

GULF COAST ENDOSCOPY CENTER OF VENICE
PATIENT COMPLAINTS AND SATISFACTION

POLICY STATEMENT

The Gulf Coast Endoscopy Center of Venice utilizes the following methods for patient/visitor grievances, input and suggestions to the organization.

PROCEDURES

I. Patients, patient's family and visitors to the Gulf Coast Endoscopy Center of Venice may file a verbal complaint with a Supervisor on duty or they may file a formal written complaint with suggestions to Administration. Angry or disruptive persons must be referred to a supervisor immediately and relocated to a private location if possible. There will be no punitive or discriminatory action taken against a patient who exercises their right.

- A. Patient Rights and Responsibilities are posted in waiting rooms and clinical areas and provided to the patient prior to the date of service.
- B. Any complaint is to be reported to the Administrator immediately. If the complainant is on site or on the phone, they shall immediately be referred to the Administrator or a supervisor in the absence of the Administrator.
- C. All complaints will be investigated. If the complaint requires further investigation, the complainant will be advised of such and a planned date for completion of the investigation will be given to the complainant. The complainant is to be contacted in writing at the time of the completion of the investigation and advised of the results of the investigation.
- D. Complaints are reviewed as they are received and at the Quality Improvement, Medical Advisory Committee and Board of Managers meetings.
- E. Complaints will be used to improve service and patient care and will be used in the Quality Assessment and Performance Improvement processes.
- F. Documentation will be maintained on all complaints, actions taken, improvements and follow-up.

II. Investigation: The Administrator or designee will investigate all complaints regarding Gulf Coast Endoscopy Center of Venice staff. The Medical Director will investigate all complaints regarding a Physician, or CRNA. Any individual about whom a complaint is received is to be notified of the complaint, and should make a statement regarding the complaint. The medical record should be reviewed as indicated. Results shall be taken into account at time of performance evaluation or re-credentialing.

III. Plan of Action: If the complaint is a result of GCEC policy/procedure, the policy or procedure will be reviewed for possible revision. If the complaint is a result of failure of Gulf Coast Endoscopy Center of Venice staff to follow policy/procedure, appropriate disciplinary action will be taken up to and including termination. Complaints regarding the medical staff may be referred to the Administrator, Medical Director, Medical Advisory Committee and Board of Managers for further investigation and/or action.

IV. OSHA Complaints: The Administrator will be notified by OSHA of any complaint received by their office. The Administrator and Medical Director will meet with the OSHA investigator at the time of the OSHA investigation. OSHA will notify the Administrator of the findings of the investigation. The Quality Assessment and Performance Improvement Committee, Medical Advisory Committee and Board of Managers will be notified of the results of the investigation. Any findings resulting in a statement of deficiencies from OSHA will require a documented plan of correction to include a planned date of correction and monitoring mechanism to assure compliance. Investigations of complaints and outcomes of investigations will be placed in the appropriate employee file or physician file. These findings will be taken into account at the time of employee performance appraisal or physician re-credentialing.

- A. Patient satisfaction is also measured by a Patient Satisfaction Survey given to every patient upon discharge from the Gulf Coast Endoscopy Center of Venice.
- B. Results are reviewed quarterly by the QAPI Committee.
- C. Actions related to patient satisfaction are reported to the Medical Advisory Committee and the Board of Managers on a routine basis.