

**HARDIN COUNTY GENERAL HOSPITAL
HOSPITAL-WIDE POLICY**

Title: Patient & Families Right to Present Complaints
Policy Number: HW119
Regulation:

Effective Date: 9/30/2003
Med Staff:
Admin:

I. POLICY

It is the policy of Hardin County General Hospital (HCGH) to provide a system whereby patients and significant others can voice concerns and complaints about care provided at the facility. It is also the policy of HCGH to maintain compliance with the rules and regulations of agencies with whom they contract for provisions of services.

II. DEFINITIONS

NA

III. RESPONSIBILITY

NA

IV. EQUIPMENT

NA

V. PROCEDURES

INFECTION CONTROL: N/A

The following procedure is to be followed when any patient and/or family member wishes to lodge a complaint about the care received at HCGH. Additionally, the same procedure is to be followed to investigate any grievance reported on the hospital questionnaire as a part of the evaluation of service.

1. HCGH selects a sampling of our patients to receive a patient questionnaire.
2. Grievances may be reported verbally by contacting the Social Services Department, Administration, or the supervisor of the department in which the grievance occurred.
3. Any grievance shall be immediately recorded on the *Resolution of Patient Grievance* form. The report shall include information sufficient to identify the grievant (if possible), date of receipt, nature of the problem and resolution or disposition of the grievance. Resolution of Patient Grievance form will be used during the investigation to record all pertinent facts.
4. When the grievant is identifiable or when the problem is incapable of resolution, entry of notations to that effect shall be made on the report form which shall include the reasons why the grievance could not be resolved and the individual responsible for that decision.

5. When the grievant is identifiable, an explanation of the resolution or disposition of the grievance shall be provided to the grievant and the written report shall be kept on file in the Social Services Department.
6. All records and related documents shall be open to inspection by the Illinois Department of Public Health for a period of five (5) years.

VI. DOCUMENTATION

Resolution of Patient Grievance Form