

SPECTRA EYE INSTITUTE, LLC

GRIEVANCE PROCEDURE

Policy:

Spectra Eye Institute has a formal process for disposition of patient grievances. The patient or patient's representative or surrogate may file a grievance by phone or in writing. The Governing Body delegates review, investigation, and disposition of grievances to Administration. The Governing Body is informed of all grievances and may be involved in the investigation if necessary. If the patient is not satisfied with the outcome of the investigation, the grievance will be referred to the Governing Body. Investigation, action, and disposition must be documented. Subsequent references to the "patient" may include the patient's representative or surrogate.

Definitions:

Patient Grievance: A patient grievance is a written or verbal complaint by the patient regarding treatment or care that is (or fails to be) furnished. Grievances may be related to mistreatment, neglect, verbal, mental, sexual or physical abuse, patient endangerment or harm.

A complaint that is presented to Spectra Eye Institute staff and resolved at that time is not considered a grievance. Information obtained from patient satisfaction surveys are usually not considered grievances, however if a patient writes/attaches a written complaint and requests resolution, the complaint then becomes a grievance. If the patient identifies themselves on the satisfaction survey and the complaint is judged to be serious, it is considered a grievance. Billing issues are not usually considered grievances.

Procedure:

- Any patient that writes a letter or calls the center to discuss an issue or complaint is to be directed to the Administrator or Director of Nursing to begin gathering information.
- Any employee who acknowledges a patient complaint/grievance is to notify the Administrator or Director of Nursing, or Medical Director immediately.
- The letter to the patient must include the ASC contact person (Medical Director), how the grievance was addressed, the steps taken in the investigation, the results of the grievance process and the date the process was completed.
- Grievance investigations must begin immediately and be completed as soon as feasibly possible, but no later than 30 days. The patient is notified in writing of the decision. The letter must include information on what the patient can do if he/she feels that the grievance was not resolved adequately, and name of the contact person.
- In the event that the patient is not satisfied with the outcome and contacts the Center, the patient is advised that the investigation will then be referred to the Governing Body. In this case, further investigation will be completed in another 30 days. The patient will also be given information on filing a complaint with the state agency.
- Confirmed allegations of grievances regarding mistreatment, neglect, abuse, patient endangerment or harm must be reported to:

Arizona Department of Economic Security, Division of Aging and Adult Services
1789 West Jefferson
#950A
Phoenix, AZ 85007
602-542-4446

If appropriate, other local, state or accrediting agencies may be contacted.

- Patient satisfaction surveys that express dissatisfaction but are not considered a grievance are reviewed by the QAPI Committee for quality improvement purposes.
- Grievances will be reviewed by the QAPI Committee, Medical Executive Committee, and Governing Board. Spectra Eye Institute practices and process improvements are considered when a grievance or complaint occurs.

All staff members will be given this information upon hire and reminded of the procedure throughout the year.