

CONTACT NUMBERS
FOR QUALITY OF CARE
COORDINATORS

BATTLEFORDS

Quality of Care Coordinator
1092—107th Street
North Battleford, SK, S9A 1Z1
PHONE: (306) 446 6054

LLOYDMINSTER

Quality of Care Coordinator
3915—56th Avenue
Lloydminster, SK, S9V 1Y5
PHONE: (306) 820 6177

MEADOW LAKE

Quality of Care Coordinator
#1 - 711 Centre Street
Meadow Lake, SK, S9X 1E6
PHONE: (306) 236 1558

RURAL

Rural Quality of Care Coordinator
Box 69
Battleford, SK, S0M 0E0
PHONE: (306) 446 6933

PRAIRIE NORTH HEALTH REGION
ADMINISTRATION OFFICE
CONTACT INFORMATION

NORTH BATTLEFORD

1092 - 107th Street
North Battleford, SK, S9A 1Z1
PHONE: (306) 446 6606
FAX: (306) 446 4114

LLOYDMINSTER

3820 - 43rd Avenue
Lloydminster, SK, S9V 1Y5
PHONE: (306) 820 6181
FAX: (306) 825 9880

MEADOW LAKE

#1 - 711 Centre Street
Meadow Lake, SK, S9X 1E6
PHONE: (306) 236 1550
FAX: (306) 236 5801



CONCERN HANDLING PROGRAM

Concern Handling Program

Prairie North Health Region is committed to providing quality health care and services.

ROLE OF THE QUALITY OF CARE COORDINATOR (QCC):

When a concern is not addressed to your satisfaction you can contact the QCC.

The QCC will:

- Receive the concern
- Act as your representative
- Help you and your family with questions or concerns about health services in the Region
- Inform you about your rights and options
- Investigate your concern and provide a response to you and your family
- Recommend changes to the system to improve the quality of health services provided in the Region

All conversations with the QCC are private and kept confidential unless you give your permission to speak or act on your behalf.

When would you access the Concern Handling Program?

Client concerns should initially be directed to the care giver or Facility Manager that provided services to you or your family member. If your concern has not been addressed to your satisfaction you can contact a QCC in your area.

Why would you access the Concern Handling Program?

You would access the Concern Handling Program because you have questions or are dissatisfied with the health care services being provided to you and/or your family.

Who can bring a concern forward to the Concern Handling Program?

A concern about the services received can be brought forward by the client, the family or the community receiving the services. You can call on behalf of a client, patient or resident.

How can the Concern Handling Program be accessed?

The Concern Handling Program is accessed by contacting one of the Quality of Care Coordinators or the Director of Quality & Safety, asking the Supervisor of the area to forward your concern on, calling the Regional Office or one of the satellite offices in Lloydminster or Meadow Lake.

What kind of concerns, complaints or issues should be directed to the Concern Handling Program?

The Concern Handling Program deals with concerns which pertain to:

- Specific incidents about the quality of care received
- Access to services (i.e. waiting times)
- Perceived gaps in the services being provided
- Supportive services (i.e. meals, housekeeping)
- Client assessment processes for health care services (i.e. home care, long term care placement, etc.)

Conclusion

Concerns will be investigated and concluded as quickly as possible. Once the investigation has been completed the QCC will contact you to discuss the results and options available to you.

The quality of your care will not be affected if you raise a concern.

We also like to hear when we do a good job. Contact the QCC in your area or one of the Administration Offices.

