

GULF COAST ENDOSCOPY CENTER OF VENICE

POLICY 3.22 PATIENT COMPLAINTS AND SATISFACTION

POLICY STATEMENT

It is the policy of Gulf Coast Endoscopy Center of Venice that each patient has the right to care and services and that all staff will address these expectations in a timely and consistent manner. In addition, each patient is entitled to information about the process for initiation, review, and resolution of patient complaints/grievances consistent with all regulatory agencies in a manner they can understand. Patients may access our website at www.gulfcoastendocenter.com or call the Center at 941-484-5000 and ask for the administrator or manager.

GLOSSARY

Complaint: Any expression of dissatisfaction, written or verbal, by a patient or visitor of a patient's rights, care concerns, abuse, neglect, harm to a patient, billing issue, or facility compliance with Centers for Medicare & Medicaid Services (CMS) requirements.

A complaint is also considered a grievance if the patient requests a response from the facility. Complaints attached to patient satisfaction surveys will not routinely be considered grievances unless the patient is identified and requests a response from the facility.

A written complaint will always be considered a grievance, whether from a patient or their representative regarding patient care, abuse, neglect, or the facility's compliance with CMS requirement.

Grievance: A formal complaint, written or verbal, filed by a patient or visitor when a patient issue cannot be resolved in a timely manner by staff or transferred to other staff for later resolution and requires investigation or further action will be considered a grievance.

All complaints, whether written or verbal, that involve care concerns, abuse, neglect, harm to a patient, billing issue, or facility compliance with CMS requirements will be considered a grievance.

A complaint attached to a patient satisfaction survey is considered a grievance if the patient is identified and requests a response from the facility.

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.
- II.
 - 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. All employees of the Center who receive a patient complaint/grievance should make

every attempt to resolve the complaint or grievance at their level.

- If resolution of a complaint/grievance by a staff person is not possible, the complaint should be referred to the Manager or Administrator for resolution.
- A complaint/grievance received by facility administration will be coordinated with the respective department, as appropriate.
- A complaint/grievance may be referred to the Administrator or designee at any time by a patient, family members and friends of staff.

C. All complaints will be investigated within 7 days. 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.

A Complaint Form will be initiated and completed for:

- A complaint that cannot be resolved at the department level or that involves multiple departments.
- A complaint of allegations of discrimination, violation of a patient's rights, allegations of abuse/neglect, allegations of fraud, safety.

Documentation on the Complaint Form will include:

- Nature of complaint/grievance
- Steps taken to investigate the grievance
- Result or resolution of the grievance
- Name of the facility contact person
- Date of completion of the investigation and remediation or resolution

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 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.