

WHAT HAPPENS TO PATIENT AND FAMILY FEEDBACK?

We encourage patients or families to share feedback with their care team or the manager on their unit. This allows for direct communication and problem solving. However, some patients and families feel more comfortable sharing feedback with Nova Scotia Health's Patient Relations team, by phone or email.

Here is what happens to feedback when shared through either of these channels.



1 Patient Relations contacts the feedback provider (patient, family or essential care partner) within three business days to confirm the feedback has been received. They may gather more information, if needed.

Patient Consent



2 Team member confirms consent of patient to speak to others about their feedback.



3 Team member enters feedback into Nova Scotia Health's Patient Experience Reporting System and shares with care team.



4 Patient Relations and care team develop a plan to address the feedback, and any quality improvement needed.



5 Manager completes follow-up actions, aiming for completion within 21 business days.

They document these actions in the Patient Experience Reporting System.



6 Patient Relations or the manager contacts the feedback provider to close the loop if requested.



7 Patient Relations shares data about trends and patterns with care teams and leaders to inform quality improvement.

To share feedback about care or services received at a Nova Scotia Health facility or service, call toll-free **1-844-884-4177** or visit <https://www.nshealth.ca/contact-us/patient-feedback>

