

Guideline Document for Providers who have entered into a Service Agreement under Section 38 or 39 of the Health Act 2004.

Complaint Type Categorisation Guide.

March 2018

Version 8

National Complaints Governance and Learning Team

## Complaint Type Categorisation Guide

<https://www.hse.ie/eng/about/qavd/complaints/ncglt/excel/spreadsheet-categorisation.html>

|  |  |  |
| --- | --- | --- |
| *Category*  | *Sub Category Type*  | *Sub Category*  |
| Access | Accessibility / resources  | Equipment  |
| Access | Accessibility / resources  | Medication  |
| Access | Accessibility / resources  | Personnel  |
| Access | Accessibility / resources  | Services  |
| Access | Accessibility / resources  | Treatment  |
| Access | Appointment - delays | Appointment - cancelled and not rearranged  |
| Access | Appointment - delays | Appointment - delay in issuing appointment |
| Access | Appointment - delays | Appointment - postponed  |
| Access | Appointment - delays | Surgery / therapies / diagnostics - delayed or postponed  |
| Access | Appointment - delays | Operation and opening times of clinics  |
| Access | Appointment - other | No / lost referral letter |
| Access | Appointment - other | Appointment - request for earlier appointment  |
| Access | Appointment - other | Unavailability of service |
| Access | Admission - delays | Delayed - elective bed |
| Access | Admission - delays | Delayed - emergency bed |
| Access | Admission - delays | Admission - delay in admission process |
| Access | Admission - delays | Admission - postponed |
| Access | Admission - other | Admission - refused admission by hospital |
| Access | Hospital facilities | Crèche |
| Access | Hospital facilities | Lack of adequate seating  |
| Access | Hospital facilities | Lack of baby changing facilities |
| Access | Hospital facilities | Lack of / minimal breastfeeding facilities  |
| Access | Hospital facilities | Lack of toilet and washroom facilities (general) |
| Access | Hospital facilities | Lack of toilet and washroom facilities (special needs) |
| Access | Hospital facilities | Lack of wheelchair access |
| Access | Hospital facilities | No treatment area / space for consultation / trolley facilities |
| Access | Hospital facilities | Shop |
| Access | Hospital facilities | Signage (internal and external) |
| Access | Hospital room facilities (access to)  | Bed location |
| Access | Hospital room facilities (access to)  | Disability facilities |
| Access | Hospital room facilities (access to)  | Isolation / single room facilities |
| Access | Hospital room facilities (access to)  | Overcrowding |
| Access | Hospital room facilities (access to)  | Public |
| Access | Hospital room facilities (access to)  | Semi-private / private |
| Access | Parking  | Access to disabled spaces  |
| Access | Parking  | Access to spaces  |
| Access | Parking  | Car parking charges  |
| Access | Parking  | Clamping / Declamping of car  |
| Access | Parking  | Condition or maintenance of car parks  |
| Access | Parking  | Damaged cars |
| Access | Parking  | Location of pay machine  |
| Access | Transfer issues  | External transfer  |
| Access | Transfer issues  | Internal transfer  |
| Access | Transport  | External transportation  |
| Access | Transport  | Internal transportation  |
| Access | Visiting times | Lack of visiting policy enforcement |
| Access | Visiting times | Special visiting times not accommodated  |
| Dignity and Respect  | Alleged inappropriate behaviour  | Patient |
| Dignity and Respect  | Alleged inappropriate behaviour  | Staff |
| Dignity and Respect  | Alleged inappropriate behaviour  | Visitor |
| Dignity and Respect  | Delivery of care | Lack of respect shown to patient during examination / consultation |
| Dignity and Respect  | Delivery of care | No concern for patient as a person |
| Dignity and Respect  | Delivery of care | Patient's dignity not respected |
| Dignity and Respect  | Discrimination | Age |
| Dignity and Respect  | Discrimination | Civil status  |
| Dignity and Respect  | Discrimination | Disability |
| Dignity and Respect  | Discrimination | Family status  |
| Dignity and Respect  | Discrimination | Gender |
| Dignity and Respect  | Discrimination | Membership of traveller community  |
| Dignity and Respect  | Discrimination | Race |
| Dignity and Respect  | Discrimination | Religion |
| Dignity and Respect  | Discrimination | Sexual orientation |
| Dignity and Respect  | Discrimination | Socio-economic  |
| Dignity and Respect  | End-of-Life Care | Breaking bad news |
| Dignity and Respect  | End-of-Life Care | Breaking bad news - private area unavailable |
| Dignity and Respect  | End-of-Life Care | Death cert - delay in issuing death cert  |
| Dignity and Respect  | End-of-Life Care | Death cert - incorrect / returned death cert  |
| Dignity and Respect  | End-of-Life Care | Delay in release and condition of body  |
| Dignity and Respect  | End-of-Life Care | Inattention to patient discomfort  |
| Dignity and Respect  | End-of-Life Care | Mortuary facilities |
| Dignity and Respect  | End-of-Life Care | Organ retention |
| Dignity and Respect  | End-of-Life Care | Palliative care  |
| Dignity and Respect  | End-of-Life Care | Poor communication  |
| Dignity and Respect  | End-of-Life Care | Single room for patient unavailable |
| Dignity and Respect  | End-of-Life Care | Treatment of deceased not respected |
| Dignity and Respect  | Ethnicity | Insensitivity to cultural beliefs and values |
| Dignity and Respect  | Ethnicity | Requests not respected |
| Dignity and Respect  | Ethnicity | Special food requests unavailable |
| Safe & Effective Care | Human Resources  | Competency  |
| Safe & Effective Care | Human Resources  | Complement  |
| Safe & Effective Care | Human Resources  | Skill mix  |
| Safe & Effective Care | Diagnosis | Diagnosis - misdiagnosis |
| Safe & Effective Care | Diagnosis | Diagnosis - delayed diagnosis |
| Safe & Effective Care | Diagnosis | Diagnosis - contradictory diagnosis |
| Safe & Effective Care | Test | Delay / failure to report test results |
| Safe & Effective Care | Test | Incorrect tests ordered |
| Safe & Effective Care | Test | No tests ordered |
| Safe & Effective Care | Test | Mislabelled test result/sample |
| Safe & Effective Care | Test | Mislaid sample  |
| Safe & Effective Care | Test | Performed on wrong patient |
| Safe & Effective Care | Test | Repeat test required  |
| Safe & Effective Care | Test | Result not available  |
| Safe & Effective Care | Test | Delay in transport/collection of sample |
| Safe & Effective Care | Continuity of care (internal )  | Poor clinical handover  |
| Safe & Effective Care | Continuity of care (external)  | Lack of approved home care packages  |
| Safe & Effective Care | Continuity of care (external)  | Lack of community supports  |
| Safe & Effective Care | Continuity of care (external)  | Lack of medical devices / faulty equipment  |
| Safe & Effective Care | Continuity of care (external)  | Lack of support services post discharge  |
| Safe & Effective Care | Continuity of care (external)  | Unsuitable home environment  |
| Safe & Effective Care | Discharge  | Adherence to discharge policy  |
| Safe & Effective Care | Discharge  | Delayed discharge  |
| Safe & Effective Care | Discharge  | Discharge against medical advice  |
| Safe & Effective Care | Discharge  | No discharge letter  |
| Safe & Effective Care | Discharge  | Patient / family refuse discharge |
| Safe & Effective Care | Discharge  | Premature discharge  |
| Safe & Effective Care | Health and Safety issues  | Building not secure |
| Safe & Effective Care | Health and Safety issues  | Central heating |
| Safe & Effective Care | Health and Safety issues  | Equipment (lack of / failure of / wrong equipment used)  |
| Safe & Effective Care | Health and Safety issues  | Failure to provide a safe environment |
| Safe & Effective Care | Health and Safety issues  | Fixtures and fittings |
| Safe & Effective Care | Health and Safety issues  | Furnishing |
| Safe & Effective Care | Health and Safety issues  | Lights  |
| Safe & Effective Care | Health and Safety issues  | Manual handling |
| Safe & Effective Care | Health and Safety issues  | Noise levels  |
| Safe & Effective Care | Health and Safety issues  | Overcrowding  |
| Safe & Effective Care | Health and Safety issues  | Pest control  |
| Safe & Effective Care | Health and Safety issues  | Slips / trips and falls |
| Safe & Effective Care | Health and Safety issues  | Temperature regulation  |
| Safe & Effective Care | Health and Safety issues  | Waste Management  |
| Safe & Effective Care | Health care records  | Admission / registration process error |
| Safe & Effective Care | Health care records  | Inaccurate information on healthcare record / hospital systems |
| Safe & Effective Care | Health care records  | Missing chart  |
| Safe & Effective Care | Health care records  | Missing films/scans |
| Safe & Effective Care | Health care records  | Patient impersonation (identify theft) |
| Safe & Effective Care | Health care records  | Poor quality control of chart  |
| Safe & Effective Care | Health care records  | Poor recording of information  |
| Safe & Effective Care | Health care records  | Wrong records applied to patient  |
| Safe & Effective Care | Hygiene  | Cleanliness of area  |
| Safe & Effective Care | Hygiene  | Hand Hygiene / Gel Dispensers |
| Safe & Effective Care | Hygiene  | Linen (beds and Curtains)  |
| Safe & Effective Care | Hygiene  | Spills on floors  |
| Safe & Effective Care | Hygiene  | Waste management  |
| Safe & Effective Care | Infection prevention and control  | Communication deficit - infection status |
| Safe & Effective Care | Infection prevention and control  | Health Care Associated Infection |
| Safe & Effective Care | Infection prevention and control  | Non compliance with Infection and Control policies and protocols  |
| Safe & Effective Care | Infection prevention and control  | Personal hygiene of staff  |
| Safe & Effective Care | Patient property | Clothes |
| Safe & Effective Care | Patient property | Dentures |
| Safe & Effective Care | Patient property | Glasses |
| Safe & Effective Care | Patient property | Hearing Aid |
| Safe & Effective Care | Patient property | Jewellery |
| Safe & Effective Care | Patient property | Lack of secure space  |
| Safe & Effective Care | Patient property | Money |
| Safe & Effective Care | Patient property | Personal equipment  |
| Safe & Effective Care | Patient property | Toys  |
| Safe & Effective Care | Medication  | Administering error  |
| Safe & Effective Care | Medication  | Dispensing  |
| Safe & Effective Care | Medication  | Prescribing  |
| Safe & Effective Care | Tissue Bank | Bone marrow |
| Safe & Effective Care | Tissue Bank | Cord blood |
| Safe & Effective Care | Tissue Bank | Cornea implant |
| Safe & Effective Care | Tissue Bank | Cryogenics |
| Safe & Effective Care | Tissue Bank | Fertility issues |
| Safe & Effective Care | Tissue Bank | Heart valves |
| Safe & Effective Care | Tissue Bank | Samples/test results |
| Safe & Effective Care | Tissue Bank | Skin |
| Safe & Effective Care | Tissue Bank | Stem cell |
| Safe & Effective Care | Treatment and Care | Failure / delay in treatment / delivery of care |
| Safe & Effective Care | Treatment and Care | Failure / delay to diagnose |
| Safe & Effective Care | Treatment and Care | Failure to act on abnormal diagnostic results  |
| Safe & Effective Care | Treatment and Care | Inconsistent delivery of care |
| Safe & Effective Care | Treatment and Care | Insufficient time for delivery of care  |
| Safe & Effective Care | Treatment and Care | Lack of follow-up care |
| Safe & Effective Care | Treatment and Care | Lack of knowledge in staff  |
| Safe & Effective Care | Treatment and Care | Lack of monitoring of pain control  |
| Safe & Effective Care | Treatment and Care | Lack of patient supervision  |
| Safe & Effective Care | Treatment and Care | Practitioners not working together / cooperating |
| Safe & Effective Care | Treatment and Care | Prolonged fasting |
| Safe & Effective Care | Treatment and Care | Unsatisfactory treatment or care |
| Safe & Effective Care | Treatment and Care | Unsuccessful treatment or care |
| Communication & Information | Communication skills  | Patient felt their opinion was dismissed / discounted  |
| Communication & Information | Communication skills  | Disagreement about expectations  |
| Communication & Information | Communication skills  | Inadequate listening and response  |
| Communication & Information | Communication skills  | Inappropriate comments from staff member |
| Communication & Information | Communication skills  | Lack of support  |
| Communication & Information | Communication skills  | Language barrier between patients/relatives and staff |
| Communication & Information | Communication skills  | No opportunity to ask questions  |
| Communication & Information | Communication skills  | Non verbal tone / body language  |
| Communication & Information | Communication skills  | Open disclosure (lack of) |
| Communication & Information | Communication skills  | Patient dissatisfied with questions  |
| Communication & Information | Communication skills  | Patient felt rushed  |
| Communication & Information | Communication skills  | Staff not introducing themselves and letting patients know their role  |
| Communication & Information | Communication skills  | Staff unsympathetic  |
| Communication & Information | Communication skills  | Tone of voice  |
| Communication & Information | Communication skills  | Untimely delivery of information  |
| Communication & Information | Delay and failure to communicate  | Breakdown in communication between staff or areas |
| Communication & Information | Delay and failure to communicate  | Failure / delay to communicate with outside agency/organisation |
| Communication & Information | Delay and failure to communicate  | Failure / delay in communicating with patient  |
| Communication & Information | Delay and failure to communicate  | *Advising patient of treating consultant* |
| Communication & Information | Delay and failure to communicate  | Failure / delay in communicating with relatives |
| Communication & Information | Delay and failure to communicate  | Failure / delay in notifying consultant (external) |
| Communication & Information | Delay and failure to communicate  | Failure / delay to communicate with GP / referral source |
| Communication & Information | Delay and failure to communicate  | *Lack of information provided about medication side effects (KPI)* |
| Communication & Information | Diverse Needs | Interpretation service (e.g. Braille services)  |
| Communication & Information | Diverse Needs | Special needs  |
| Communication & Information | Diverse Needs | Translation service |
| Communication & Information | Information  | Conflicting information  |
| Communication & Information | Information  | Confusing information  |
| Communication & Information | Information  | Insufficient and inadequate information  |
| Communication & Information | Information  | Misinformation  |
| Communication & Information | Telephone calls  | Telephone call not returned  |
| Communication & Information | Telephone calls  | Telephone call unanswered  |
| Participation | Consent  | Consent not obtained |
| Participation | Consent  | Lack of informed consent  |
| Participation | Consent  | Patient felt coerced |
| Participation | Parental Access and Consent  | Consent, guardianship and information issues related to lesbian, gay parental relationships  |
| Participation | Parental Access and Consent  | Correct procedure not consented for  |
| Participation | Parental Access and Consent  | Guardianship consent not explained  |
| Participation | Parental Access and Consent  | Mother or father unable to access information  |
| Participation | Parental Access and Consent  | Mother/Father/Guardian not informed |
| Participation | Patients/ Family/ Relatives  | Excluded from decision making process - family / relatives / advocate / next of kin |
| Participation | Patients/ Family/ Relatives  | Excluded from decision making process - patient |
| Participation | Patients/ Family/ Relatives  | Opinion discounted - family / relatives / advocate / next of kin |
| Participation | Patients/ Family/ Relatives  | Opinion discounted - patient |
| Participation | Patients/ Family/ Relatives  | Parent not allowed accompany child in recovery room |
| Participation | Patients/ Family/ Relatives  | Parent not allowed accompany child to theatre  |
| Participation | Patients/ Family/ Relatives  | Second opinion |
| Privacy | Confidentiality | Breach of another patient's confidentiality |
| Privacy | Confidentiality | Breach of patient confidentiality |
| Privacy | Confidentiality | Security of files and records  |
| Privacy | Hospital Facilities (Privacy) | Lack of privacy during consultation/discussing condition  |
| Privacy | Hospital Facilities (Privacy) | Lack of privacy during examination/ treatment  |
| Privacy | Hospital Facilities (Privacy) | Privacy - No single room  |
| Privacy | Hospital Facilities (Privacy) | Privacy - Overcrowding |
| Improving Health  | Empowerment | Independence and self care not supported |
| Improving Health  | Empowerment | Lack / provision of patient / carer education  |
| Improving Health  | Empowerment | Patient / family preference discounted / disrespected |
| Improving Health  | Holistic Care | Lack of information / support on how to prevent further illness / disease  |
| Improving Health  | Holistic Care | Lack of understanding as to what is important to the patient |
| Improving Health  | Catering | Dietary requirements not met  |
| Improving Health  | Catering | Food quality |
| Improving Health  | Smoking Policy  | Non-compliance (visitor, patient, staff smoking)  |
| Accountability | Patient feedback  | Feedback not provided to patients on improvements made as result of their feedback  |
| Accountability | Patient feedback  | Information about the complaints / patient feedback process not available  |
| Accountability | Patient feedback  | Patient concerns not dealt with promptly  |
| Accountability | Patient feedback  | Quality of response to the complaint made  |
| Accountability | Patient feedback  | Where to go to ask questions in relation to services and giving feedback (visibility of customer services)  |
| Accountability | Finance | Bill dispute |
| Accountability | Finance | Bill sent to deceased patient  |
| Accountability | Finance | Cost of products |
| Accountability | Finance | Insurance cover |
| Accountability | Finance | Invoice error |
| Accountability | Finance | Unhappy with income collection process  |