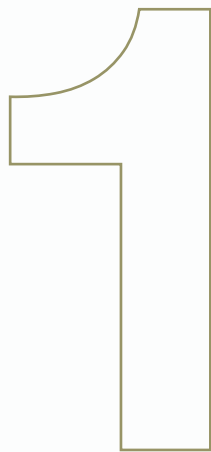


Saudi Healthcare **Complaint Taxonomy**



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Message from
Ministry of Health

Message from Ministry of Health

The Ministry of Health in the Kingdom of Saudi Arabia is keen on improving the experience of the beneficiaries of healthcare services in the kingdom, as well as increasing their level of satisfaction for these services. Hence, the Saudi MOH is determined to carry out improvement projects & initiatives based on the best international practices in the field of healthcare. Further, the Saudi MOH believes in the importance of receiving complaints, managing these complaints, and analyzing them to improve performance. Therefore, MOH aims to standardize the classification of health complaints by developing the Saudi Healthcare Complaint Taxonomy.

Implementing the standardized taxonomy will also aim to support conducting national research and studies to find radical solutions for these complaints. Hence, the taxonomy will have a great impact on improving quality in various health sectors in Saudi Arabia and raising the level of satisfaction with health services as a result.

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Executive Summary

Executive Summary:

The Saudi Healthcare Complaints Taxonomy booklet describes the contribution of the taxonomy in the standardization of classifying healthcare complaints and its benefits. By implementing a standardized taxonomy in analyzing and studying healthcare complaints, the MOH aims to identify challenges in healthcare services, overcome these challenges, and hence improve the experience of beneficiaries of health services provided in Saudi Arabia. Further, the taxonomy booklet also describes the research mechanism used by the taxonomy development Taskforce, in addition to introducing the four taxonomy levels and the classification which will be used to code healthcare complaints received through MOH Patient voice channels.



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Saudi Healthcare Complaint Taxonomy

Introduction

Complaints received from patients are one of the most important tools for measuring and improving patients' experience of the health services in Saudi Arabia. It also shows what would affect the level of satisfaction of these services. Complaints can also help in the identification of risks affecting the safety of patients when studied and analyzed using best practices and applications in the field of health quality, patient safety, and patients experience.

Health complaints are defined as any message of dissatisfaction from the patient of the healthcare services provided to him or her, which is directed from the patient to the competent authority. Further, the complaint may be related to policies, administrative procedures, the behavior of the providers, the quality of the treatment services, and many other different health services provided to the patients.

Therefore, the development of the Saudi Healthcare Complaints Taxonomy by adopting a comprehensive classification from published papers in addition to applying Improvements to previously used classifications, will help to overcome the challenges of analyzing complex complaints data, which in return will support taking appropriate decisions to improve the experience of beneficiaries of health services in various healthcare facilities in the kingdom.

Frequently Asked Questions

What is The Saudi Healthcare Complaint Taxonomy?

Saudi Healthcare Complaint Taxonomy is composed of four different levels for complaint classification. These levels support in differentiating the types of complaint and support the analysis of these complaints as well as enabling the comparison between healthcare facilities.

What does The Saudi Healthcare Complaint Taxonomy include?

The Saudi Healthcare Complaints Taxonomy Classification comprises four main levels of classification, which contribute to dividing the types of complaints into groups to facilitate their study.

The classification levels are:

- Domain
- Category
- Sub category
- Classification

Why Saudi Healthcare Complaints Taxonomy?

The goals of Saudi Healthcare Complaints Taxonomy:

- Ensuring that identified risks arising from complaints are managed appropriately.
- highlighting systems and process deficiencies
- Solving individual performance issues
- Identifying the contributory factors of leading to problems in healthcare services.

Future plans for the Saudi Healthcare Complaints Taxonomy

Linking healthcare complaints with risk management.

Taxonomy update mechanism

Due to the importance of reviewing and improving the content of the Saudi Healthcare Complaint Taxonomy. It will be updated by receiving feedback and comments from all relevant parties in the health care sector, the following mechanism has been developed to receive feedback from healthcare facilities:

- Feedback and comments on the content of the Saudi Healthcare Complaint Taxonomy should be sent to the taxonomy taskforce in accordance with the contact details mentioned at the end of this document.
- The representative of the Saudi Healthcare Complaint Taxonomy collects all comments and feedback and shares them with the taxonomy taskforce.
- The taxonomy taskforce will hold a quarterly meeting to study and process all feedback and comments; this includes what has been accepted, and what has not along with the rejection reason(s).
- The representative of the Saudi Healthcare Complaint Taxonomy sends decisions to all interested parties who have sent their comments to ensure that the loop is properly closed.

- The taskforce of Saudi Healthcare Complaint Taxonomy will create a comprehensive record of all acceptable changes and any new amendments.
- Publication and printing of the new version of the Saudi Healthcare Complaint Taxonomy on an annual base, including these approved changes and amendments.

Please send feedback to:

Complaint-taxonomy@moh.gov.sa

Automating the Saudi Healthcare Complaint Taxonomy:

The contents of the Saudi Healthcare Complaint Taxonomy were provided in electronic form to enable users of the taxonomy to extract the contents and upload it to the healthcare health complaints management programs used by healthcare facilities.

You can obtain the electronic version of the Saudi classification of healthcare complaints by sending your request to the e-mail:

Complaint-taxonomy@moh.gov.sa



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Research resources
and methods

Research Taskforce

The Saudi Healthcare Complaint Taxonomy taskforce was comprised of experts from the fields of quality and patient safety, patient experience and public health. The taskforce had long and varied experience in the management of healthcare complaint starting from receiving the complaint, classifying it, & processing it, and the closure of the complaint.

Research Approach and Process

The Saudi Healthcare Complaint Taxonomy Project included a review of previous studies and international practices regarding the classification of healthcare complaints for the purpose of analysis and conducting studies.

The taskforce adopted an innovative classification from researchers at the London University of Economic Science, «Patient complaints in healthcare systems: a systematic review and coding taxonomy», and then customized it to include all types of complaints received through patient voice channels affiliated with the Ministry of Health in the Kingdom of Saudi Arabia.

To ensure that the classification is comprehensive, it has been tested on Healthcare complaints received by the Ministry of Health Call Center, which receives complaints from patients about the health services provided by the Ministry of Health and the private health sector in the Kingdom of Saudi Arabia.

Research Principles

Research principles matching the Saudi classification methodology for patient safety were adopted to guide the taxonomy taskforce of the team as follows:

- The purpose and potential users for the classification clearly articulated.
- Base the classification upon concepts as opposed to terms or labels.
- The language used for the definitions of the concepts be culturally and linguistically appropriate.
- Organize the concepts into meaningful and useful categories.
- The categories be applicable to all healthcare settings in Saudi.



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Structure of Saudi Healthcare Complaint Taxonomy

Classification Level	Interpretation
Domain	The domain represents the first level of the taxonomy, where healthcare complaints are divided into three general domains: Clinical complaints, Relationship complaints, and Management complaints
Category	Categories represent the second level of the taxonomy, which clarify the types of healthcare complaints under each Domain.
Sub-Category	Sub-categories represent the third level of the taxonomy, where categories divided into specialized complaints.
Classification	Classifications represent the fourth level of the taxonomy, which will be used to classify healthcare complaints, each of which represents a more specific breakdown of the specialized subcategories.



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The content of the
Saudi Healthcare
Complaints Taxonomy.

Domain	Category	Subcategory	Classification
Clinical Complaints	Quality	Examination	Examination not performed
			Inadequate/incomplete assessment
			Not having enough knowledge regarding the patient condition
			Lab tests not performed
			Diagnostic Imaging not performed
			Loss of a patient sample
		Patient Journey	Miscoordination
			Patient flow issues
			Lack of follow up
		Quality of Care	Substandard clinical/nursing care
			No Frequent rounding on patient
			Rough treatment
			Insensitive to patient needs
			Rushed, not time to see patients
			No assistance from staff in feeding a patient
		Treatment	Treatment plan issues
			treatment plan not followed
			ineffective treatment
			inadequate pain management
			Patient Discharged before completing treatment

Domain	Category	Subcategory	Classification
Clinical Complaints	Quality	Diagnosis	Errors in diagnosis
			Errors in lab results
			Errors in diagnostic imaging
			Errors in Pre-marriage lab test
	Safety	Medication & Vaccination	Prescribing errors
			Dispensing errors
			No medication prescribed
			insufficient medication prescribed
			Dispensing medication without prescription
			prescription of expired medication
			Prescribing medication without medical examination
			Medication shortages
			Refusal to dispense medications
			Vaccination shortages
			Vaccinations timing errors
			Refusal to vaccinate
		Safety Incidents	Equipment failure/malfunction
			medical device failure
			No patient ID band
			Wrong treatment
			Complications resulting from treatment

Domain	Category	Subcategory	Classification
Clinical Complaints	Safety	Safety Incidents	Dietary errors/ Incompatible Diet with the patient's condition
			Patient Fall
			Hospital acquired infection
			Exposure to infected persons/areas
			Labor and delivery related issues
			Wrong surgery
			Wrong site surgery
			Surgical complications
			Retained instrument or sponge
			Cancellation of surgery
			Unexpected loss of limb or function
			Damaging an organ
			Patient death
		Skills and Conduct	Practice without a clinical license
			Expiration of healthcare provider license
			Inappropriate attendance
			poor hand-hygiene
			Improper practice of infection control recommendation

Domain	Category	Subcategory	Classification
Management Complaints	Institutional Issues	Administrative Policies and Procedures	Paperwork delays
			duty manager not available
			Facility guidelines compliance
			Required Service not obtained
			Information boards not available
			Prices list not available
			Non-compliance with visiting hours policy
			Inadequate reception service
			Inadequate call center service
		Environment	Poor environment
			Poor cleanliness/sanitizing
			Poor accommodation
			Poor Food service
			Noisy Environment
			poor geographical location
			Inadequate waiting rooms
			Building is not accessible for people with special needs
			Failure of Elevators
			Elevators not available
			Heating, Ventilation, Air condition (HVAC) Failure
			Disruption of power supply

Domain	Category	Subcategory	Classification
Management Complaints	Institutional Issues	Environment	Water supply issues
			water leaks
			overflow of sewage
		Safety & Security	no security staff in the building
			poor security response
			Blocked access to fire fighting equipment
			Fire and safety hazards
			Exposed electric wiring
			Blocked access to emergency doors
			Smoking policy violation
			Theft and lost
			Lack of parking slots
			Drop off and pick up points issues
		Finance and Billing	Pay a fee to open a file
			Miscalculation
			Calculate Additional amount
			Reimbursements issues
			Pricing variations
			Unnecessary health services

Domain	Category	Subcategory	Classification
Management Complaints	Institutional Issues	Staffing	Insufficient staffing
			Specialty not available
			Disability specialized staff not available
			Staff not wearing badges/ID
			Dress code violation
		Resources	Medical supply shortage
			Equipment shortage
			Wheelchairs shortage
			Isolation room shortage
			Unavailable Beds
			Unavailable Pre-marital test
			Unavailable ambulance
			Translation service not available
		Medical records	Patient file issues
			incorrect medical records
			Medical report issues
			Birth registry issues
			Death registry issues
			Lab results issues
			Sick leave issues

Domain	Category	Subcategory	Classification
Management Complaints	Accessibility	Access	Appointment scheduling refusal
			Poor availability and scheduling
			Patient admission refusal
			Appointment delay
			Appointment cancellation
			scheduling far appointment
			Scheduling errors
		Patient Disposition	Random reception of patients
			unnecessary admission
			Patient detention
		Delays	Delay in admitting patient
			Examination delay in emergency
			Examination delay
			Diagnosis delay
			Delayed test result
			Treatment delay
			Surgical intervention delay
			Vaccinating delay
			Delay in discharging patient
			Delay of releasing deceased body
		Referrals	Patient referral refusal
			Delay in patient transfer

Domain	Category	Subcategory	Classification
Relationships Complaints	Communication	Patient-staff communication	Miscommunication with Patient
			Poor provider-patient communication
			Not involving patient in clinical decisions
			Failure to clarify patient case to his family
		Incorrect Information	Deficient Information
			Communication of wrong information
	Humanness/ Caring	Emotional Support	Inadequate emotional support
			Neglect
		Assault and Harassment	Inappropriate/aggressive behavior
			Provider assaulted patient
			Molesting a patient
			Discrimination
			No apology to the patient
		Confidentiality	Breach of confidentiality
			Breach of patient privacy
		Consent	Consent not explained
			No/Invalid consent obtained



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Acknowledgment

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Mr. Abdulaziz Abdulbaqi
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Ms. Eman Alturaiki
Role: Member

Ministry of Health - Riyadh
Ms. Haifa Al Naimi
Role: Member

Ministry of Health - Riyadh
Mr. Nasser Abutaleb
Role: Member

Ministry of Health - Riyadh
Mr. Waleed Amroud
Role: Member

Ministry of Health - Riyadh
Mr. Abdulamlik Alsuwailim
Role: Member

Ministry of Health - Riyadh
Mr. Anas Al-Sahman
Role: Member

Ministry of Health - Riyadh
Jwahr Alsaud
Role: Participant

Ministry of Health - Riyadh
Mr. Mohammed Alsinan
Role: Participant

Ministry of Health - Riyadh
Mr. Ali Al-Qahtani
Role: Participant

Security Forces Hospital - Riyadh

Mr. Ziad Aldaham

Role: Participant

International Medical Center - Jeddah

Mr. Samer Abu Ghazaleh

Role: Participant

International Medical Center - Jeddah

Mr. Turki Abduljabbar

Role: Participant

Health Matrix

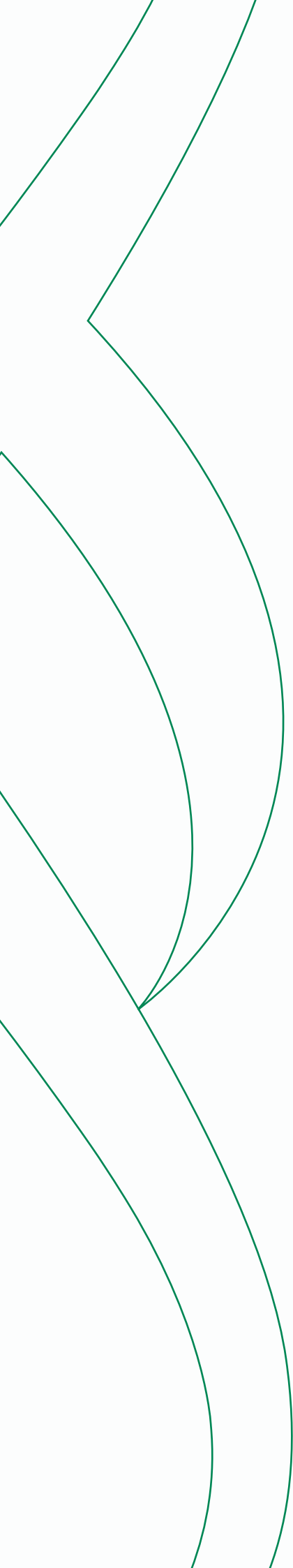
Mr. Anas Abdrabbo

Role: Participant

Ministry of Health - Riyadh

Ms. Mashaal Kutbi

Role: Project Manager



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