



TITLE:	RESIDENT GRIEVANCE/COMPLAINT	POLICY 18.01
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Authority: [RCW 18.20.185](#)

Reference: Trouves Policy Resident Rights
Trouves Policy Quality of Life Rights
Trouves Policy Report of Incident
Resident Comment Form

PURPOSE:

This policy provides guidelines for resolving and responding to resident and family concerns and grievances in regard to delivery of services and resident rights.

SCOPE:

This policy applies to Trouves residents, employees and community partners.

DEFINITIONS:

Comment Box: Boxes that are available in day areas of Trouves Health Care facilities.

Comment/Concern: A resident's comment/concern is immediately addressed by a staff member. A comment or concern becomes a grievance if the comment or concern cannot be resolved at the lowest level.

Patient Grievances Program (PRP): The Director of Quality provides oversight to the Patient Grievances Program. This program responds to unresolved comments/grievances and work to find resolution.

Grievance: When a comment/concern cannot be resolved immediately, then the comment/concern becomes a grievance and requires further action by the PRP.

Acknowledge: Informing the resident the comment, concern or grievance has been received and a date by which a response can be expected.

Notification of Resolution: Notice provided to the resident that the Patient Rights Program is advising them when resolution is expected for concerns/grievances involving resident rights and any other matter in which there is a reasonable expectation of a letter response.



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Resident: Any individual that has received services at Trouves Health Care or the person's representative (e.g., a guardian or family member).

Rights: Legal rights afforded to patients as identified in Trouves Policy, Resident Rights and Trouves Policy, Quality of Life Rights.

POLICY:

- A. Resident rights are communicated and The rights of patients will be protected in accordance with Trouves Policy, Resident Rights and Quality of Life Rights Policy. Allegations of resident rights violations will be reported and resolved following the process described in this policy.
- B. When a resident expresses concern to a staff member, the staff works with the patient to resolve the issue with or without the use of a Resident Comment Form.
- C. Residents may report comments, concerns and grievances without being subject to coercion, discrimination, reprisal, or unreasonable interruption of care. Staff will:
 - 1. Engage positively with the resident to listen, support and determine if the issue can be resolved at their level; and
 - 2. Not interfere with the resident's right to file a comment, concern or grievance or any actions related to this policy.
- D. Trouves is timely in response to resident comments/concerns/grievances, including allegations of rights violations, to ensure fair and courteous treatment.
- E. All comments and concerns should be resolved at the lowest possible level first, where the comment or concern was received. This includes working with the service plan team to address comments and concerns. Comments or concerns that identify serious or emergent incidents must be documented and investigated as described in Trouves Report of Incident Policy.
- F. If a comment or concern cannot be resolved at the lowest level, the resident may submit the Resident Comment Form to a comment box or directly to the



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Administrator for review to determine if an investigation is needed. The comment/concern then becomes a grievance.

- G. Residents have the right to report their comments or concerns to advocacy groups. Phone numbers for reporting are posted in the day area.
- H. Patients have the right to contact the Long-term care Ombudsman are provided in RCW 43.190.050. The toll free 800 number is posted in the day areas of Trouves facilities.
- I. Trouves provides training to New Employees and annual updates, as to the expectation of this policy and procedure for all employees.
- J. Trouves employees will communicate in a courteous and professional manner with residents when they are making a comment. However, employees may redirect or discontinue communication with a patient who is being verbally abusive or threatening.

PROCEDURE:

- A. Upon admission, each resident is provided a copy of their rights, including the process for grievance.
- B. All nurses' stations have copies of the Resident Comment Form and envelopes available to residents.
- C. Concerns may be submitted in a variety of ways:
 - 1. Resident completes the form, seals it in an envelope and places it in the comment box; or
 - 2. Resident may request a staff member to assist in completing the Resident Comment Form. It is placed in the comment box.
 - 3. Resident may request a family member or friend completed the form and place in the comment box or mail to

Trouves Health Care
Attention: Administrator
6602 S Alaska ST
Tacoma, WA 98408



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4. In addition, the boxes identify a toll free 800 number the resident may call and leave a concern.
- D. Resident Comment Forms are collected on each business day and forwarded to the Administrator. The forms are:
1. Dated upon receipt.
 2. If the concerns involve suspected or alleged patient abuse or neglect, suspected criminal activities, serious or emergent event the Administrator follows Trouves Report of Abuse and Neglect Policy and Report of Incident Policy. Staff ensure the resident is safe and completes any actions needed to provide that safety.
 3. Within 72 hours of receipt, an attempt is made for informal resolution. The concern may be taken to the service plan team for action. If the issue is resolved:
 - a. The resolution is noted on the Resident Comment Form and it is filed in the Quality folder electronically.
 - b. The resident is sent a closure letter outlining the informal resolution.
- DI. If the concern cannot be resolved at a low level the Administrator looks system wide to resolve the concern. In addition, the concern is entered into the Grievance Database.
1. The resident receives a letter if the grievance cannot be resolved within 10 business days. Each notice contains:
 - a. Name of the Trouves contact person;
 - b. Steps taken on behalf of the resident to investigate the grievance; and
 - c. Expected date of completion.
 2. Once the grievance has been resolved the Administrator sends a signed closure letter to the resident.
- DII. The Administrator notifies the Chief Executive Officer of any grievances that arise from lack of availability of medical goods and services. The CEO then assists with the resolution.
- DIII. The Administrator provides quarterly report to Executive Leadership regarding analysis, trends and any quality improvement strategies.



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EXCEPTIONS:

No exceptions to this policy may be granted without the prior written approval of the Director.

SUPERCEDES:

None



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PURPOSE:

Guidance in the procedures for logging grievances and complaints.

SCOPE:

All residents, employees, volunteer and visitors.

POLICY:

Any resident of this facility, his or her representative, interested family members, or advocate may file a grievance or complaint concerning his or her treatment, medical care, behavior of other residents or staff members, loss or theft of property, etc. without fear of threat or reprisal in any form.

PROCEDURE:

If a resident (or his or her representative) has a grievance or complaint of any kind, she or he is encouraged to bring it to the attention of the facility management directly.

If a resident shares a verbal grievance with a staff member, that staff member will document the information, date, and their name in writing and give it to the administrator.

All Grievances received will be reviewed by the administrator.

If the complaint/grievance relates to alleged abuse, neglect, harassment, or mistreatment, it will be handled according to policies and procedures related to investigation/reporting of suspected abuse.

Facility management will investigate the complaint/grievance and findings will be documented.

The resident (or his or her representative) will be informed orally of the results of the investigation and/or any corrective action to be taken



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within 10 working days of the report being filed by facility management.

If a resident (or his or her representative) disagrees with the findings, recommendations and/or actions taken by facility management regarding a complaint/grievance, she or he may request a meeting with the Administrator.

At any time before, during, or after pursuing facility grievance/complaint resolution procedures, a resident (or his or her representative) may raise concerns or file a complaint with the State Long Term Care Ombudsman, Department of Social and Health Services, the Washington Protection and Advocacy system, or the State Attorney General.

Compensation for loss or theft of property will be determined on a case-by- case basis as it relates to documented investigation findings.

EXCEPTIONS:

No exceptions to this policy may be granted without the prior written approval of the Director.

SUPERCEDES:

None