

Infectious Diseases Infection Prevention And Control Practices Complaint Protocol

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Purpose

- **This Protocol has been developed to provide direction to boards of health with respect to reporting, investigating and responding to infection prevention and control complaints.**

Requirements Listed in Standard

Infectious Diseases Prevention and Control Standard

Requirements:

- **Requirement #9:** The board of health shall ensure that the medical officer of health or designate receives reports of complaints regarding infection prevention and control practices and responds and/or refers to appropriate regulatory bodies in accordance with applicable provincial legislation and in accordance with the *Infection Prevention and Control Practices Complaint Protocol, 2008* (or as current).
- **Requirement #10:** The board of health shall ensure that the medical officer of health or designate receives reports of and responds to complaints regarding infection prevention and control practices in settings for which no regulatory bodies exist, particularly personal services settings. This shall be done in accordance with the *Infection Prevention and Control in Personal Services Settings Protocol, 2008* (or as current) and the *Infection Prevention and Control Practices Complaint Protocol, 2008* (or as current).

Protocol Highlights

Board of health shall:

- **Have an on-call system for receiving and responding to infection prevention and control practice complaints on a 24 hours per day, 7 days per week (24/7) basis.**
- **Develop and maintain written policies and procedures for responding to infection prevention and control practices complaints.**

Protocol Highlights

Responding to complaints regarding infection prevention and control practices in settings or involving health professionals governed by a regulatory body:

- **The board of health shall initiate response to all complaints within 24 hours to determine the risk of communicable disease transmission, and the appropriate response.**
- **If the complaint concerns the conduct of a member of a regulated health profession, for example, a physician, nurse or chiropractor, the board of health shall consider the complaint and determine, given the information available, whether a communicable disease is or may be linked to the conduct of the regulated health professional.**
- **The board of health shall consider contacting the regulatory body directly, providing information to the complainant about contacting the regulatory body, and beginning an investigation with regulatory body**
- **The board of health shall initiate an investigation within 24 hours if a review of communicable disease surveillance data indicates that a case of a communicable disease is or may be connected to the setting named in the complaint.**
- **The board of health shall take action based on findings in the assessment, including issuing orders.**
- **The board of health shall maintain a record of all complaints received and response activities undertaken.**

Protocol Highlights

Responding to complaints regarding infection prevention and control practices in settings or against individuals for which no health regulatory body exists, including but not limited to: schools, recreational facilities, community centres, and sports clubs:

- **The board of health shall initiate response to all complaints within 24 hours to determine the risk of communicable disease transmission and initiate an appropriate board of health response.**
- **In assessing the complaint, the board of health shall focus on the risk related to a potential breach in infection prevention and control practices in the setting named in the complaint.**
- **The board of health shall initiate an investigation if its assessment indicates a risk of communicable disease transmission in the setting named in the complaint.**
- **The board of health shall maintain a record of all complaints received and response activities undertaken.**

Cross References

- **None**

Supporting Documentation

- **There is no supporting documentation for this Protocol.**
- **However, as complaints will be related to infection prevention and control, best practices documents from that area should be considered as supporting documentation.**

Highlights/Discussion

- **Separate procedures for complaints for health professionals governed by regulatory and non-regulatory bodies respectively.**
- **Specific criteria for dealing with complaints including assessment and evaluation of complaint, initiation of an investigation, and record keeping.**

Questions & Answers

- **Q: What is the responsibility of the board of health where a complaint involves a health professional governed by a regulatory body?**

A: The board of health shall consider the following:

- Contact regulatory body directly and provide relevant information about the member and reported non-adherence to infection prevention and control practices and link to communicable disease for follow up by regulatory body.
 - Provide information to complainant about how to contact regulatory body.
 - Begin investigation into incident in collaboration with regulatory body.
- **Any additional questions?**

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- **Infectious Diseases Branch, Ministry of Health and Long-Term Care**
- **Public Health Standards Branch, Ministry of Health and Long-Term Care**

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