

Recommended Changes to the API Grievance Procedure—May 11, 2007

The following changes were already approved by the API committee and the API Governing Body and should be implemented as stated:

1. It should read “Consumer and Family Specialist / Patient Advocate” throughout the grievance procedure.
2. Page 1, Item 2—Add the following:
“At the time of admission or intake each patient shall be given a written summary of their right to file a grievance.”

A. “Each program area shall have complete written copies of the grievance procedure/ policy and associated rules and they shall be made available to the patient. Each patient shall be offered a written copy of these rules.”

4. The following should be added on page 1 under policy.

“Once filed, all formal grievances must be completed to resolution. A reasonable attempt by mail must be made to contact patients who have left the hospital prior to resolution informing the patient in writing of the decision.”

5. Page 3, Item F—Concerning CEO extension of the 5 day deadline to resolve a grievance outlined in the due process—should be changed to read:

“If the CEO or designee needs more time to gather information, a 5 day extension can be requested in writing, informing the patient that more time is needed. Requests can be made every 5 days, not to exceed three 5 day extensions.”

- 6B. The following should be added on page 1—policy.

“Patients have a right to a written answer to their grievance/ complaint.

The following recommendations were made by the API committee to improve the grievance procedure. Some of the recommendations were made in response to receiving new portions of the grievance procedure P&P HR 30-5, LD 20-11, HR 20-12, HR40-6.

- 2B. Add this to page 1, Item 2

“Each patient is informed by an employee of the hospital of their rights and of the existence and content of the grievance procedure in a manner that is best understood by the patient.

3. Page 2, Item 1B—Add “patient regardless of status.”

The sentence should read: “The patient or former patient regardless of status or any person on behalf of the patient may initiate a complaint, grievance, suggestion by completing the form and placing it in the box or handing it to any API employee to place in a box.”

Valerie/ committee members: Spoke to Attorney Jim Gottstein. He suggested that the word or former patient be added so that former patients retain the right to file a grievance. If the committee members decide they don't like it they can remove it. Jim said just saying “patient regardless of status” is not enough to protect them.

6. Page 2, Item 2 A and B—It should be made clear that patients can file a grievance on any subject and receive the same due process on any subject.

The following should be added on page 1—policy:

A. The additional P & P's of HR30-5, LD 20-11, HR 20-12, HR40-6 may be added by facility policy to the grievance resolution but in no case does it preempt the grievance procedure.

C. If the patient requests to file a grievance neither the grievance nor the process can be denied because of the availability of a complaint procedure.

7. Ron Cowan, Disability Law, suggestion and the committee members agreed that on P&P LD 20-11 Page 3, Subpart D and E should be updated by experts in the field of rape, sexual exploitation, sexual abuse...such as having them developed with input from STAR.