PURPOSE:
The Grievance Committee has accountability for reviewing and resolving patient grievances. The committee assures patient complaints and grievances are handled according to regulatory requirements and are supportive of the hospital’s mission and vision.

OBJECTIVES:
- Maintain compliance with regulatory requirements
- Provide a forum to insure appropriate and timely review and resolution of patient grievances
- Identify educational needs of the committee and organization

MEASURES OF SUCCESS / KEY INDICATORS:
- Maintain regulatory compliance (TJC, CMS, DSHS)
- Patient complaint/grievance data and patient satisfaction survey data, as needed.

MEETING STRUCTURE:
- Meetings will occur no less than quarterly
- Meeting frequency and duration is driven by volume of patient concerns and necessity to address issues in a timely manner
- The agenda will consistently include the following topics for discussion:
  - review of agenda
  - old business
  - new business
  - action item summation

MEMBERSHIP:
Core membership will include:
- Patient Advocate
- Director of Quality/Risk Management
- House Supervisor
- Insurance and Patient Account Specialist (ad hoc)
- Chief Nursing Officer
- Case Manager
- VP of Quality (ad hoc)
- Patient Care Managers (ad hoc)
- Chief of Staff
- Hospitalist

PRINCIPLES AND ASSUMPTIONS:
- Work is done on behalf of patients and in support of the Patient Bill of Rights and the TPHPR Grievance Policy
- The Committee provides the forum to discuss the following types of information:
  - data as needed and related to patient grievances
  - patient complaint data
  - HCAHPS patient experience data
  - patient satisfaction survey data
e. risk management issues
f. care management issues
g. other information as it relates to patient grievances

AUTHORITY AND ORGANIZATIONAL RELATIONSHIPS:

- Chief of Medical Staff is the executive sponsor
- Patient Advocate serves as the committee facilitator
- Grievance Committee will have authority to make decisions necessary to timely resolve patient grievances
- Changes in charter elements, goals, or other pertinent information will be achieved through consensus
- Grievance Committee is a subgroup and directly reports to Quality Committee, and has linkages to Board of Directors, and Medical Staff Leadership

ROLES/RESPONSIBILITIES:

Committee Facilitator
- Insures committee objectives and measures of success/outcomes are achieved
- Insures the charter is complete and adhered to on an ongoing basis
- Develops agenda to reflect meeting content

Executive Sponsor
- Champions the Grievance Committee
- Removes barriers and insures appropriate resources are available for successful completion of committee objectives

Committee Members
- Insures that the committee objectives are achieved
- Contributes fully to the committee through attendance, active participation and preparation for agenda items
- Performs assigned responsibilities within designated time frames

Ad Hoc Committee Members
- Participates on the Grievance Committee as appropriate
- Helps to insure committee objectives and measures of success/outcomes are achieved
- Performs assigned tasks within designated timeframes