
Complaint Resolution AD.C15

POLICY:

Lifesong Hospice and Palliative Care has a complaint resolution process that is implemented whenever a complaint is received.

PROCEDURE:

1. Hospice patients/caregivers are informed of their right to lodge complaints without fear of discrimination, reprisal or interruption of care, treatment and services.
2. The hospice’s admission materials include a description of the complaint resolution process and the contact information for the hospice and the State hotline (including hours of operation) that may be used to lodge a complaint.
3. Complaints/concerns brought to the direct attention of any hospice co-worker or volunteer are addressed immediately whenever possible and brought to the attention of the Director of Clinical Operations (DCO) or designee.
4. All complaints are documented by the DCO or designee no more than five (5) business days from the date the complaint was first received.
5. Appropriate personnel conduct and document an investigation of all written or verbal complaints received by the hospice.
6. To resolve complaints, a minimum of three (3) attempts is made to contact the person filing the complaint by telephone. If telephone contact is unsuccessful, a letter is sent. Each contact, attempted contact, or action taken to resolve the issue is documented and documentation is maintained with the original complaint.
7. Complaints or concerns expressed on a written survey are reviewed initially by the DCO or designee and then forwarded to the Executive Director or designee if appropriate. Follow-up is initiated whenever possible to resolve complaints or concerns.
8. Corrective action is implemented, as appropriate, in response to substantiated complaints.
9. Complaints are tracked and regularly reviewed to identify patterns or trends and performance improvement opportunities.
10. Hospice co-workers and volunteers receive training regarding the hospice’s complaint resolution process.

Attachment: *Lifesong Hospice and Palliative Care Variance Report Form*

Created:	Reviewed:	Revised:	Effective:
5/2018	9/2018		4/2019