

## **Client Concerns – Grievances – Complaint Handling**

### **PURPOSE:**

- To support and respect clients' rights to have concerns/grievances about product or equipment provided, or the timeliness of the delivery of their product or equipment.
- To promote positive client outcomes.
- To provide an efficient and effective complaint investigative and, if possible, resolution process.

### **POLICY:**

- All clients who are provided product or equipment by the company are advised in writing of their rights to voice grievances/complaints.
- All clients/customers who are Medicare beneficiaries will also receive written information about the CMS Medicare DMEPOS supplier standards.

### **PROCEDURE:**

- Any complaint received from a client/family member/client legal representative will be forwarded in writing to the Chief Operating Office or the Quality Director or their designee.
- All company employees, including contracted personnel, are responsible for “on-the-spot” resolution of client concerns, as appropriate, and notifying the Chief Operating Officer (COO) and Quality Director of complaints expressed to them.
- If the complaint/concern is received after regular business hours, during weekends, or holidays, the on-call Administrative representative should be notified.
- The complaint investigative process shall begin within 48 hours of receiving the written or verbalized complaint. The complaint is entered into the complaint handling system with all elements noted by the person in who received the complaint and investigation process begins at the time.
- Facility will investigate and respond to complaint incidents that may result in hospitalization /death within 24 hours. All other complaint incidents will be investigated within 48 hours.
- The COO/ Quality Director is responsible for investigating all client complaints and providing feedback to the client/family and administration. The client/family shall be notified of the information within 24 hours if incident has resulted in hospitalization/death.

- If the complaint involves equipment or product, the COO shall arrange for repair or replacement of the defective items. A complaint handling Report shall be completed and submitted to the Quality Control.
- A record of the complaint, investigation, follow-up action and response to the client/family will be documented and retained by the administration in a Complaint handling file. This form is to be initiated by the person receiving the complaint.
- The client/family shall be notified verbally and in writing of the delay if investigation is not completed within 24 hours for incidents that result in hospitalization/death.
- Within 5 calendar days of receiving a complaint, the client will be notified using either oral, telephone, email or letter format, that the complaint has been received and is being investigated. Every attempt shall be made to resolve all grievances within 14 days. The client will be informed in writing of the resolution of the complaint/grievance.
- If the client feels the need to discuss their concerns, dissatisfaction or complaints with someone other than management staff, the state provides a Home Health "Hot Line." The hours of operation are 9:00 AM to 5.00 PM and the number is 1-888-419-3456. Other contact information available:
  - CMS Medicare Service Center: 800-MEDICARE (800-633-4227)
  - Board of Certification/Accreditation (BOC) 877-776-2200
- Client complaints will be trended and reported through the performance improvement/risk management function. Results are reported quarterly to company management and the Board of Directors shall receive a report at least annually, and more frequently if necessary.

# CLIENT CONCERNS/GRIEVANCE PROCESS

Dear Client and Family Member(s):

Next Science, LLC staff strive to ensure quality home care and services for clients that is consistent with the company philosophy. We would appreciate the opportunity assist you with any difficulties that may arise.

