

Schedule No. 201224

RECORDS RETENTION AND DISPOSITION AUTHORITY

Accession No. see attached ongoing records schedule

This is a recommendation to authorize an ongoing records schedule.

Title: Patient Care Quality Reviews records

Patient Care Quality Review Boards Secretariat

Description and Purpose:

These records are created and received (maintained/duplicated) by the Patient Care Quality Review Boards Secretariat (Secretariat). They document the Patient Care Quality Review Board's (PCQRB) review of patient care quality complaints that have been addressed by a health authority's Patient Care Quality Office (PCQO) and remain unresolved. The Secretariat provides administrative support to the PCQRB and acts as a liaison between the boards, the health authorities and the Minister.

These records consist of correspondence, memoranda, quarterly and annual reports, articles, copies of medical records and decision letters.

For more information, see attached schedule.

Date range: Nov 1, 2008 ongoing

Physical format of records: see attached schedule

Annual accumulation: 0.5 cubic meters

Recommended retention and disposition: scheduled in accord with attached ongoing records schedule.

THE UNDERSIGNED ENDORSE THE RECOMMENDATIONS:

[Signature] 2010/02/16
Records Officer Date

[Signature] 2010/02/19
Executive Director/ADM Date

[Signature] 2010/02/22
Deputy Minister/Corporate Executive... Date
ADM

THE PUBLIC DOCUMENTS COMMITTEE CONCURS:
[Signature] 2010 JUN 17
Chair, PDC Date

THE SELECT STANDING COMMITTEE ON PUBLIC ACCOUNTS APPROVES THE RECOMMENDATION OF THE PUBLIC DOCUMENTS COMMITTEE:

[Signature] Feb 10, 2011
Date

APPROVED BY RESOLUTION OF THE LEGISLATIVE ASSEMBLY:

[Signature] May 19, 2011
Date

OTHER STATUTORY APPROVALS:

Signature Date Signature Date
Title: Title:

CONTACT: Thomas Guerrero, Director, Patient Care Quality Review Boards Secretariat, 250 952-2419

RECORDS MANAGEMENT APPRAISAL:

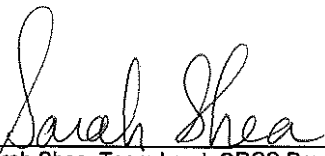
This appraisal documents the recommendation for active and semi-active retention periods.

These records are created and received under the authority of the *Patient Care Quality Review Board Act* (RSBC 2008, c. 35) and subsequent legislation governing the operational responsibilities and functions of the creating agency.

Functional duplicates and microfilmed records are indicated under appropriate classification headings.

The retention and final disposition guidelines specified in the attached ongoing records schedule meet the creating agency's information requirements, ensure fiscal and audit control, protect government's legal rights and liabilities, and provide for effective management of the agency's operational functions. Upon expiry of the active and semi-active retention periods, the records covered by this recommendation will no longer be of any primary value to government.

The retention and final disposition guidelines have been established in consultation with the Records Officer and staff and managers.


 Sarah Shea, Team Lead, ORCS Development

2010/02/16
 Date

ARCHIVAL APPRAISAL:

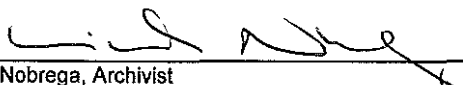
This appraisal documents the recommendation for final disposition.

The final disposition recommendations protect records considered to have significant evidential and historical values. The specific reasons for retaining certain records are stated within the ongoing records schedule.

Record series or groups of records which will be retained in their entirety are indicated by "Full Retention."

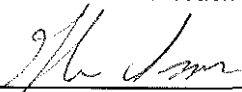
Record series or groups of records which will be retained in part are indicated by "Selective Retention." Selective retention means that portions of the record series will be retained by means of recognized archival selection criteria. For the meaning of selective retention with respect to a specific record series, see the attached schedule.

The definitions of both selective and full retention provide that records will be preserved in the government archives, and that unnecessary duplicates, transitory materials, and ephemera may be discarded.


 Linda Nobrega, Archivist

2010/02/16
 Date

The undersigned endorses the appraisal recommendations:


 Glen Isaac, Manager, Policy, Appraisal and Storage
 Records Management Operations

Feb 16 2010
 Date

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

A SA FD

70250 PATIENT CARE QUALITY REVIEWS

Records relating to the review of patient care quality complaints by the Patient Care Quality Review Boards (PCQRB), pursuant to the *Patient Care Quality Review Board Act* (SBC 2008, c. 35). The PCQRBs review complaints that have been addressed by a health authority's Patient Care Quality Office (PCQO) and remain unresolved.

There are six boards, one each for the five regional health authorities, and one for the Provincial Health Service Authority. The boards are independent of the health authorities and accountable to the Minister responsible for health services.

Each review results in the completion of an internal report as well as a decision letter that is sent to the complainant and the health authority. The Minister is copied on all decision letters. A complaint review may result in the PCQRB recommending that the PCQO reconsider the complaint, or it could recommend changes in policies, procedures and practices to improve patient care quality.

A single Secretariat provides administrative support to the review boards, and acts as a liaison between the boards, the health authorities, and the Minister. The records are retained and managed by the Secretariat on behalf of the boards.

Record types include: correspondence, memoranda, reports, and other types of records as identified under relevant secondaries.

For board appointments, see *ARCS* primary 125.

For board meetings, agendas and presentations, see *ARCS* secondary 200-20.

For brochure design and preparation, see *ARCS* primary 312.

For brochure publication and distribution, see *ARCS* primary 308.

For ombudsman investigations, see *ARCS* secondary 155-20.

(continued on next page)

A = Active
SA = Semi-active
FD = Final Disposition
FOI = Freedom of Information/Privacy
PIB = Personal Information Bank
OPR = Office of Primary Responsibility

CY = Calendar Year
FY = Fiscal Year
NA = Not Applicable
w = week m = month
y = year

SO = Superseded or Obsolete
DE = Destruction
SR = Selective Retention
FR = Full Retention
OD = Other Disposition
VR = Vital Records

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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		<u>A</u>	<u>SA</u>	<u>FD</u>
70250	<u>PATIENT CARE QUALITY REVIEWS</u> (continued)			
	Unless otherwise specified below, the ministry OPR (Patient Care Quality Review Boards Secretariat) will retain these records for:	CY+1y	nil	DE
	Except where <u>non-OPR retention periods</u> are identified below, all other ministry offices will retain these records for:	<u>SO</u>	<u>nil</u>	<u>DE</u>
-00	Policy and procedures			
	- OPR	SO	5y	FR
	- <u>non-OPR</u>	SO	nil	DE
-01	General			
-02	PCQRB public web site	SO	nil	DE

SO = when webpages are altered, updated, redesigned or closed.

DE = As the web pages are updated, superseded/obsolete versions of documents on them may be destroyed, in accordance with approved retention schedules. When the web pages are closed, they can be destroyed after relevant schedules have elapsed and/or the documents have been classified elsewhere. Approval is required by the Ministry Records Officer prior to the destruction of web pages.

NOTE: The PCQRB web site, <http://www.patientcarequalityreviewboard.ca/>, provides general information about the boards, describes the purpose of the boards, explains the complaint review process, and provides access to complaint forms. Because this is a simple system, an information system overview has not been developed.

NOTE: All documents presented on these web pages are classified under appropriate secondaries within this *ORCS* or in *ARCS*.

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			<u>A</u>	<u>SA</u>	<u>FD</u>
70250	<u>PATIENT CARE QUALITY REVIEWS</u> (continued)				
-03	PCQRB reference materials (includes articles, materials and reports)		SO	nil	DE
	SO = when no longer required for reference purposes				
	NOTE: This secondary covers materials collected for reference purposes only and does not include records generated by the Secretariat or the boards.				
-04	PCQRB reports (includes quarterly reports, annual reports, and equivalents)		SO	nil	FR
	FR = The government archives will fully retain the Patient Care Quality Review Board reports because they summarize the Board's activities including the volume and types of complaints received and the volume of reviews completed.				
	NOTE: Board recommendations and final reports are classified under secondary 70250-40.				
PIB	-20 PCQRB complaint review case files (includes Review Request [HLTH 2040]; Third Party Consent [HLTH 2041]; supporting documentation to the complaint received from the complainant, the health authority and the PCQO; copy of complaint case report and addendums sent to the PCQRB; and correspondence) (arrange by health authority and then by complainant's last name)		SO+1y	6y	DE
	SO = when the care quality review is complete				

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70250 PATIENT CARE QUALITY REVIEWS (continued)

7y = The retention period ensures the records are available for a reasonable period for complaint process review and follow-up and provides a reasonable period of time for the legal value of these records to be extinguished.

FOI = Complaint and investigation case files include complainant personal health information. Access to this information is restricted in accordance with the *Patient Care Quality Review Board Act* (SBC 2008, c. 35) and the *Freedom of Information and Protection of Privacy Act* (RSBC 1996, c. 165).

PIB	-30	PCQRB complaint tracking system data (covers data stored on the PCQRB CLIFF Tracking System) (electronic records)	SO	nil	DE
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SO = when no longer required for reference purposes

NOTE: A separate stand alone instance of CLIFF was created for the PCQRB Secretariat.

PIB	-40	PCQRB final reports, decision letters and responses (includes PCQRB internal final report, signed decision letter to complainant, signed decision letter to health authority, and health authority response letter)	SO	5y	FR
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SO = when no longer required for reference purposes

5y = The retention period ensures the records are available for a reasonable period for complaint process review, follow-up, and to support implementation of any board recommendations.

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70250 PATIENT CARE QUALITY REVIEWS (continued)

FOI = PCQRB final reports and decision letters include complainant personal health information. Access to this information is restricted in accordance with the *Patient Care Quality Review Board Act* (SBC 2008, c. 35) and the *Freedom of Information and Protection of Privacy Act* (RSBC 1996, c. 165).

FR = The government archives will fully retain the Patient Care Quality Review Board final reports, decision letters and responses because they document the Review Board's findings and the response from the respective health authority. Findings may include recommendations to the health authority on how to improve patient care quality.

PIB -50 PCQRB external referrals and correspondence (includes referral to the PCQO, patient care quality review request, copy of medical records, and correspondence)
(arrange by health authority, then by complainant's last name)
(covers external complaints referred to another office, such as the PCQO, and interactions with the public that do not result in a formal complaint)

FOI = These records may include personal health information. Access to this information is restricted in accordance with the *Patient Care Quality Review Board Act* (SBC 2008, c. 35) and the *Freedom of Information and Protection of Privacy Act* (RSBC 1996, c. 165).

NOTE: A PCQRB cannot proceed with a review of a complaint unless it has been first received by the PCQO in the relevant health region. The PCQO has 30 business days to resolve the complaint and then the complainant can file a formal complaint with the relevant PCQRB.
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A SA FD

70250 PATIENT CARE QUALITY REVIEWS (continued)

NOTE: Should the complainant decide to pursue a formal complaint, the records will be reclassified under secondary 70250-20.

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