

CQI Open House: February 17, 2003

***“Writing the Equation for Risk and
Quality Management:
“Making Health Care Safer”***

Supporting Quality and Risk Management:
Implementing an
On-line Client Complaint reporting tool

Janet Helmer

Sr Director of Quality, Education and Clinical Services

VON Canada

VON Balanced Scorecard

- Client Complaints –key strategic performance measure
- Collect data consistently
- Standardized tool
- Internal benchmarking
- Drives QI at the branch , regional and national level

Criteria for structure and process supporting data collection

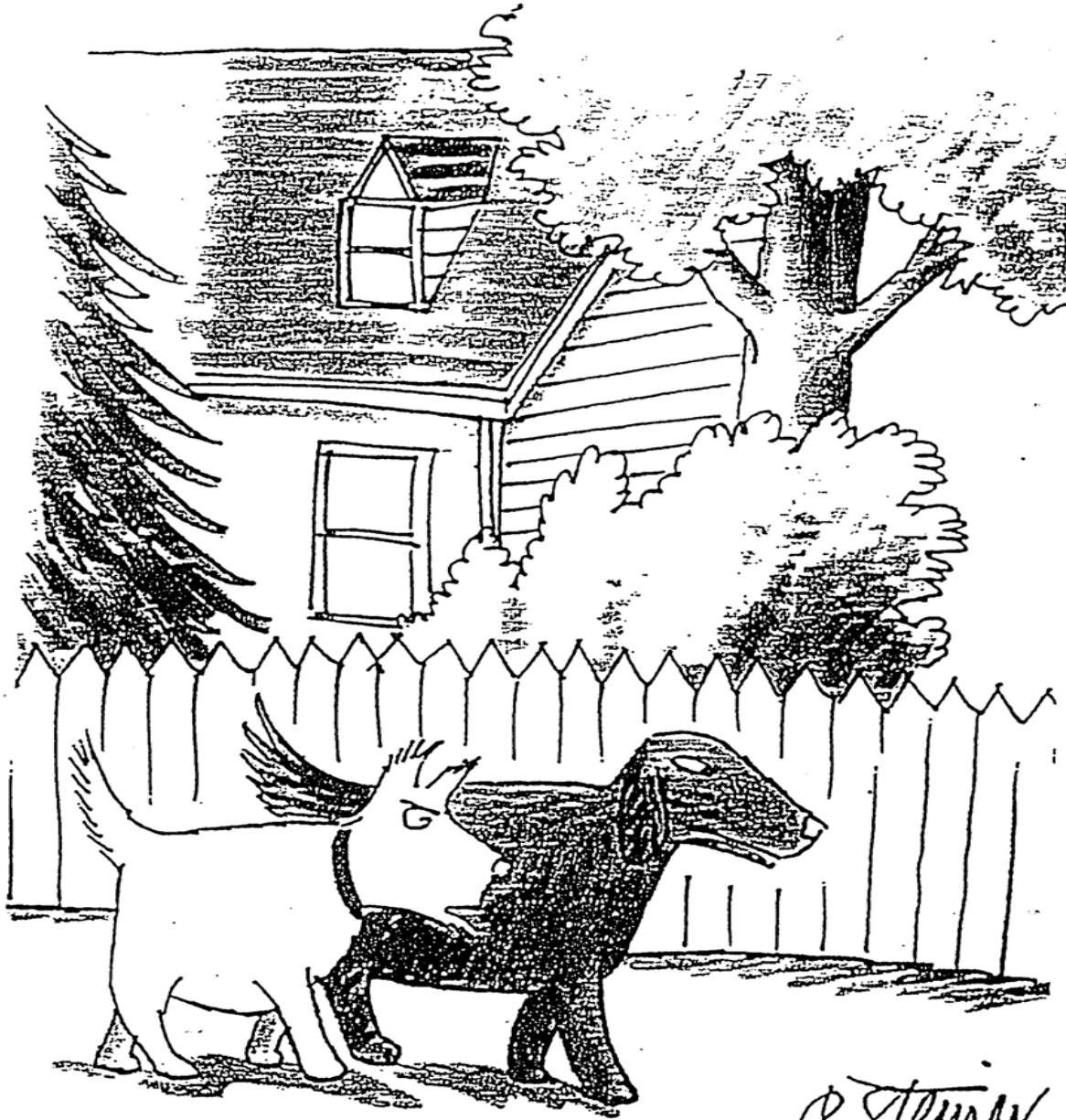
- No additional cost to the branches e.g. data entry, technology/software, training
- Basic, no frills
- Reports user-friendly
- Support accountability /QI by building the tracking of the branch f/u
- Don't duplicate documentation

“Sister” tool and process: SCIR

- National tool
- Paper-based –sharp end experiences
- Scanning technology

Opportunities

- Differentiate between “incidents” and process control/process failpoint tracking
- Examples: scheduling errors, billing errors, retrieval of chart in the home, client complaints
- Develop process “coding” to track which client complaints move from:
daily tracking- incidents-claims



*"It's always 'Sit,' 'Stay,' 'Heel'—never
'Think,' 'Innovate,' 'Be yourself.'"*