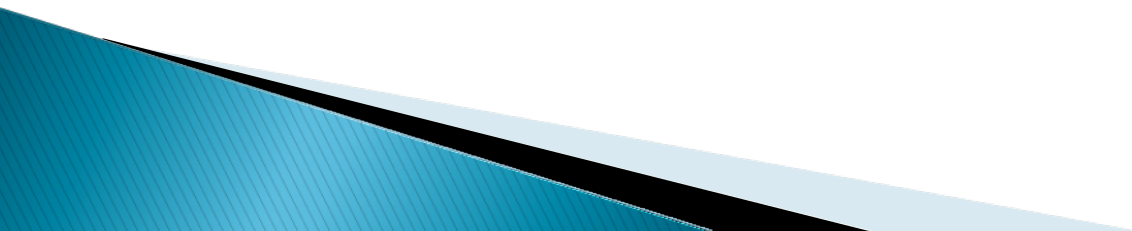


The Resident Bill of Rights

How the Patient Care Quality Office, Licensing & Residential
Facilities work together to resolve complaints

May 4, 2011 – Presented by Rachel Bell

The Resident Bill of Rights

- ▣ The Residents' Bill of Rights serves to promote the rights of adults who live in residential care facilities. The Residents' Bill of Rights demonstrates commitment to persons who live in residential care facilities in British Columbia.
 - ▣ As there are many types of residential care, the Bill of Rights applies broadly to all facilities that provide residential care to adults. These facilities include those licensed under the Community Care and Assisted Living Act, which includes long term care facilities, mental health and substance use care facilities, community living homes and hospices, as well as private hospitals and extended care facilities licensed under the Hospital Act.
- 

The Resident Bill of Rights


- ▣ The Bill of Rights is a comprehensive set of rights that is grouped into four main themes: Commitment to care; rights to health, safety and dignity; rights to participation and freedom of expression; and rights to transparency and accountability.
- ▣ It is important that residents in care facilities have a publicly available, comprehensive list of their rights posted inside their care facility that is displayed in a place easy for them to see. Your care facility is required to post the Residents' Bill of Rights in a prominent location.
- ▣ To assist you with making these rights known, please download the BC Ministry of Health poster.
http://www.health.gov.bc.ca/ccf/residents_bill_of_rights.html

The Patient Care Quality Office (PCQO)

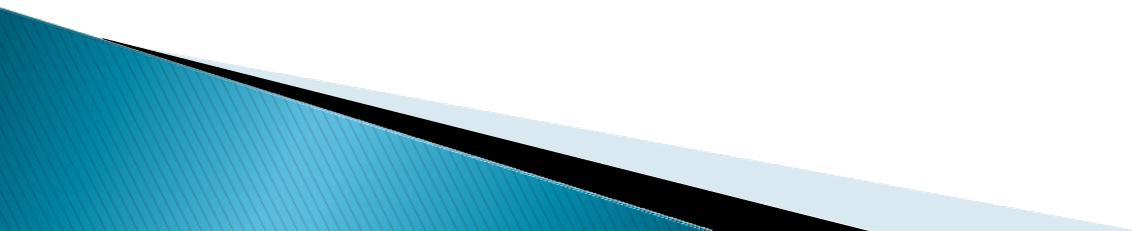
- ▣ Quality health care is important to all of us at the Vancouver Island Health Authority. Your feedback will further improve the quality of the health care system.
- ▣ If you have a compliment or a complaint, please first speak with the person who provided the service, or to the manager of the area.
- ▣ Complaints are best addressed and resolved at the time and place they occur. If your complaint remains unresolved after discussing the issue with the service area, we encourage you to contact our Patient Care Quality Office.
- ▣ <http://www.viha.ca/patientcarequalityoffice/>

The Patient Care Quality Office

What can I expect if I complain to the Patient Care Quality Office?

- ▶ You can expect your complaint to be dealt with promptly and fairly. The Patient Care Quality Office will:
 - ▶ Formally register your complaint
 - ▶ Work with you to identify a reasonable resolution to your concern
 - ▶ Provide you with a response to your complaint and an explanation about any decisions and actions taken as a result of your complaint
- 

The Patient Care Quality Office

- ▣ **What if I am still not satisfied?**
 - ▣ If you feel that the response from the Patient Care Quality Office has not addressed your concern about the health care you received, you may contact the Patient Care Quality Review Board for consideration of your concern.
 - ▣ The Patient Care Quality Review Board is made up of people who live in your region and are independent of the health authority.
 - ▣ To learn more about the Patient Care Quality Review Board, visit the website at www.patientcarequalityreviewboard.ca or ask the Patient Care Quality Office.
- 

The following points may help you to organize your thoughts before a complaint or allegation is filed:

- First, speak with the person who provided the service, or to the manager of the area where you received your care or service about your concern. Complaints are best addressed, and resolved, at the time and place they occur.
- If your complaint remains unresolved after discussing the issue with the service area, we encourage you to file your complaint with the PCQO or Licensing Office. Doing so as soon as possible after your concern arises will help ensure the safety of the resident and the accuracy of the details that you provide.
- Your information and documentation should include: the who, what, where, when and how of your concern.

Contacts:

Community Care Licensing Program

- ~ South Island: 250-519-3401
- ~ Central Island: 250-739-5800
- ~ North Island: 250-850-2110

Patient Care Quality Office

- ~ Island-wide: 250-370-8323 or toll free 1-877-977-5797

Vancouver Island Information Access & Privacy Office

- ~ Island-wide: 250-370-8043

Additional copies of this Fact Sheet can be ordered through VIHA's Printing Services

Understanding the Complaint Process in Licensed Residential Facilities

The Resident Bill of Rights

At the Vancouver Island Health Authority (VIHA) there are two offices responsible for reviewing concerns that arise in residential care facilities under the *Resident Bill of Rights*:

Community Care Facilities Licensing Program

Under the *Community Care and Assisted Living Act*, a Medical Health Officer (or designate) is responsible for investigating every allegation or complaint of non-compliance in a **licensed** community care facility. The examiner will review the concern, and determine the action (if any) the facility must take to ensure they meet the licensing requirement. VIHA's Licensing Program investigates allegations concerning the health, wellbeing and safety of residents in licensed facilities. Licensing will respond to the facility with its recommendations and investigation conclusions.

A complainant can request a copy of the investigation report by calling VIHA's Information, Access & Privacy Office.

The complainant may not appeal the outcome.

Patient Care Quality Office (PCQO)

Under the *Patient Care Quality Review Board Act*, a Patient Care Quality Officer provides administrative oversight to review care quality concerns originating in our health authority. The PCQO will connect with the appropriate VIHA Director and, on completion of the review, will provide a response to the complaint and an explanation about any decisions and actions taken as a result of the complaint. Reviews are usually completed within 30 business days.

Under the *Resident Bill of Rights*, the PCQO reviews concerns regarding VIHA funded, and non-funded, residential facilities. The PCQO reviews care quality concerns which relate to a resident's overall care or service experience. The PCQO will respond to the complainant, or to the individual acting on the resident's behalf.

Appeal of the outcome can be made to **Patient Care Quality Review Board**.

www.patientcarequalityreviewboard.ca/index.html

How do the Licensing Program and the PCQO work together?

When you contact either the Licensing Program or the PCQO you will be asked for **consent** to share the details of your concern between both offices. Please ask the Licensing Officer or PCQO at the time of the call, how each office's review process will address your concern. *It may be that one office's review may be sufficient to address the stated concerns.*

For more information: www.viha.ca/patientcarequalityoffice/complaint.htm
www.viha.ca/mho/licensing/



Community care Facilities Licensing Program

Under the *Community Care and Assisted Living Act*, a Medical Health Officer (or designate) is responsible for investigating every allegation or complaint of non-compliance in a **licensed** community care facility.

The examiner will review the concern, and determine the action (if any) the facility must take to ensure they meet the licensing requirement. Licensing will respond to the facility with its recommendations and investigation conclusions.

A complainant can request a copy of the investigation report by calling VIHA's Information, Access & Privacy Office.

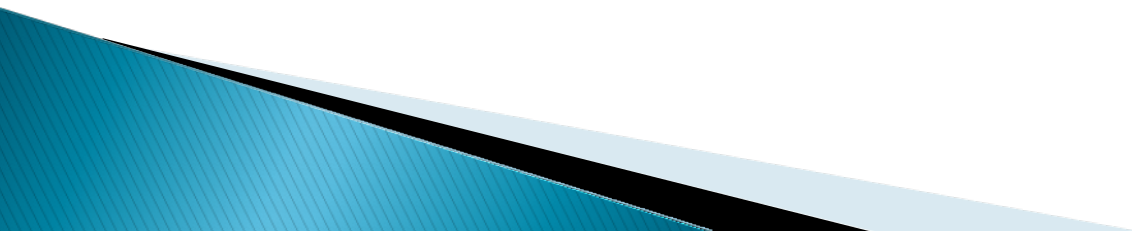
The complainant may not appeal the outcome.

How Do the Licensing Program & PCQO Work Together?

When a complainant contacts either the Licensing Program or the PCQO, the complaint will be asked for **consent** to share the details of your concern between both offices.

We explain to the complainant at the time of the call that both offices may be involved, and how each office's review process will address the concern.

It may be that one office's review may be sufficient to address the stated concerns – in some cases, both offices need to be involved.



Who Can You Call If You Require More Information?

- ▶ Patient Care Quality Office: 250-370-8013
- ▶ Information, Access & Privacy Office:
250-370-8043
- ▶ Community Care Facilities Licensing Program:
 - ~ South Island: 250-519-3401
 - ~ Central Island: 250-739-5800
 - ~ North Island: 250-850-2110