

# Health & Care Information Model:

nl.zorg.ComplaintPerception-v1.0

Status: Final

Release: 2024

Release status: Published

Managed by:



# Content

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# 1. nl.zorg.ComplaintPerception-v1.0

DCM::CoderList	Projectgroep VIPP GGZ
DCM::ContactInformation.Address	*
DCM::ContactInformation.Name	*
DCM::ContactInformation.Telecom	*
DCM::ContentAuthorList	Projectgroep VIPP GGZ
DCM::CreationDate	30-3-2022
DCM::DeprecatedDate	
DCM::DescriptionLanguage	nl
DCM::EndorsingAuthority.Address	
DCM::EndorsingAuthority.Name	*
DCM::EndorsingAuthority.Telecom	
DCM::Id	2.16.840.1.113883.2.4.3.11.60.40.3.16.3
DCM::KeywordList	
DCM::LifecycleStatus	Final
DCM::ModelerList	Projectgroep VIPP GGZ
DCM::Name	nl.zorg.Klachtbeleving
DCM::PublicationDate	25-04-2025
DCM::PublicationStatus	Published
DCM::ReviewerList	
DCM::RevisionDate	
DCM::Supersedes	*
DCM::Version	1.0
HCIM::PublicationLanguage	EN

## 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

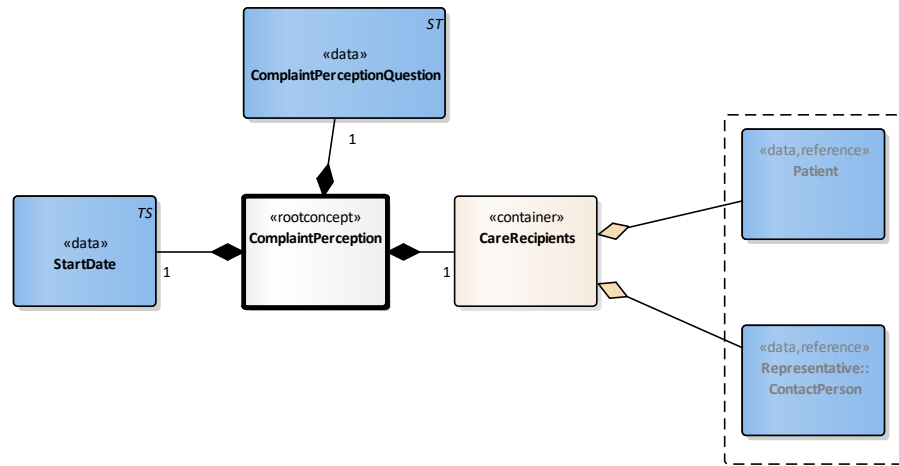
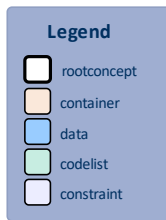
## 1.4 Purpose

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
<b>Definitie</b>	Root concept of the ComplaintPerception information model.This root concept contains all data elements of the ComplaintPerception information model.
<b>Datatype</b>	
<b>DCM::ConceptId</b>	NL-CM:16.3.1
<b>Opties</b>	

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

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

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

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

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

Legend	
<b>Definitie</b>	
<b>Datatype</b>	
<b>Opties</b>	

## 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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**Nictiz**

P.O. Box 19121  
2500 CC Den Haag  
Oude Middenweg 55  
2491 AC Den Haag

070-3173450  
[info@nictiz.nl](mailto:info@nictiz.nl)  
[www.nictiz.nl](http://www.nictiz.nl)

