Relations Department	
Short Name	Number and percentage of patient concerns escalated to PCO	
Definition	The number and percentage of new concerns opened with the Patient Concerns Officer following review by the Patient Relations Department.	
Domain	Health Services Delivery	
Dimension		
Acceptability	Efficiency	Appropriateness
No	No	Yes
Effectiveness	Accessibility	Safety
No	No	Yes
Category of Measure	Tactical	
Type of Measure	Outcome Measure	
Other Comments / Notes		

Context

Business Context	Performance measure for responsiveness to consumers and communities identified in the AHS Strategic Plan.
Rationale	This indicator is a measure of the proportion of concerns that are escalated to the Patient Concerns Officer for a review of administrative fairness of the Patient Concerns Resolution Process. This allows an opportunity to continue to improve the Patient Concerns Resolution Process.
Notes for Interpretation	Only those concerns where the complainant has contacted the PCO after they have been through Patient Relations review will be counted in this measure.
Organizational Strategy	There is a provincial database and standards (PCRCP) for managing concerns.
Benchmark Comparisons	This measure is not benchmarked externally.
Cited References	AHS Strategic Direction 2009-2012, June 30, 2009 (link available in Planning Documents section of this form)

Technical Specifications

Metric	Count and Percentage
Preferred Display Format	0.99 and 99.9%
Numerator	Count of concerns that were brought forward to PCO following Patient Relations Department review.
Inclusion Criteria for Numerator	Only newly opened concerns with the PCO for the reporting period will be included.
Exclusion Criteria for Numerator	New concerns received by PCO which have not been initially reviewed by the Patient Relations Department will be excluded from this measure.
Data Source(s) for Numerator	PCO contacts the Patient Relations Department whenever a valid concern is escalated to the office of the PCO. The Patient Relations Department retains count of concerns escalated to PCO by date through said contact.
Refresh Rate for Numerator	Approximately four weeks following the close of the quarter, and for the annum for which the data were collected.
Data Steward for Numerator	AHS

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Denominator	1. Not applicable. 2. The total number of concerns entered into FACT.								
Inclusion Criteria for Denominator	1. Not applicable. 2. Only newly opened concerns records by the Patient Relations Department for the reporting period will be included.								
Exclusion Criteria for Denominator	1. Not applicable. 2. New concerns received by frontline or other AHS staff which are not forwarded to the Patient Relations Department will be excluded from this measure.								
Data Source(s) for Denominator	1. Not applicable. 2. The Patient Relations Department will collect structured data about patient concerns from across the province of Alberta in a consistent manner within FACT.								
Refresh Rate for Denominator	1. Not applicable. 2. Daily (real time).								
Data Steward for Denominator	AHS								
Technical Notes	Not currently available								
Calculation	1. Count of numbers 2. (Number of concerns escalated to PCO/Total number of concerns logged in FACT) x 100								
Relationship to Other Indicators	Percent of Patient Commendations								
Level of Reporting	<table border="1" style="display: inline-table;"> <tr> <td>National</td> <td>No</td> <td>Provincial</td> <td>Yes</td> <td>Zone</td> <td>Yes</td> <td>Site</td> <td>No</td> </tr> </table>	National	No	Provincial	Yes	Zone	Yes	Site	No
National	No	Provincial	Yes	Zone	Yes	Site	No		
Reporting Notes									
Frequency of Reporting	<table border="1" style="display: inline-table;"> <tr> <td>Annually</td> <td>Yes</td> <td>Quarterly</td> <td>Yes</td> <td>Monthly</td> <td>No</td> <td>Other</td> <td>No</td> </tr> </table>	Annually	Yes	Quarterly	Yes	Monthly	No	Other	No
Annually	Yes	Quarterly	Yes	Monthly	No	Other	No		
Other Reporting Frequency									
Limitations									

Planning Documents

Reference Documents

Name	Business Planning Document URL
AHS Strategic Direction 2009-2012, June 30, 2009	http://www.albertahealthservices.ca/org/ahs-org-strategic-direction.pdf