




Patient Complaint and Grievance

March 2021 Monthly Education

Title: Patient Complaint & Grievance	Policy Number: OP.016.0
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Source: SerenaGroup™ Inc.	Revisions:
	Medical Director SerenaGroup, Inc. Thomas E. Serena MD FACS

POLICY:

Patients and their families, guardians or legal representatives are to be informed of their right to present complaints or grievances. Advanced Wound Care and Hyperbaric Center employees will communicate patient complaints or grievances to the hospital according to hospital policy.

PURPOSE:

To ensure that complaints and grievances are addressed and appropriate feedback is provided in a timely and consistent fashion.

PROCEDURE:

1. Patients and their family are informed of the hospital's complaint resolution process.
2. Patients are provided with the phone number of the appropriate hospital liaison for registering complaints.
3. Center employee who receives a complaint attempts to resolve the issue. If the issue cannot be resolved by the employee who received the complaint, it will be referred to the Program Director.
4. The Program Director reviews all complaints to determine if action must be taken to prevent recurrence.
5. The Program Director in conjunction with the hospital liaison determines whether the complaint requires notification of the hospital's risk management department.
6. Ensure that any written notice of resolution provided to the patient is in accordance with hospital policy.



Purpose

- To ensure that complaints and grievances are addressed, and appropriate feedback is provided in a timely and consistent fashion
- All complaints and grievances are managed by the Program Director
 - If involved in a patient complaint or grievance, the Program Director may need your assistance if you were involved with the patient's care during the time of the complaint.



Definition

- Patient Grievance is a formal or informal written or verbal complaint that is made to the hospital by a patient, or the patient's representative, regarding the patient's care.



Process

- Patient's grievance is turned into Hospital Administration who will review in depth the complaint.
 - Based on the merit of the grievance, Hospital Administration will ask the Program Director to investigate the grievance:
 - Patient documentation
 - Interview staff and providers who were involved in the care
 - The Program Director will report back to Hospital Administration the full details of the incident along with action plans.
 - Hospital Administration will contact the patient with the full report and a resolution/action plan.
- Patient grievances are on file in Hospital Administration; Joint Commission will usually ask to review them



Understanding



Why do patients complain??

- Main reason: Patients are out of their comfort zone and not in control of their circumstances when they enter the Advanced Wound Care Center.
 - This can cause anxiety which can lead patients to complain.
 - Patients need to relax and see a smile on your face to help relieve their anxiety.
- Often it is minor things that can create anxiety such as wait times, scheduling mix-ups, not feeling comfortable.
- You are the expert and patient's needs to trust you and the care you give them.
- Comfortable – the environment in the clinic needs to feel comfortable and nonthreatening to the patient.



Proactive



- Create a positive work environment/culture.
 - Patients can sense this when they are at their appointments.
 - Patients who are positive but have an issue, usually tend to feel comfortable discussing the issue with you where it can be easily resolved without having a formal complaint.
 - Inform the patient that you are here to assist, and our goal is to make sure they have a safe, positive experience.
- If you suspect a patient has a complaint, be proactive and inform your Program Director of the situation.
- Document everything into the patient's chart.
 - If the patient complains or files a grievance with the hospital – the documentation will be helpful when putting together an action plan.



QUIZ TIME

SG

QUESTION 1:



1. All patient complaints and/or grievances are handled by the Program Director of the Advanced Wound Care Center.

Answer: **TRUE**



QUESTION 2:



2. A patient grievance is a formal or informal written or verbal complaint that is made to the hospital by a patient, or the patient's representative, regarding the patient's care.

Answer: **TRUE**



QUESTION 3:



3. Hospital Administration is not involved in the patient grievance process.

Answer: **FALSE**. When a patient presents a grievance, it is initially turned into Hospital Administration.



QUESTION 4:



4. There is nothing I can do to prevent a patient from complaining.

Answer: **FALSE**. You can create a positive work environment/culture to ensure the patient feels secure and comfortable. Most times if the patient has a complaint, they will address it with you where it can be quickly resolved.



Thank you for taking the time to complete SerenaGroup Education for March 2021. SerenaGroup continues to focus on providing education to all clinical staff. If you have ideas, questions, comments around education – please reach out to the Education Committee Members.

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