

ABORIGINAL HEALTH

WHAT TO DO WITH QUESTIONS, CONCERNS & COMPLAINTS

March 2015



Fraser Health is a large and complex organization of approximately 26,000 employees with many complex services and operations. There are times when issues will arise. We want to address them as quickly and appropriately as possible.

1. WHERE DO I START?

Start locally. Concerns or complaints are best addressed and resolved at the time and place they occur. If you have a concern or complaint, it is best to speak with the person who provided the service to the manager of the area first. If this is not possible or you remain unsatisfied, please feel free to connect with your local Aboriginal Health Liaison. By contacting the Aboriginal Health Liaison, you will receive support and assistance through the complaint process. The Aboriginal Health Liaison can also advocate on your behalf to raise your concern within Fraser Health and ensure it is being addressed effectively. See page 5 for Aboriginal Health Liaison contact information.



2. WHAT DOES FRASER HEALTH NEED FROM ME TO ADDRESS MY QUESTION, CONCERN OR COMPLAINT?

a. Your patience. Some requests can be answered with a single phone call; others may take longer. We will try to answer your request in a timely manner. If you are dealing with a time-sensitive request, let us know and we will do our best to speed up your request.

b. As much information as possible. All the background information you can provide will help us answer or address your question, concern or complaint.

c. Place one request with one contact person. If you place a single request, we will track and follow it. Multiple requests can slow down the response time.

d. Your understanding and openness. In order to effectively address an issue it is important to examine all viewpoints. Information will also be provided that may explain an issue, or provide a basis for further discussion.

3. WHAT IF MY CONCERN OR COMPLAINT IS NOT RESOLVED?

If your concern or complaint remains unresolved after discussing the issue with the service area, we encourage you to contact our Patient Care Quality Office. A process in BC formalizes and enhances the complaint process providing you with the opportunity to better resolve concerns. If Fraser Health has not met your expectations, we are committed to working with you to find a reasonable solution.

Patient Care Quality Office

Phone Toll Free: 1-877-880-8823

Fax: 604-463-1888

Email: pcqoffice@fraserhealth.ca

Mail: 11762 Laity Street, 4th floor, Maple Ridge, BC, V2X 5A3

The Patient Care Quality Office is open Monday to Friday (except statutory holidays) from 8:30am to 4:30 pm.

4. WHAT IF I AM STILL NOT SATISFIED?

If you are not satisfied with the Patient Care Quality Office's response to your complaint, you can ask the Patient Care Quality Review Board to look into it. They are independent from Fraser Health. They can review your complaint and our response, and recommend ways to make health care better. To learn more, visit their website at www.PatientCareQualityReviewBoard.ca

You can request a review by:

Phone Toll Free: 1-866-952-2448

Fax: 250-952-2428

Email: contact@patientcarequalityreviewboard.ca

Mail: PO Box 9643, Victoria BC, V8W 9P1



5. WHAT OTHER MECHANISMS ARE AVAILABLE TO ME?

To find out more information about Fraser Health's Aboriginal Health program or who to contact for your area, you can contact:

Aboriginal Health Admin Office: 604-587-4405

Email: aboriginalhealth@fraserhealth.ca

ABORIGINAL HEALTH LIASIONS

The role of Aboriginal Health Liaisons is to facilitate Aboriginal people's access to health care services that are culturally and linguistically appropriate and to increase the quality of care and Aboriginal patient experience. To learn more, visit www.fraserhealth.ca/aboriginalhealthteam

Fraser Health's Aboriginal Health Liaisons can be contacted at:

Health Liaison North

(Burnaby, New Westminster, Maple Ridge, Pitt Meadows and Tri Cities areas):
604-587-4750 ext 766632

Health Liaison South

(Surrey, Delta, White Rock, Langley and Cloverdale areas):
604-587-4750 ext 766633

Health Liaison East

(Abbotsford, Mission, Chilliwack, Agassiz and Hope areas):
604-795-4141 ext 614213

Mental Health Liaison South:

604-587-4750 ext 766637

Mental Health East:

604-814-5600 ext. 625609

COMMUNITY ENGAGEMENT LEADS

Aboriginal Community Engagement Leads act as a liaison with Aboriginal service providers to mainstream services and work to ensure culturally appropriate service delivery. Additionally, they assist in the planning and development of health programs to improve access and utilization of services for Aboriginal people in Fraser Health.

Fraser Health's Community Engagement Leads can be contacted at:

Circle South serves Surrey, Delta, White Rock, Langley and Cloverdale areas and Circle North serves Burnaby, New Westminster, Maple Ridge, Pitt Meadows and Tri Cities areas:

604-587-4750 ext 766631

Circle East serves Abbotsford, Mission, Chilliwack, Agassiz and Hope areas:

604-702-4975



ABORIGINAL HEALTH INTEGRATION COMMITTEES (AHICS)

Fraser Health has three Aboriginal Health Integration Committees (AHICs). The AHICs comprise integrated health teams based on service delivery areas. Integrated health teams meet quarterly to discuss local health challenges and opportunities for collaboration.

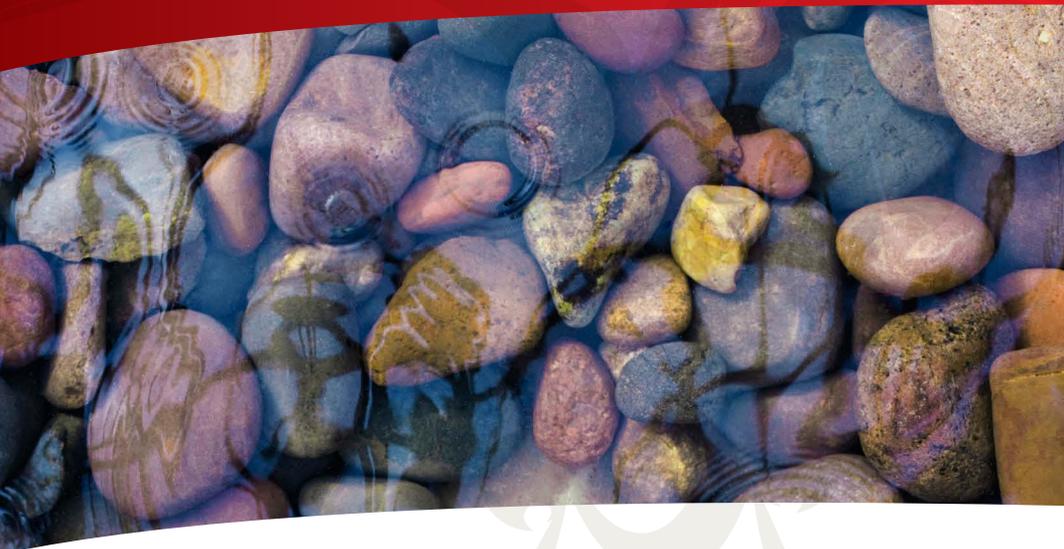
AHICs and their corresponding integrated health teams facilitate networking and communication amongst representatives from Fraser Health, Aboriginal communities, and service organizations, to increase knowledge, social awareness and understanding of all Fraser Health programs and services. They provide guidance and recommendations to the implementation and evaluation of the Aboriginal Health Plan, and play an integral role in improving Aboriginal wellness in the Fraser region.

For details on AHICs and integrated health teams in your area, please contact the Community Engagement Leads.

First Nations Health Authority (FNHA) Contact Information

FNHA Fraser Salish Regional Director: 604-693-6570

FNHA Fraser Salish Regional Liaison: 604-693-6528



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www.fraserhealth.ca/aboriginalhealth

email: aboriginalhealth@fraserhealth.ca

phone: 604-587-4405



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Better health. Best in health care.