	Tenet Physician Resources Policies and Procedures	No.: TPR.QMC.106.00
	Title: PATIENT COMPLAINTS AND GRIEVANCES	Page: 1 of 2
		Effective Date: 12-11-14
		Retires Policy Dated:
		Previous Versions Dated:

I. SCOPE:

This policy applies to all physician practices owned or operated by Tenet Healthcare Corporation’s consolidated subsidiaries (each, a “Tenet Physician Practice”).

II. PURPOSE:

The purpose of this policy is to communicate the expectation that the Physician Practice places a high value on delivering excellent service that is responsive to individual needs. This policy provides a mechanism for initiation, review and, when possible, prompt resolution of patient complaints and grievances concerning the quality of care or service received.

III. DEFINITIONS:

“**Patient Complaint**” means an oral or written expression of displeasure or dissatisfaction with service received that can be immediately resolved by the staff present.


“**Patient Grievance**” means an oral or written complaint that is not immediately resolved at the time of the complaint by staff present. A Patient Grievance may be made by the patient or the patient’s representative regarding, but not limited to, the patient’s care or care not provided, any type of abuse (verbal, mental, sexual, physical), neglect, or complaints related to not meeting the needs of, or providing fair accommodation for patient disabilities. A written complaint is always considered a Patient Grievance and may be submitted by fax or email. Whenever the patient or the patient’s representative requests that the complaint be handled as a formal Complaint or Grievance, or when the patient requests a response from the Practice, then the complaint is treated as a Patient Grievance.

“**Staff Present**” means any physician practice staff present at the time of the Complaint or who can quickly be at the patient’s location to resolve the patient’s Complaint.

IV. POLICY:

The patient will have the ability to file a Complaint or Grievance as part of the patient rights process, and in compliance with any applicable state regulations. Patients registering complaints and/or grievances shall not be subjected to retaliation and/or barriers to service. The Physician Practice’s process for managing Complaints and Grievances incorporates the following objectives:

- A. Provides a planned, systematic mechanism for receiving and promptly acting upon issues expressed by patients and/or patient representatives.
- B. Clarifies that billing issues are not considered a Grievance unless the complaint also contains elements addressing patient service or care issues.

	Tenet Physician Resources Policies and Procedures	No.: TPR.QMC.106.00
	Title: PATIENT COMPLAINTS AND GRIEVANCES	Page: 2 of 2
		Effective Date: 12-11-14
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V. PROCEDURE:

A. Job Aid

The Physician Practice will follow the procedural steps required to respond to and monitor patient complaints and grievances as outlined in the job aid listed in the reference section of this policy.

B. Standard

Each Tenet Region will establish, and the Physician Management Executive Committee shall approve, performance standards for this policy. The policy job aid will include the standards.

C. Responsible Person

The Physician Practice Manager or designee is responsible for ensuring that all individuals adhere to the requirements of this policy. If the Physician Practice Manager or designee identifies non-adherence to this policy, the Physician Practice Manager or designee shall immediately report the non-adherence to this policy to the Market Operations Manager or designee.

D. Auditing and Monitoring

The Physician Practice Manager or designee will maintain a log of patient Complaints and Grievances, and related communications, and will review monthly to identify any trends and assure corrective actions have been taken. The Market Operations Manager and Market Operations Director or designees will review the log periodically during routine Physician Practice rounding.

E. Enforcement

All employees whose responsibilities are affected by this policy are expected to be familiar with the basic procedures and responsibilities created by this policy. Failure to comply with this policy will be subject to appropriate performance management pursuant to all applicable policies and procedures, up to and including termination. Such performance management may also include modification of compensation, including any merit or discretionary compensation awards, as allowed by applicable law.

VI. REFERENCES:

Related Policies

Job Aid

JA.TPR.QMC.105.00 – Patient Complaints and Grievances Job Aid