



**Patient
Ombudsman**

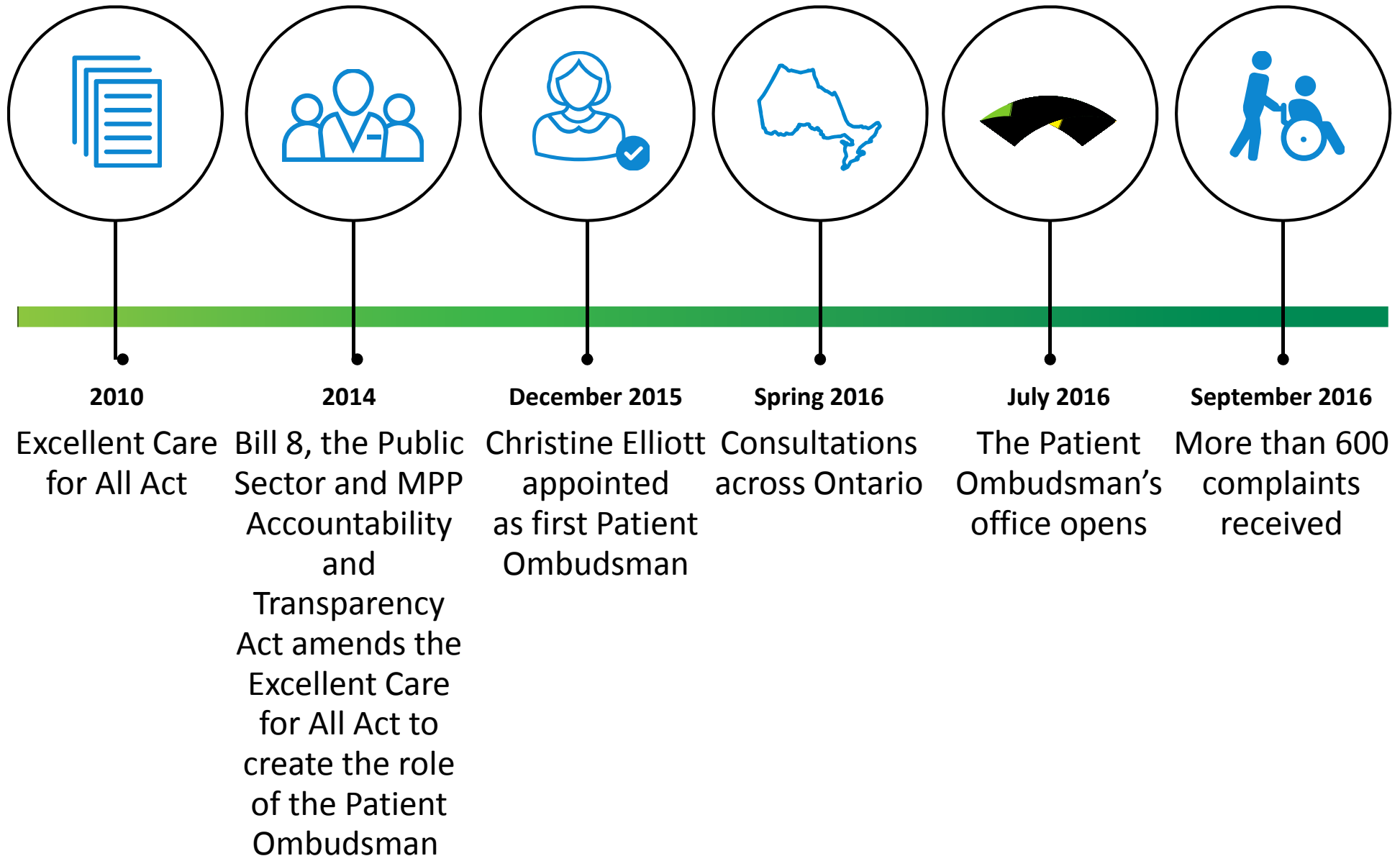
Bridging the Healthcare Gaps:

Our Journey So Far

November 25, 2016



History of the Patient Ombudsman



Listening to Ontarians' needs



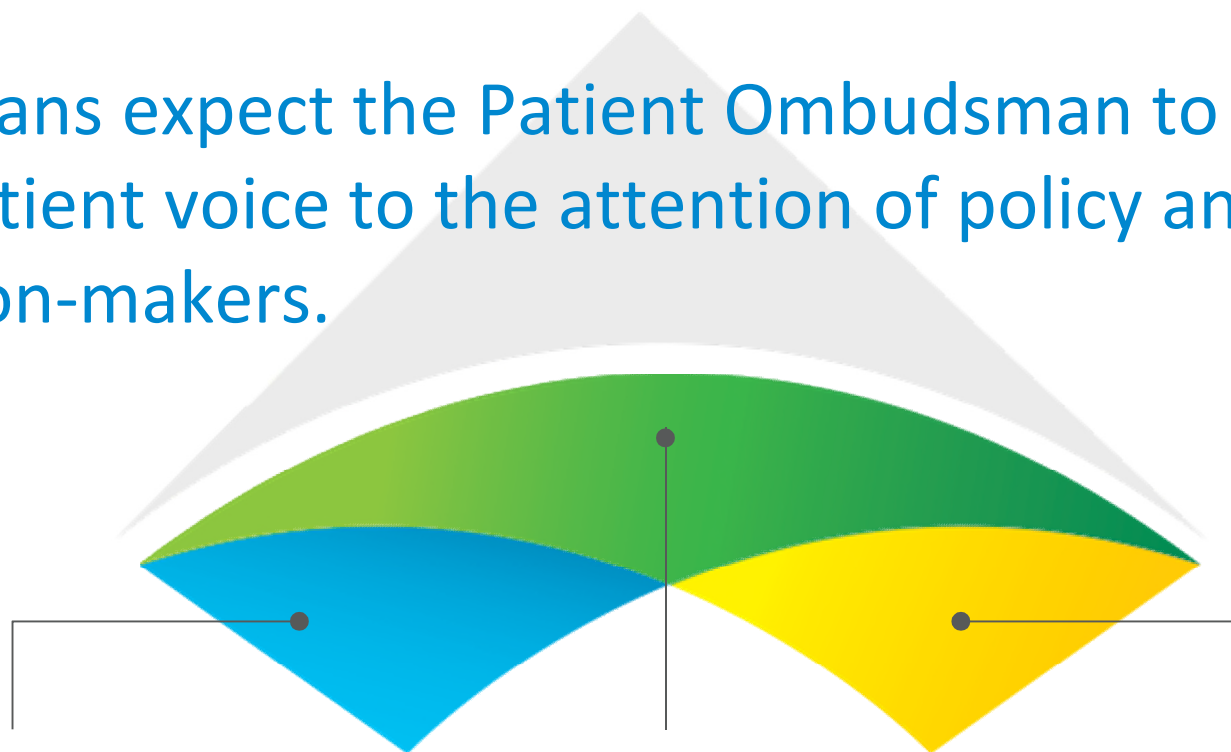
4 in-person sessions; over 600 respondents to online survey

Diverse ages, abilities and backgrounds

Many identified as patients, healthcare professionals, caregivers, patient/family advocates

A Conduit for the Patient Voice

Ontarians expect the Patient Ombudsman to bring the patient voice to the attention of policy and decision-makers.



Health sector organizations

- Traditional health care colour
- Credible
- Trustworthy

Aspirational Role of Patient Ombudsman

- Vibrant
- Action-Oriented
- Fresh – a new perspective

Patient Voice

- Cautiously optimistic
- Spotlight on the issues
- Full of hope for positive change

Who we oversee



146

public
hospitals



630

long-term
care
homes



14

community
care access
centres



When a complaint is made that
is within our office's jurisdiction and all
appeals with the health sector
organization have been exhausted, what
happens next?

Resolving complaints, fairly



Communication

How to be inclusive and achieve meaningful dialogue with patients?



Coordination

How can we work together to
bridge gaps in health care?



Access to Care

Where are the gateways?





Patient Ombudsman

Every
experience
matters

