

Complaint Management

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Caring of Patient Starts
with Caring of Staff

Psychological Preparation & Culture Building

- New staff orientation
- Modeling
- Peers influence

Enhance Skills & Confidence

- Experience sharing
- Encourage skill practice
- Senior staff support
- Feedback
- Acknowledge good work
- In-service training

Staff Counseling

- ↓ Trauma
- Promote growth
- Sincere
- Address feelings
- Avoid ill feelings

Investigation Technique

- Non-blaming
- State purpose clearly
- Reassure
- Avoid repeated questioning

Preventive Measures

- Give careful explanation at early stage
- Do not assume
- Maintain sincere & helpful attitude

Preventive Measures

- Avoid loose conversation with staff concerning patient management or policy matters in waiting area or open space
- Avoid making casual remarks or criticisms of colleagues in front of patients / relatives

Useful Hints when Handling Conflicts / Complaints

- High sensitivity
- Resolution at early stage may avoid "major" complaint
- Differentiate between complaint & enquiry

Useful Hints when Handling Conflicts / Complaints

- Different approaches vs different patient attitude / expectation
- Estimate your own capability in handling that case, ask for help before condition “deteriorates”

Useful Hints when Handling Conflicts / Complaints

- Provide factual and clear answers and avoid speculations
- Management plan: must be understood and agreed by both parties, it is a contract

Useful Hints when Handling Conflicts / Complaints

- Be courteous, adopt a sincere, helpful & sympathetic attitude, make patient / relative aware of your effort
- Remain calm & polite

Inter-personal Communication - the Art of Diffusing Conflicts

The Art of Diffusing Conflicts

- Individual/Staff Level
 - Culture & attitude
 - Inter-personal communication skill
 - Team support

Team Approach

- Alert (報案)
 - Proactive intervention
 - 「第三者」效應
- Cross-disciplines & inter-professional co-operation
- Support your colleagues
- Common goal
- Complete knowledge, consensus, baseline

Professional

- Confidence & Trust
- Calm. Manage your emotions
- 病人愈亂愈躁, 我地就愈要清醒冷靜. Focus the issue.
- Assume : 麻煩人, 奄尖, 無理取鬧
- 已經好多野做, patient 太demanding, 係資源, 管理的問題
- Be sensitive
- Address concern
- Open-minded & thorough

Conflicts & Complaints

- Don't take it personal
- Don't Avoid
- Do Proactive
- Do immediate action
- Do keep your words & promise
- Do professional & sincere
- Do apologize if appropriate

老子

- 要轉變別人，先轉變自己
- 要影響群眾，讓群眾影響自己
- 要改變某人，請接受他的本來
- 要爭取，先付出