

3364-100-60-01

Hospital Administration

Chief Executive Officer

Quality Management

The University of Toledo Medical Center and Clinics



: August 9, 2024
Initial Effective Date: June 1, 1981

New policy proposal

Major revision of existing policy

Minor/technical revision of existing policy

Reaffirmation of existing policy

- Ohio Department of Health Hotline (800) 342-0553
246 N. High Street
Columbus, OH 43215
- The Joint Commission (800) 994-6610
E-mail: patientsafetyreport@jointcommission.org
Mail: Office of Quality and Patient Safety
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181
- Livanta Quality
Improvement Organization for Medicare
State of Ohio
888.524.9900

3. PROCEDURE FOR FILING COMPLAINTS OR GRIEVANCES

- a. Anyone may lodge a Complaint or a Grievance (*see Definitions below*) at the point of care or service location with a UTMC staff member, a department director or their designee, or with the Department of Service Excellence and expect a response to their concerns.
- b. Complaints are expected to be resolved timely and effectively by Staff Present. UTMC staff and employees are expected to be aware of and sensitive to the unique needs and expectations of every Patient and to appropriately resolve Complaints at the point of care or service location if possible. Complaints may be responded to in a variety of ways including personal interactions, telephone calls, email or other methods depending on what is appropriate under the circumstances.
- c. If a Patient states they wish to file a Grievance or requires assistance in submitting a Grievance they should be directed to call a patient advocate in the Department of Service Excellence at 419-383-3606.
- d. Complaints that have not been resolved timely and effectively by staff present or Patient Advocates will be considered a Grievance and will be managed through the performance improvement system. The Patient Advocates will facilitate the resolution of unresolved Complaints and oversee the Grievance process with assistance from the patient advocate and patient information advocate in the Department of Service Excellence.
- e. Complaints and Grievances alleging substandard care or inaccurate diagnosis which: could result in a potential claim; involve an attorney representing a Patient; or request compensation, will be reported to and handled by the Offddvoca O (u)10.7 L(O)4.5 gtedfddv8 (i)-4.7 (n62.1 (d)-2.4 (e)-1.8 /.8 (a)-Rim)77

in UT Policy 3364-143-10. If the Client Rights Officer is unavailable, or is the subject of the grievance, the Patient Advocate Team shall act as the Client Rights Officer in this situation.

h. Issues regarding the use and disclosure of Protected Health Information (PHI) are not considered Complaints or Grievances and will be immediately referred to the University's HIPAA Privacy Office for review and resolution.

i. All Complaints and Grievances involving safety, substandard care or incorrect diagnosis while being handled through 14.7 (a)-1Uo32.8 63*(ie)3.2 (v)-4.1 (pdt)-4.8t2w 0.141 0andlPbeiall0 Tc .8 eaf a[be)-1.8 (i)-4.8

All capitalized terms have the following meanings throughout this policy:

1. is defined as an allegation or source of dissatisfaction about care, services or safety of the care provided by UTMC staff or health care providers to a Patient expressed verbally that is or could have been resolved by Staff Present or who can quickly be at the patient's location. This includes most billing issues and communication from written patient satisfaction surveys.
2. is the person who makes the Complaint or Grievance and may include a UTMC patient or a family member, advocate, guardian, legal representative or other person with respect to a Patient.
- 3.

