

### ***What is changing?***

A new **Interaction Type** has been added to the BCPSLS Complaints module. When either “PCQO not involved” or “PCQO supporting management process” is selected in the **PCQO Involvement** field, a new option of “Point of care interaction” will be shown, in addition to the current options. If “Point of care interaction” is selected, new options will also be shown for the **Interaction Sub-type** field. This change will take effect Thursday June 7, 2018 by end of day.

### ***Why have these changes been made?***

BCPSLS Central Office is working with Fraser Health to pilot point of care complaint and compliment management at Ridge Meadows Hospital only. Front-line staff and leaders at Ridge Meadows will be able to submit complaint and compliment information received from patients at the point of care (e.g. while still inpatients or during ambulatory visits) using a new intake form, and local area managers will be able to track responses using a new follow-up form.

By default, all point of care interactions will be recorded as “PCQO not involved” and “Point of care interaction”. Local area managers who need support can reach out to their PCQO; PCQO staff can see the point of care interactions and can change the **PCQO Involvement** question to “PCQO supporting management process” if appropriate, while still leaving the report visible to the local area manager and enabling them to continue to manage the response. Should a complaint be received by the PCQO subsequent to the patient’s discharge, the PCQO will open a new record of the interaction and can link it to the existing point of care record for reference.

### ***What do I need to know?***

This change only affects the Fraser Health PCQO and only at Ridge Meadows Hospital. This bulletin is provided to all Health Authority PCQOs simply as an FYI as you may see the new options in the **Interaction Type** dropdown list when the relevant **PCQO Involvement** options are selected, or on the search form. The change will not affect any other PCQO office or their data. Should PCQOs outside of the pilot site choose to use the new option of “Point of care interaction” and the related new sub-types, this information will not be included in any current data sets or reports.

### ***Where can I find more information?***

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All other Health Authorities:  
BCPSLS Central Office (please reference “Point of care pilot”)  
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