

CORPORATE MANUAL

TITLE: Accessibility - Patient Feedback	NUMBER: 1 – 401
SECTION: Introduction	RESPONSIBLE DISCIPLINES: All Staff, Volunteers, Agents, Physicians and Students
DATE: September 10, 2009	APPROVED BY: Vice President, Finance & Corporate Services
REVIEW FREQUENCY: every 3 years	Policy: X Standard: X
REVISED/REVIEWED: December 2013, June, 2015	Guideline: Procedure:

Policy:

Cambridge Memorial Hospital (CMH) 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, physicians, students, volunteers and agents as part of its commitment to the continuous improvement of patient care.

Standards:

- 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 (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, writing, 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.
- The Patient Relations 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 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.

References:

Service Ontario (2009). [Accessibility for Ontarians with Disabilities Act](#) S.O. Chapter 11

Service Ontario (2005) [Accessibility for Ontarians with Disabilities Act](#) *Customer Service Standards 429/07*

[Blind Persons' Rights Act](#) (1990) R.S., c. 40, s. 1

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

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

Service Ontario (2011) [Accessibility for Ontarians with Disabilities Act](#) *Integrated Accessibility Standard Regulation 191/11*

Developed in Consultation with:

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