

FNHA's Quality Care and Safety Office and Interior Health's (IH) Patient Care Quality office have a process for managing care concerns. While operating as two separate and distinct entities with unique processes, both agencies work together to ensure that community members are heard in their concerns. The arrows below show a simplified outline of the processes that the offices use.

How can we reimagine this process to work better for families, communities, and nations in the Interior Region?

Step 1

Access and Story Sharing:

A community member contacts FNHA or IH and raises a care concern, and a staff member reaches out to gather more information and provide support

Step 2

Navigation and Review

FNHA provides navigational support and connections with agencies. IH begins their investigation process. The appropriate agency reviews the complaint or concern

Step 3

Follow-up and Resolution

The agency completes their review and responds to the community member. Resources and additional support are provided. The community member has a chance to respond back or appeal, if applicable



For more information about Interior Health's Patient Care Quality Office, visit interiorhealth.ca OR scan the QR code on the left.



For more information about FNHA's Quality Care and Safety Office, visit fnha.ca OR scan the QR code on the right.

Please take some time to consider the following questions:

- What are some of the current barriers to raising a care concern?
- What would help you feel safe enough to bring forward something that has happened to you?

- What parts of the above process could be safer or better? How?
- How can we support community Health teams when a community member raises a concern?
- How does your community Health Centre respond to complaints?

- How can we have a relational approach to addressing harms that happen in healthcare settings?
- What would be a good name for this process so that people know what it is and what we do? Could we incorporate Traditional Language?

Please feel free to write down or draw some responses. If you'd like, you can share them with Meaghan Ryley, Wellness Systems Quality Care Coordinator with FNHA. There is no obligation to share your thoughts if you do not feel comfortable doing so. Additionally, if you have a care concern or story you'd wish to share, please reach out via email or phone at:

Meaghan.ryley@fnha.ca OR 250 808 5029