

## APPENDIX 1

### DEFINITIONS TO BETTER UNDERSTAND THE DATA

**Request for assistance and referral:** Request where the Québec Ombudsman cannot intervene, either because it involves a body over which it has no jurisdiction or because it is a matter in the private domain. All complaints regarding the health and social services network must first be submitted to the appropriate local or regional body. The Québec Ombudsman can therefore direct a user to the first level of assistance if this initial step has not been taken.

**Request for assistance:** Request where the Québec Ombudsman's actions involve helping a citizen or user successfully exchange with a department, agency or body in the health and social services network.

**Request for information:** Request for services where the Québec Ombudsman concludes that the citizen or user is simply asking for information.

**Request for services:** Any request submitted to the Québec Ombudsman for the purpose of obtaining information, a referral or assistance, or to submit a complaint or report.

**Request outside of jurisdiction:** Request where the Québec Ombudsman concludes that the body or topic involved is not within its area of jurisdiction.

**Request referred:** While investigating the grounds of a complaint, the Québec Ombudsman identifies a possible outside solution and directs the citizen to the appropriate body. With regard to grounds of reports, these would be referred to regional agencies.

**Request within its jurisdiction:** Request which the Québec Ombudsman ascertains involves a department, agency or body in the health and social services network.

**Investigation interrupted:** The Québec Ombudsman, subsequent to its initial investigation, must interrupt its intervention for a reason provided for under the applicable legislation. An investigation can also be interrupted at the citizen's request or because a situation has been resolved in the interim.

**Body:** Department, government agency, health and social services network establishment (hospital, local community service centre, youth centre, nursing homes and long-term care establishment, rehabilitation centre), network agency (including community agencies under the *Act respecting health services and social services*), private home for the elderly, ambulance services business and detention centre.

**Recommendation:** Action requested of a body to correct an injury.

**Complaint grounds:** Reason for which the grievor is dissatisfied. A complaint can have several grounds.

**Complaint:** Dissatisfaction expressed by a citizen or group of citizens with regard to a service received or requested from a government official from a department or agency, or from an actor in the health and social services network over which the Québec Ombudsman has jurisdiction to take action. The service can involve a decision, an action or a practice that has or may harm or impinge on the rights of a citizen or user.

**Substantiated complaint:** Once the investigation is completed, it is shown that the citizen or user has been prejudiced. Whenever possible, the Québec Ombudsman submits recommendations to the body involved with the aim of correcting the situation.

**Unsubstantiated grounds:** Once the investigation is completed, it is shown that the citizen or user has not been prejudiced.

**Collective scope:** The Québec Ombudsman ensures that persons who have not contacted it but are in a similar situation will benefit from the correction implemented.

**Individual scope:** The Québec Ombudsman is successful in resolving a situation with regard to the person who contacted it.

**Report:** The fact of apprising the Québec Ombudsman of a situation that compromises the health or well-being of one or more users of the health and social services network. This report is submitted by a third party, i.e., not the user or his or her representative.