

## Grievance Process Instructions

1. Please have all staff review and sign the Grievance Process Q&A.
  - Please keep all signed Q&A's for your records.
2. Create a Grievance Log binder to include the new grievance log provided.
  - One sheet/log will be used per concern, complaint or grievance filed.
  - No concerns, complaint or grievance is too small to be documented.
  - Ensure that all staff writes legibly.
  - Fill out each log completely. If you do not need all sections provided, please write N/A on the blank sections.
3. Once a concern, complaint or grievance is filed you must:
  - Fill out the Grievance Log.
  - Provide the patient with a timeframe they can expect their concern to be resolved within.
  - If the grievance will not be resolved same day, provide the patient with an Acknowledgement Letter.
  - Take the appropriate steps to resolve the concern and document each step as required in the Grievance Log.
  - Escalate to the appropriate parties as needed and attach the necessary documentation to the Grievance Log.
4. Once the issues have been resolved you will provide the grievant with:
  - A verbal explanation of the resolution.
  - If the grievance was not resolved the same day, you will provide a Grievance Outcome Letter. Use the template provided by the Network and customize for each grievant.

The purpose of this letter is to help ensure that the grievant knows they have been heard, that we take great care in resolving their concerns, to provide contact information for follow up, and provide closure that the issue has been resolved or the investigation of their concerns has concluded. We encourage you to print this letter on your facility letterhead.

Network 16 has taken careful consideration for the time it will take to implement this QIA and believes that this process will enhance the process you currently have in place. Network 16 and Centers for Medicare & Medicaid Services (CMS) take patient concerns very seriously. Improving this process can help to improve the culture of the facility as well as increase patient satisfaction with services provided.

