



Chapter 1-2-: Rights of Patients	Page: 1 of 1
Approved By: Elie Levy, MD	Effective: 3/20/2010
Standard: Patient Grievances	Revised: 3/22/2010

Policy:

It is the policy of the AGDS-ASC that all patient grievances are documented, investigated and addressed within 10 days of occurrence.

Procedure:

1. A patient grievance is a formal or informal written or verbal complaint made by a patient or a patient's representative regarding the patients care while in the ASC.
2. A patient care complaint is only documented when there is no resolution to the complaint prior to discharge from the ASC.
3. If a patient's complaint cannot be resolved at the time it occurred, by the staff present, that complaint is considered a grievance.
4. Documentation of the grievance is completed on the grievance form, within 10 days of occurrence by staff member involved with patient or patient's representative.
5. Documentation of what the grievance is, how the grievance was addressed, when the grievance was addressed and patient outcome are all included in the documentation.
6. The signatures of nurse manager, the patient or patient's representative and the staff member completing the grievance are all included on the grievance form.
7. Any and all patient care grievances are reported to the ASC nurse manager as soon as they occur.
8. All documented patient care grievances are reviewed by the Governing body at least once annually or more frequently as needed.
9. All alleged violations/grievances relating to mistreatment, or neglect abuse, verbal, mental, sexual or physical are reported to the ASC nurse manager **immediately**.
10. Any of the allegations listed above those places a patient in harm are investigated by the Governing body in an Emergency meeting.
11. If the Governing body confirms the allegations, they are reported to the Washington State Department of Health and may include, the appropriate authority, DOH professional licensing Board and the State ombudsman directly following an investigation.

12. Mary Selecky, Secretary of Health

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13. <http://www.medicare.gov/Ombudsman/resoures.asp>