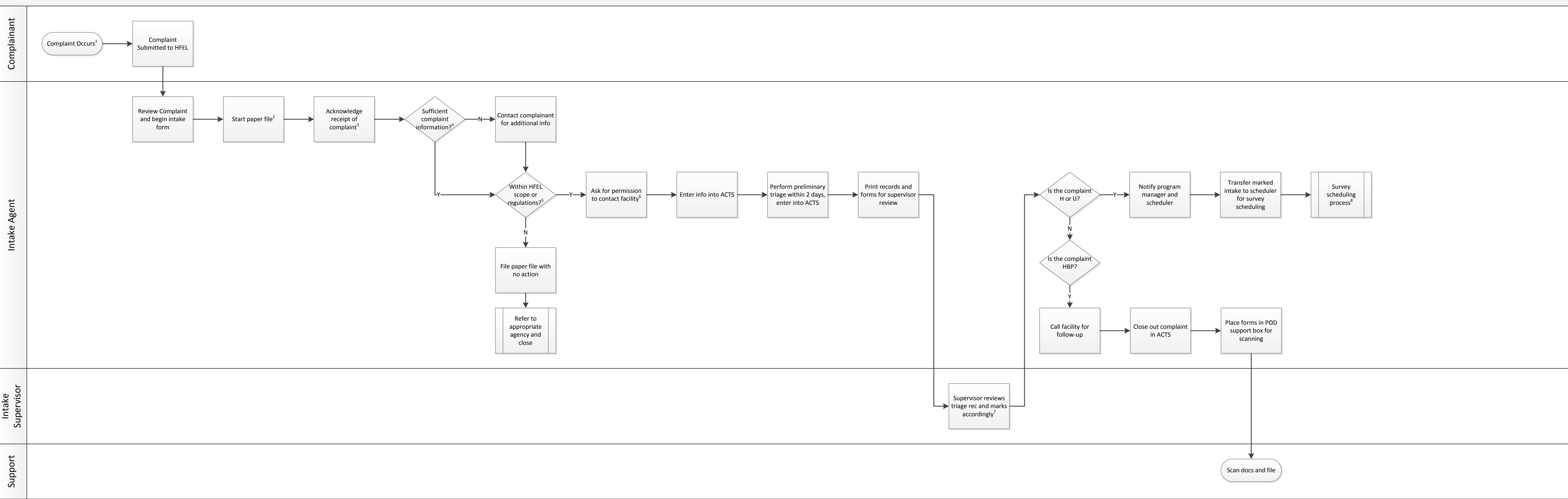
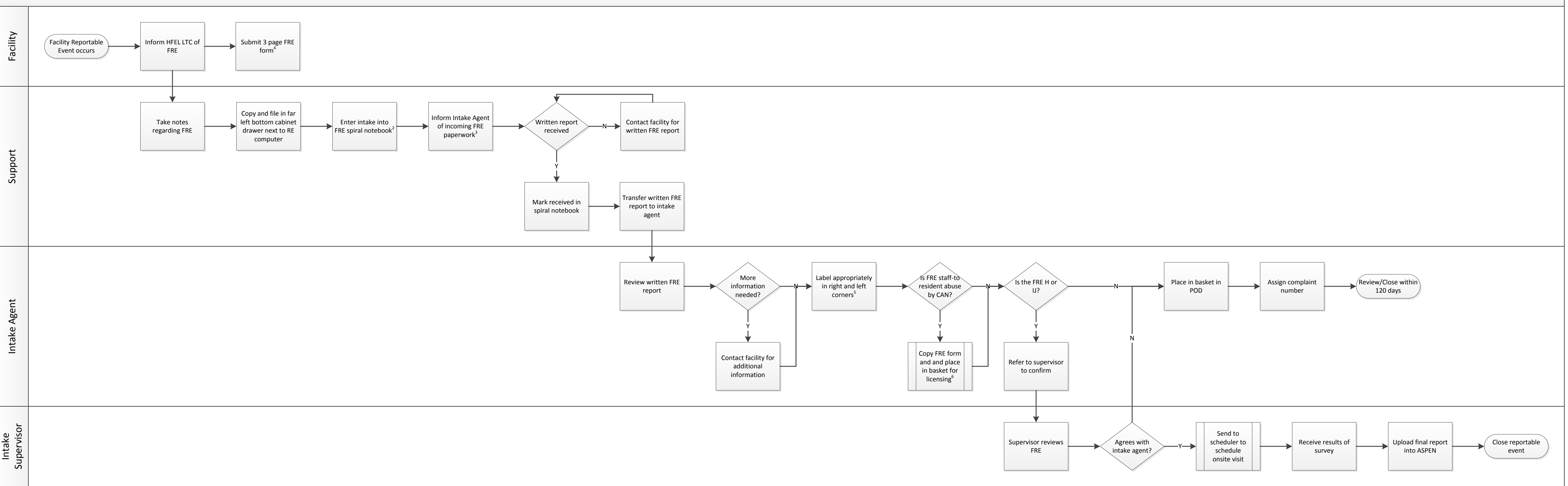


HFEL Long Term Care Complaints Management Process (1/2/2014)



- Comments**
1. Origin of complaint could come from a surveyor, referral, phone, e-mail, fax, letter, Facility, Resident, Family, commissioner referral, etc.
  2. Paper file or electronic file can be used. Paper used prior to sufficient information available to open an ACTS file. It will also be filed in the file cabinet for 5 years.
  3. May occur at the same time as requesting more information regarding the complaint
  4. Required information: facility resident name, address, room#, complaint details
  5. Common complaint issue that is out of scope relates to patient billing. Direct to DCA.
  6. If permission not granted, Survey will speak in general terms to protect the patient's privacy
  7. Paper forms are marked in the upper right and left corners. Right corner for issue identifiers, and left corner for the outcomes of triage: Harm (H), Immediate Jeopardy (IJ), Medium (med), low (low), Handle By Phone (HBP)
  8. Scheduling is coordinated with the routine long term care facility scheduling. CMS guidelines provide 2 days to address IJ, 10 days for Harm, and state guidelines allow 120 days to address medium.

HFEL Long Term Care Reportable Events Management Process (1/2/2014)



**Comments**  
 Hotline may also receive acute care complaints/reportable events. In those cases, e-mails sent to acute care notifying them of the complaint/RE.

1. Facility Reportable Event (FRE) can be submitted by e-mail or by phone. Intake agent will check the FRE e-mail address, hotline, and live calls.
2. Spiralbound notebook keeps track of all occurring FRE
3. Notification is usually done verbally as support and intake sit in the same POD area.
4. Written report must be submitted within 72 hours of FRE
5. Left corner for issue identifiers, and right corner for triage outcome (U, H, Med, Low)
6. Send copy to Licensing for their investigation

HFEL Long Term Care Complaints/Reportable Events Scheduling (1/8/2014)

Phase

Scheduler

