


Island Health Performance Measures

Patient Concerns Completed



Year to Date Performance	76%	Performance Assessment	 Yellow
Island Health Target	Greater than or equal to 90%	Performance is outside acceptable range; monitor and take action as appropriate.	

What do we measure and why?

All health authorities in British Columbia have a Patient Care Quality Office (PCQO) that is mandated to oversee a legislated process for complaints resolution. When a member of the public contacts the PCQO with care concerns, PCQO staff work in collaboration to help identify what type of resolution will work best and then to resolve concerns for patients and families in a way that answers their questions, provides an apology for the experience, and offers follow-up and closure.

BC's [Patient Care Quality Review Board Act](#) requires PCQO files to be completed within 40 business days, or a formal request for extension needs to be made. It is important to monitor these dates to ensure that a high percentage of files are being completed within this legislated timeframe. Completing PCQO files in time shows an organizational commitment to supporting patients and families as well as a commitment to organizational quality improvements.

This indicator reports the number of PCQO files completed within 40 business days, as a percentage of the total number of PCQO concerns filed.

What is the target?

Island Health's target is that 90% or more of PCQO files will be completed within 40 business days.

Higher rates are better.

How are we doing?

As of July 2024, Island Health was not meeting the target for this measure. Concerns from inpatients and clients currently receiving care are prioritized for immediate response, which delays PCQO's ability to respond to other care concerns.

While the expectation is that PCQO files are completed within 40 business days, there are situations where more time is needed to ensure thorough reviews are completed.

What actions are we taking?

The completion rate of PCQO files is impacted by three major factors: overall volume of complaints; team capacity to review; and, the complexity of the files reported. New processes to efficiently address concerns are being implemented. Additional staff have also been hired to support the team.