

Complaints & Grievances



- Complaints and grievances can be received as verbal or written formats.
- A “patient grievance” is a formal or informal written or verbal complaint that is made to the hospital by a patient, or the patient’s representative, regarding the patient’s care (when the complaint is not resolved at the time of the complaint by staff present).
- A written complaint is always considered a grievance
- Billing issues are not usually considered grievances for the purposes of these requirements.
- The hospital must review, investigate, and resolve each patient’s grievance within a reasonable time frame (initially responding within 7 days).



CMS:

A-0118 (Rev. 37, Issued: 10-17-08; Effective/Implementation Date: 10-17-08)
§482.13(a)(2) The hospital must establish a process for prompt resolution of patient grievances and must inform each patient whom to contact to file a grievance.

Joint Commission:

Rights & Responsibilities of the Individual. RI.14.01.01:

The patient and their family have the right to have grievances reviewed by the hospital.

Ep1: The process for resolving grievances includes a mechanism for timely referral of patient concerns regarding quality of care or premature discharge to the appropriate Utilization and Quality Control Quality Improvement Organization.