

LAMB PLASTIC SURGERY CENTER

Policy/Procedure

Category title: Grievances/Concerns/Complaints

Effective date: 1-5-2010

Subject: Grievances/Concerns/Complaints

I. POLICY

LPSC is committed to prompt and constructive problem solving in the handling of patient grievances, concerns, and complaints or dissatisfaction. A grievance is defined as any condition the patient feels is unjust or inequitable pertaining to the services provided to them by LPSC. LPSC provides patients with a formal method by which they can voice their dissatisfaction. Patients are encouraged to resolve informal complaints with the LPSC staff person caring for them or with the management of LPSC. Every effort will be made to give attention to the complaint in a timely matter. Patients are encouraged to return the "Patient Satisfaction Survey" they received at the time of discharge from LPSC which gives them the opportunity to express dissatisfaction.

II. PURPOSE

To provide an effective and acceptable means for patients to resolve problems and complaints they have regarding services/care they received while at LPSC.

Authorized Personnel: All Center Personnel

Key point: Any (all) allegations of abuse or mistreatment will be immediately reported to a person in authority, to include but not be limited to the Grievance Officer. This right to report allegations includes all patients and staff at LPSC.

III. PROCEDURE

1. The grievance will be discussed informally between the patient and his/her caregiver with resolution as the goal.
2. If the grievance is not resolved, it will be submitted in written form and must specify in detail the alleged infraction and facts the patient believes support the grievance. The grievance will be received by the Grievance Officer within 10 days after the occurrence of the grievance and should be signed by the patient. The grievance will be reviewed by Grievance Officer and Director of LPSC and the patient will be advised of the Director's decision in writing within 10 days. The patient may appeal the decision in writing within 10 days. The decision must contain the name of an ASC contact person, the steps taken to investigate the

grievance, the result of the grievance process and the date the grievance process was completed.

3. Heartland Healthcare Network (HHN) representatives will also aid LPSC, as a third party, as Dr. Lamb is the only physician and also the director of LPSC, in resolution of grievances, concerns, and complaints, specifically those on appeal. The patient may then be contacted by HHN representatives to assist in resolution of the grievances on appeal. *Note: HHN Patient Concern Reporting Form will be filed with HHN for any grievances not resolved informally. HHN Monthly Patient Concern Summary Form is also forwarded to HHN at the end of each month.
4. The patient, at any time, may also share their grievances with an outside representative.

Grievances/concerns in regard to LPSC can be directed to:

1. North Dakota State Board of Medical Examiners : 701-328-6500
2. Office of the Medicare Beneficiary Ombudsman:
<http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>
3. Director
Division of Health Facilities
ND Dept. of Health
600 East Blvd. Ave. Suite #206
Bismarck, ND 58505-0200
Phone: 701-328-2352
Fax: 701-328-1890

Administrative Approval: Dr. D. R. Lamb

Accountable Party: Dr. D. R. Lamb and Colleen Weick

Revision/ Review Dates: 1/5/2010, 4/12, 7/12, 6/16