

The Voice

of patients, clients, residents and their families

The Quality, Risk, Patient Safety and Accreditation team collects and monitors public feedback on services and programs provided by the IERHA. The Patient Relations and Engagement Coordinator connects with individuals who raise concerns about services they have received in our Region. The information collected is used for quality improvement purposes.

2023- 2024 Statistics

(April 1, 2023- March 31, 2024)

423 concerns reported

Top 3 concern themes:

- expectations of care or treatment not met
- interactions with staff
- communication

“In order to empathize with someone’s experience, you must be willing to believe them as they see it, and not how you imagine their experience to be”

– Brene Brown

