

PROVIDENCE CRISIS RECOVERY CENTER

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| Approved by: Cindy Gough Date Signed: Effective Date: 01/01/2013 | Original Effective Date: 7/30/07 Review Date (s): Revision Date (s): 3/16/12, 01/01/13 |

I. POLICY

In keeping with the philosophy and mission of Providence Health and Services, Providence Crisis Recovery Center provides systems to receive, promptly investigate, respond to, and resolve complaints made by clients and their families.

II. PURPOSE/SCOPE

To improve the satisfaction of those we serve and to identify opportunities for improvement of services.

III. DEFINITION(S)

UOR- Unusual Occurrence Report

Complainant- The client, family member or visitor making the complaint

IV. PROCEDURE

- A. Complaints can be made in person, over the phone to Providence Crisis Recovery Center at (907)-563-5006 or anonymously to our Providence Hospital complaint line at 1-800-510-3375 or (907) 261-3615.
- B. Clients are provided information about the Providence Crisis Recovery Center in the follow ways:
 - a. Instruction on the process of how a client can voice a complaint is found in the client handbook that is given to each client upon admission to the program.
 - b. A copy of the grievance procedure is posted in the facility.

- c. A copy of the PCRC grievance policy is available to clients upon admission to the program.
- C. The client (client/family member/visitor) complaints will be documented on the appropriate UOR form if resolution is not reached between the complainant and the involved staff member when the complaint is initially made.
- D. UOR forms are submitted electronically and the appropriate member of the Leadership Team or designee will investigate the complaint.
- E. The individual investigating the complaint will promptly speak directly with the complainant involved and work towards a resolution as quickly as possible. The sequential chain of command and listed procedures will be followed to the point a complaint has reached resolution:
 - a. Communication with the complainant upon receiving the complaint that the process has begun to reach resolution.
 - b. Direct resolution through dialogue with the staff member involved or with a member of the Leadership Team or the staff member or with both if the complainant requests.
 - c. Resolution through the Providence Area Operations Administrator or their designee.
 - d. Resolution through utilizing the technical assistance of the State of Alaska Department of Health and Social Services, Division of Behavioral Health (DBH).
 - e. Resolution through the Community Advisory Board.
- F. The complainant filing the complaint must receive a written response within 7 (seven) days of filing the complaint to inform them of the resolution of the complaint.
 - a. If a member of the Leadership Team or Designee is not able to reach a resolution within this time period, the complainant must receive written notification of the progress and be provided a date with which there will be a resolution or when they will be contacted again if the investigation is not yet complete.

- G. Satisfactory resolution to complaint should occur within 30 (thirty) days of receiving the complaint.
 - a. If satisfactory resolution has not been reached after 30 (thirty) days a referral to DBH will be made for technical assistance.
- H. Any complaints that involve abuse, neglect, or unnecessary seclusion or restraint will be immediately elevated to the Providence Area Operations Administrator or designee and then to the Community Advisory Board as necessary.
- I. Individual records for complaints that are filed will be kept and maintained at Providence Crisis Recovery Center. Files will be kept in a secure location and be maintained for a ten year period after the resolution of the complaint.

V. JOB TITLE/RESPONSIBILITIES

None.

VI. CROSS REFERENCE

PHS- Alaska Region Policy: R300.002 – Patient Complaint Management

End of Policy

Attachment A

Client Grievance Procedure

This procedure is intended to guide the persons with a complaint about his or her care or the way they were treated within the Providence Crisis Recovery Center. If a client has a complaint or grievance, the person should follow this procedure:

1. Call (907) 563-5006. The Crisis Recovery Center staff will address and review the client or family/guardian complaint.
2. If the staff does not resolve the grievance satisfactorily, please ask to speak to a member of the Leadership Team. This person will assist in investigating and resolving your grievance. If you leave a message, your call will be returned as soon as possible, usually within 2 business days.
3. If a member of the Leadership Team does not resolve the grievance satisfactorily, please call 1-800-510-3375. An impartial body designated to investigate care and treatment received at the Providence Crisis Recovery Center with respect to any unresolved complaints will investigate and determine a final resolution of the grievance.
4. If you would like to speak to an authorized hospital staff member who specializes in assisting clients with the complaint process and who will assist you with the grievance please call (907) 212-3615.
5. The person investigating the complaint will speak directly with the person with the concern and work to resolve the issue.