

CORPORATE MANUAL

SUBJECT: Accessibility - Patient Feedback	NUMBER: 1 – 05 – 17
SECTION: Introduction	RESPONSIBLE DISCIPLINES: All Staff, Volunteers, Agents, Physicians and Students
DATE: September 10, 2009	APPROVED BY: Operations Committee, Senior Management Team
REVIEW FREQUENCY: annually	Policy: x Standard: x
REVISED/REVIEWED:	Procedure: Guideline:

Policy:

Cambridge Memorial Hospital is committed to promoting, providing and maintaining an environment where respect and dignity is demonstrated at all times. The hospital welcomes input from all patients, visitors, staff, volunteers and agents as part of its commitment to the continuous improvement of patient care.

Standard:

- The right of any individual to provide feedback on the provision of goods and services is encouraged by the hospital.
- Notice of the availability of CMH Accessibility policies will be posted in a conspicuous place on the premises and on the CMH web pages (Meditech, the intranet and internet).
- All policies and procedure documents related to Accessibility will be available to the public, in a format agreed upon with the person with a disability.
- Feedback may be in person, in writing, by e-mail, telephone, electronic text on disc, or using other methods as agreed upon between the individual and the hospital.
- Feedback is directed to the Patient Relations and Safety Specialist.
- The Patient Relations and Safety Specialist coordinates a response with the department manager, senior administration, physicians and staff as required, addressing the concerns of the person providing the feedback.
- Cambridge Memorial Hospital participates in the NRC Picker Patient Satisfaction Survey which provides Inpatients and Emergency patients the opportunity to comment on any number of services provided during their stay. These results are reviewed quarterly by the Quality and Operations Councils of each program.
- Patient Relations and Safety Specialist provides any feedback related to Accessibility to the Accessibility Committee for inclusion in the annual Accessibility Planning Report.
- The Accessibility Planning Report makes recommendations for the removal of barriers to accessibility, to senior administration and Board of Cambridge Memorial Hospital.

Developed in consultation with:

- Patient Relations and Safety Specialist
- Manager, Planning and Development
- Accessibility Committee

References:

Accessibility for Ontarians with Disabilities Act, 2005

http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm

Accessibility for Ontarians with Disabilities Act, 2005 Customer Service Standard 429/07

http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws_src_regs_r07429_e.htm

Blind Persons' Rights Act. R.S., c. 40, s. 1

<http://www.gov.ns.ca/legislature/legc/statutes/blindper.htm>

Accessibility for Ontarians with Disabilities Act, 2005. Taking a close look at the Standards: Impact and Implications. Ontario Hospital Association Conference November 17, 2008. Toronto, ON

Canadian National Institute for the Blind. Kitchener, ON. Accessibility Specialist.