# Zorginformatiebouwsteen:

# nl.zorg.ComplaintPerception-v1.0

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# 1.1 Revision History

Publicatieversie 1.0 (10-06-2022)

# 1.2 Concept

The articulation by the patient himself or his contact person of the complaints and obstacles that the patient encounters. The experience can be expressed, for example, in the form of problems experienced or experienced, an issue in which the patient has become involved or experienced difficulties or obstacles.

### 1.3 Mindmap

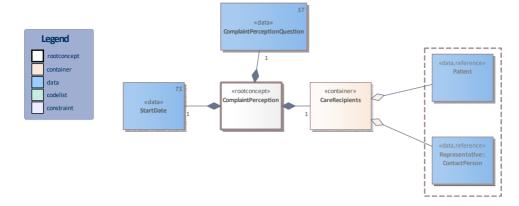
### 1.4 Purpose

The aim is to get insight into the patient's concerns and how he experiences the problem/complaint, in order to see whether this can be changed with support from healthcare.

### **1.5 Patient Population**

#### 1.6 Evidence Base

# 1.7 Information Model



«rootconcept»	ComplaintPerception	
Definitie	Root concept of the ComplaintPerception information model.This root concept contains all data elements of the ComplaintPerception information model.	
Datatype		
DCM::ConceptId	NL-CM:16.3.1	
Opties		

«data»	StartDate
Definitie	Date on which the complaint experience started.
Datatype	TS
DCM::ConceptId	NL-CM:16.3.4
Opties	

«data»	ComplaintPerceptionQuestion	
Definitie	The description of the experienced complaints and obstacles.	
Datatype	ST	
DCM::ConceptId	NL-CM:16.3.2	
DCM::DefinitionCode	SNOMED CT: 418799008	
	Finding reported by subject	
	or history provider	
Opties		

«container»	CareRecipients	
Definitie	Container of the CareRecipients concept. This container contains all data elements of the CareRecipients concept.	
Datatype		
DCM::ConceptId	NL-CM:16.3.6	
Opties		

«data»	Patient	
Definitie	The patient as feeder of the complaint perception	
Datatype		
DCM::ConceptId	NL-CM:16.3.3	
DCM::DefinitionCode	SNOMED CT: 116154003	
	Patient	
DCM::ReferencedConc	NL-CM:0.1.1	This is a reference to the rootconcept of
eptId		information model Patient.
Opties		

«data»	Representative::ContactPerson	
Definitie	Person who represents the patient in health care matters and who indicates the complaint experience.	
Datatype		
DCM::ConceptId	NL-CM:16.3.5	
DCM::DefinitionCode	SNOMED CT: 70862002	
	Contact person	
DCM::ReferencedConc	NL-CM:3.1.1	This is a reference to the rootconcept of
eptId		information model ContactPerson.
Opties		

	Legend
Definitie	
Datatype	
Opties	

# **1.8 Example Instances**

KlachtBelevingVraag	
StartDatum	01-06-2022
Zorgvrager	
Identificatienummer	01999933
Initialen	G.L.
Geslachtsnaam	Pietersen
ZorgverlenersRol	Psychiater
	•
KlachtBelevingVraag	Ik voel me belemmerd in mijn dagelijks leven want durf niet meer naar buiten want ik ben bang dat ik in te drukke situaties kom en in paniek raak.

# 1.9 Instructions

# **1.10 Interpretation**

## **1.11 Care Process**

# **1.12 Example of the Instrument**

# **1.13** Constraints

# 1.14 Issues

# 1.15 References

# 1.16 Functional Model

## 1.17 Traceability to other Standards

#### 1.18 Disclaimer

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