

## Common Complaints and Responses Talking Points

### Visitation Restrictions:

- If Visitor was not aware:
  - Thank you for sharing the concerns. We have made efforts to educate the public on our visitation restrictions through press releases, news articles and social media. **It's hard to know that your loved one is alone and can't have many visitors.** I am sorry this message did not reach this patient. This is only in the interest of public health and we eagerly await a time when we can return to the normal course.
- Disagrees with policy:
  - **I can only imagine how frustrated you must be!** I am sorry the disruption our new visitation restrictions have on the ability of loved ones to support patients. -We hope these restrictions are temporary. Please note that they are necessary to minimize the spread of COVID-19 and protect our healthcare community so we can continue to care for our patients. We certainly encourage our families to consider other ways they can connect, including Face Time or telephone calls. We know how important support can be for recovery during those periods when we cannot have someone onsite. We are eager to return to normal operations once the public health crisis subsides.
- Screening process issues – no one is taking temperatures or people can lie to pass the screens:
  - **We are working together to provide the best possible care for our patients. It's discouraging to wonder if others are being truthful.** We recognize that no screening process will be perfect as we do need to allow people to our facilities for care. We hope the public understands the risks they expose others to if they are not truthful, including our caregivers that have to care for their loved ones. Our visitation limitations are a result of our need to minimize exposure risks. Our screening process is something that is constantly being evaluated, though we currently are not using medical personnel because they are being prioritized with direct care, this is something we will continue to review and examine.

### Covid Testing Long Lines:

- We're all trying to help one another through this process and recognize that waiting so long heightens our distress. Thank you for sharing your thoughts. Our hospital is committed to helping our entire community during this time and the safety of our patients and caregivers is the most important thing. We are working urgently and in concert with other healthcare facilities as well as elected officials to increase our testing capabilities. I'm so sorry we have these current limits and I know your time is valuable, especially when you aren't feeling well. Thanks for sharing the feedback, we will make sure administration is aware of this frustration as we work expeditiously to improve the experience for all while keeping our community safe.

### Technology Issues with Virtual Visits:



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- You've experienced some difficulty connecting with us and that creates even more stress for you. We are so sorry for any inconvenience. We are aware that there were some technical issues given the high volume. We have installed an update/upgrade today (3/17/20) to try and mitigate those issues and improve how this works. We also have dedicated our IT team to making this a top issue to solve so we can serve all the patients that need our help.

### **Safety of our Facilities:**

- Exposure from Healthcare Workers not wearing masks inside: You're concerned about COVID-19 exposure from caregivers who are inside without protective gear. Centers for Disease Control and Prevention released new guidelines on healthcare worker exposure. Let me assure you that we are following the recommendations closely and compliantly to protect our caregivers and the public.
  - (Note for ombuds awareness: Caregivers who were exposed to COVID-19 without wearing personal protective equipment (PPE) may return to work if they do not have symptoms. We're requiring these caregivers to wear a mask. Occupational Health coordinates return to work dates for anyone on quarantine.)
  - Busy Emergency Departments (ED) are not allowing safe social distancing – We all want to protect ourselves and each other. It is a stressful time for everyone. We are taking steps we can to reduce exposure risks. We are encouraging the public to not come to EDs for non-emergent issues, but use virtual technology and we are increasing the functionality of that technology. But in times of crisis, many do come to our onsite facilities. We are putting up tents as we can and screening people and their health needs, including providing masks to patients that may expose others. We encourage all to try and do their own part to move to a section of the room as able to allow for 6 feet between you and the next person. Safety matters and we are making ourselves available to provide care.

### **Elective Procedures Cancellations:**

- I can hear the worry in your voice. I'm sorry the patient was impacted by changes to elective procedures, as we have had to delay some scheduled appointments and procedures. We have asked our providers to review patient charts and reschedule those that can be rescheduled to minimize the strain on healthcare resources. This allows us to keep personal protective equipment available for those most in need as this crisis potentially worsens. We do want to make sure you get the care you need to and as soon as it is safe, our providers will be available to reschedule. Please know that we can still offer virtual care if that is helpful.

### **Rushed Providers – Did Not Feel Empathy/Listened to during encounter:**

- Our caregivers do their best to provide compassionate care for our patients. It's heartbreaking to hear that your loved one did not experience that kindness. I'm sorry this was the patient's perception as no patient should leave any form of our care feeling that way. Our frontline providers are working at an incredible pace with considerable personal risk to themselves and



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their families in caring for our community during this unprecedented time. They do work quickly to move patients through so we can care for as many people as time allows, but this should be done with empathy. Thank you for sharing this feedback. We will use it to continue to consider how we can support our caregivers and patients so we can create positive interactions.