

COMPLAINTS, COMPLIMENTS AND SUGGESTIONS

2023 REPORT

Executive Summary

In compliance with Decree-Law no. 126/2014 of August 22nd, this document discloses information about the complaints, compliments and suggestions submitted by healthcare providers. In addition, this also discloses information about the providers that have been the subject of more complaints and the results of ERS' actions.

During the year 2023, ERS received:

- 108 261 cases related to events that occurred in 2023: 89 131 were classified exclusively as complaints, 17 909 as compliments and 785 as suggestions. The remaining 436 cases concerned about processes classified with more than one of these options at the same time;
- 28 453 cases regarding complaints, compliments and suggestions from previous years.

Compared to the year 2022, there was an increase of 12,3% in the universe of REC processes with events that occurred during the year. In this context, it is noteworthy to highlight the evolution of processes exclusively classified as compliments and suggestions occurring in the year, with an increase in submitted processes of 40,1% and 82,8%, respectively. In processes exclusively classified as complaints, there was an increase of 7,6% compared to the previous year.

From the characterization of these 108 261 cases (complaints, compliments, and/ or suggestions), it was observed that:

- (i) 65,8% of the cases (71.270) were related to public healthcare providers, including those managed under Public-Private Partnership (PPP);
- (ii) Healthcare providers with inpatient services had a higher volume of cases compared to outpatient services regardless of the legal nature of the provider;
- (iii) Approximately 55% of the cases were related to healthcare providers located in the Lisboa and Vale do Tejo Health Region (59 386), followed by the Norte Health Region with 28% (30 483).

Among the cases classified as complaints and reviewed by ERS, the most frequently mentioned subjects were related to constraints in "healthcare and patient safety" (22,8%), "administrative procedures" (17,7%) and to other procedures adopted by healthcare providers to respond to the needs and expectations of their patients (17,2%).

In contrast, compliments were frequently directed towards clinical staff (about 32% of compliments), followed by reasons related to the functioning of support services (about 24%) and non-clinical staff (approximately 21%).

Without any previous analysis based on the size of healthcare providers, production, or target population, it was observed that healthcare providers responsible for approximately 75% of complaints and compliments, submitted to ERS during the period under analysis, corresponded to a total of 1 364 and 797 healthcare establishments, respectively. This document presents a list of all healthcare providers with complaints, compliments, and/ or suggestions submitted to ERS in 2023.

In 2023, ERS has decided 92 397 cases (complaints, compliments, and/ or suggestions), of which 62 669 were related to events that occurred in 2023.

A complaint can undergo various ERS' regulatory interventions and can be, simultaneously or not, forwarded to one or more external entities with competence over the matter under review.

Thus, regarding the 62 669 complaints, compliments and/ or suggestions that occurred in 2023 and decided by ERS, the following actions were taken:

- (i) 50 548 cases were closed by ERS without the need for additional analysis and 4 574 processes were concluded with the resolution of the situation and/ or with corrective measures implemented by healthcare providers;
- (ii) In 41 cases it was necessary to open a new investigation or to carry out specific measures, and 5 333 processes were associated to other ongoing administrative or sanctioning processes;
- (iii) This year 2 706 cases were forwarded to external entities, 1 645 related to events in 2023.