

Patient Grievance Policy	Department: <i>General Operations</i>	
Origination Date: 09/25/2020	Effective Date: 09/25/2020	Next Review Date: 09/25/2023
Policy Contact: Nicole Jobson, Nicole.jobson@wacbd.org	Version: #2	
Written By: Savannah Simmons, Savannah.simmons@wacbd.org		

PURPOSE: WACBD has a mechanism for receiving, responding, and resolving patient and family complaints and concerns about the quality of care and services they receive. Complaints will be handled and resolved in a fair and objective manner through the patient complaint process. A patient, or representative on patient’s behalf, may submit a written or verbal complaint regarding patient care received or complaint against any staff member at WACBD without fear of jeopardizing their care. The grievance either verbally or in writing must be submitted no later than 60 days after the triggering event or incident precipitating the grievance.

SCOPE: The scope of this policy applies to all WACBD patients and staff

POLICY STATEMENT: WACBD is within compliance with Medicare Conditions of Participation, all patients and/or their representative have the right to file a complaint or grievance. WACBD will inform patients and/or their representative of this right and how to report a complaint/grievance.

DEFINITIONS:

<u>Term</u>	<u>Definition</u>
Complaint	Verbal or written expression of a situation that is unsatisfactory or unacceptable
Grievance	An expression of frustration with any aspect of operations within the healthcare organization, or behavior from its providers and staff.

WACBD Principals

WACBD shall:

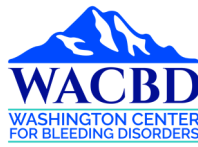
1. Uphold our promise to provide optimal patient care and work in partnership with the patient.
2. All parties will be heard and treated equitably throughout the grievance process.
3. Review and investigate all grievances in a timely manner.
4. Come to a resolution to said grievance.

PROCEDURES:

Procedure 1- Submitting a Grievance

Patient Grievance Submitted

1. Submit a written grievance to PG@wacbd.org or by calling (206) 614-1159 and speaking with the Operations Director & Compliance Officer
2. Patients may submit a grievance in their language of choice, any languages used other than English will be translated by a third-party interpreter.
3. Be heard. Grievances will be investigated in a timely manner within 30 days of receipt, and a response sent directly to the patient or patient representative.

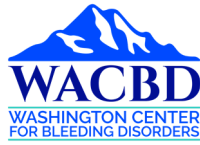


Procedure 2- WACBD Grievance Review/ Follow up	
WACBD Grievance Follow Up	<ol style="list-style-type: none"> 1. Once a grievance is received it will be entered into a confidential electronic file and a copy sent to the Medical Director. If the grievance involves the Medical Director, a copy will be sent to Board of Directors. 2. Grievances will be assigned to an executive or managerial staff member for investigation and patient, or patient representative, will receive a response of receipt within 5 business days. 3. The executive or managerial staff member assigned to review and investigate the grievance will speak to the WACBD staff member named in the complaint. 4. All steps of the process will be documented, including each encounter and correspondence with named staff member, patient, or patient representative. Executive or managerial staff member assigned has 10 business days to investigate and all documentation will be kept in confidential electronic file. 5. Once executive or managerial staff member assigned has heard all parties involved, they shall resolve the issue or take it to the next level of administration for resolution. 6. Copies of resolution will be sent to Medical Director. 7. Resolution of grievance will be communicated to the patient or patient representative in the form of communication requested within the 30-day period.

Procedure 3- WACBD Contacts	
WACBD Staff	All staff have been trained and are aware that if any patient or representative on patient's behalf has complaints about the care received at WACBD, they make speak to any staff member at our main location, 701 Pike Street, Suite 1900, Seattle, WA 98101, (206) 614-1200 or follow the procedures above.
WACBD Direct Contacts	<p>Patients always have the right to contact the WACBD Compliance Officer: Nicole Jobson (206) 614-1159 Nicole.jobson@wacbd.org</p> <p>If any patient feels uncomfortable doing so, they may also contact: Bleeding Disorder Foundation of Washington: 20126 Ballinger Way NE #165 Shoreline, WA 98155 Phone: 206-533-1660 E-mail: general@bdfwa.org</p>

RELEVANT REFERENCES:

- <https://www.cms.gov/Medicare/Appeals-and-Grievances/MMCAG/Grievances>



APPROVING COMMITTEE(S):
Policy and Compliance Committee (PCC)

REVISION HISTORY

	Final Approval by	Date	Brief description of change/revision
Revision	PCC	9/29/21	Updated and put into new outline
Revision			