

Ethics and Patient Relations

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The following discussion questions are provided as an additional educational tool to accompany this fireside chat video. Please feel free to select the questions that are most relevant to your committee or group, revise and adapt them as needed, etc. As always, we welcome feedback on this or any other NSHEN resource.

Questions:

- What stood out the most to you in the discussion about Patient Relations' work?
- How can patient feedback contribute to improving a health care system?
- If you were to develop a patient relations process, what key values do you think should guide this process? Why?
 - Among the values you've identified, which do you feel are the most important? Why?
- How can Patient Relations help rebuild trust in the health care system?

Resources

Patient/Family feedback, Nova Scotia Health: <https://www.nshealth.ca/contact-us/patientfamily-feedback-commentaires-des-patients-et-des-familles>

What Happens to Patient and Family Feedback (Nova Scotia Health):
<https://www.nshealth.ca/sites/nshealth.ca/files/patient-family-feedback-infographic-v6.pdf>

Guidance on how to develop a Patient Relations Process. Government of Ontario [accessed online on February 8, 2023]:
https://www.health.gov.on.ca/en/pro/programs/ecfa/legislation/patientrelation/update_20110304.pdf

Maxwell, E. and T. Lamont (2019): Improving Care by Using Patient Feedback. Themed review, produced by the NIHR Dissemination Centre. National Institute for Health and Care Research (NIHR):
<https://evidence.nihr.ac.uk/wp-content/uploads/2020/03/Patient-Feedback-WEB.pdf>
<https://evidence.nihr.ac.uk/themedreview/improving-care-by-using-patient-feedback/>

Radmore, S. J., K. Eljiz, and D. Greenfield (2020) Patient feedback: listening and responding to patient voices. *Patient Experience Journal* 7(1) article 4:13-19.

<https://pxjournal.org/cgi/viewcontent.cgi?article=1370&context=journal>

Sullivan-Taylor, P., R. Frohlich, A. Greenberg, M. Beckett (2018) Patient Relations Measurement and Reporting to Improve Quality and Safety: Lessons from a Pilot Project. *Healthc Q.* Apr.; 21(1): 19-24.
<https://pubmed.ncbi.nlm.nih.gov/30051811/>

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