

Patient Experience

Office of Patient Experience

The Patient Experience Team provides leadership and support throughout Hamilton Health Sciences to promote an excellent patient experience including support for: quality of care, patient safety, patient relations and reducing clinical risk. The Office works with patients and families who may have questions or concerns about the care being provided. The Patient Experience Team will also provide support to healthcare teams seeking help with complex patient situations.

When should I contact the Office of Patient Experience?

Common Situations where the Patient Experience Team can help include:

- Working through concerns you may have about patient care
- Working through a serious patient occurrence
- Providing guidance on government legislation/legal issues related to patient care
- Providing advice on ways to improve the patient experience
- Providing advice on addressing patient safety issues

NOTE: Ethical questions or concerns about complex or challenging **discharge plans for patients**, can also be addressed by staff from the Office of Community Connections and Transitions. They can be reached at 905-521-2100, ext. 42041 or by email at: dischargespecialists@hhsc.ca . For more information see: <http://corpweb.hhsc.ca/body.cfm?id=196>

How will the Patient Experience team help?

- We can support the communication between the team and the patient/family in order to ensure the best care and experience for patients and families.
- We provide consultation to health care teams in the areas related to:
 - Potential serious occurrences and disclosure of harm
 - Questions or issues related to consent/capacity and Substitute Decision Makers/ Power of Attorney
 - Managing clinical risks/legal questions related to care
 - Providing direction related to legislative obligations/concerns
 - Concerns related to quality of care and safety

How do I access the Patient Experience Team?

The Patient Experience Team can be reached by calling our main intake line at **905-521-2100, extension 75240** from Monday to Friday, 8:30am to 4:30 pm. The Patient Experience co-ordinators will take your information and forward this to the appropriate team member.

The team is also available via email at patientexperience@hhsc.ca
OR dl-QualityofCareConsultants@hhsc.ca