

Clinton Regional Hospital	Policy and Procedures	NUMBER
	Patient Rights MANUAL: All Employees	RI EFFECTIVE DATE 09/01/2023
	SUBJECT: Grievance and Complaints	REVISED: 02/13/24 REVIEWED

Policy: Grievance and Complaint Process

Policy #10

POLICY:

Complaints and Grievances are two distinct forms of expressing dissatisfaction or dissatisfaction in a medical setting. A complaint is an informal expression of dissatisfaction or annoyance with the treatment made by a patient, family member, or caregiver. It may involve issues such as staff attitude, quality of care, service delivery, or physical facilities.

On the other hand, a Grievance is a formal expression of dissatisfaction made by a patient, family member, or caregiver regarding the hospital's policies, procedures, care received, or decision-making processes. Unlike a complaint, a grievance triggers a formal, documented review process and may involve multiple stages of resolution.

The Hospital provides a process to promote quality patient care which include procedures for the documenting, reporting, and responding to patient, patient representative, or surrogate grievances or complaints about the quality of medical services or patient care, delivery as defined by local, state, and federal regulations.

PURPOSE:

1. To direct the Hospital employees to respond promptly and with concern for quality patient care to complaints or grievances from patient, patient representative, or surrogate.
2. Establish a means for tracking and analyzing patient grievances or complaints which relate to patient care and quality of medical services.

a. The appropriate telephone numbers of contact parties are posted in the Hospital for public information.

PROCEDURE:

I. Complaint Response and Resolution

- i. All staff who are present will notify their directors of the complaint, who will investigate and resolve the complaint, as well as provide service recovery measures. All complaints will be entered into Evident data base and given to the Grievance Officer.
- ii. Upon receiving the complaint events are triaged, documented, and managed by the Grievance Officer.
- iii. Complaints not resolved at the point of occurrence by the next working day, and those that require further investigation, are considered grievances, and will be managed by the Grievance Committee.

II. Grievance Response and Resolution

The governing body is responsible for the grievance process. The Clinton Governing delegates response to a grievance committee as follows:

- Approved Grievance Officer
- Risk Management

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- The hospital's decision
- The name of the hospital contact person
- The steps taken on behalf of the patient to investigate the grievance.
- The date of grievance investigation completion.