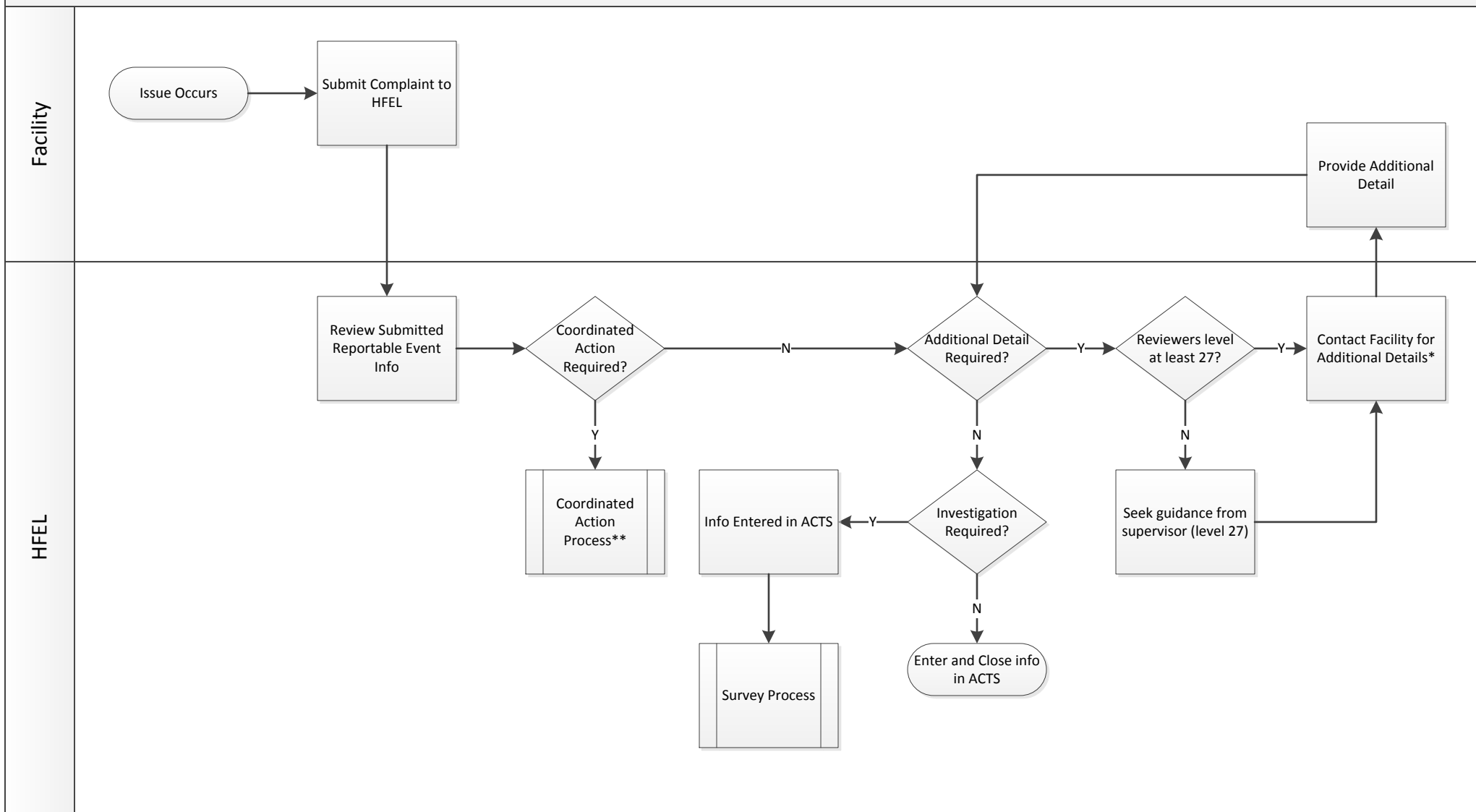


HFEL Acute Care Complaints Management Process – Phone Intake



Comments

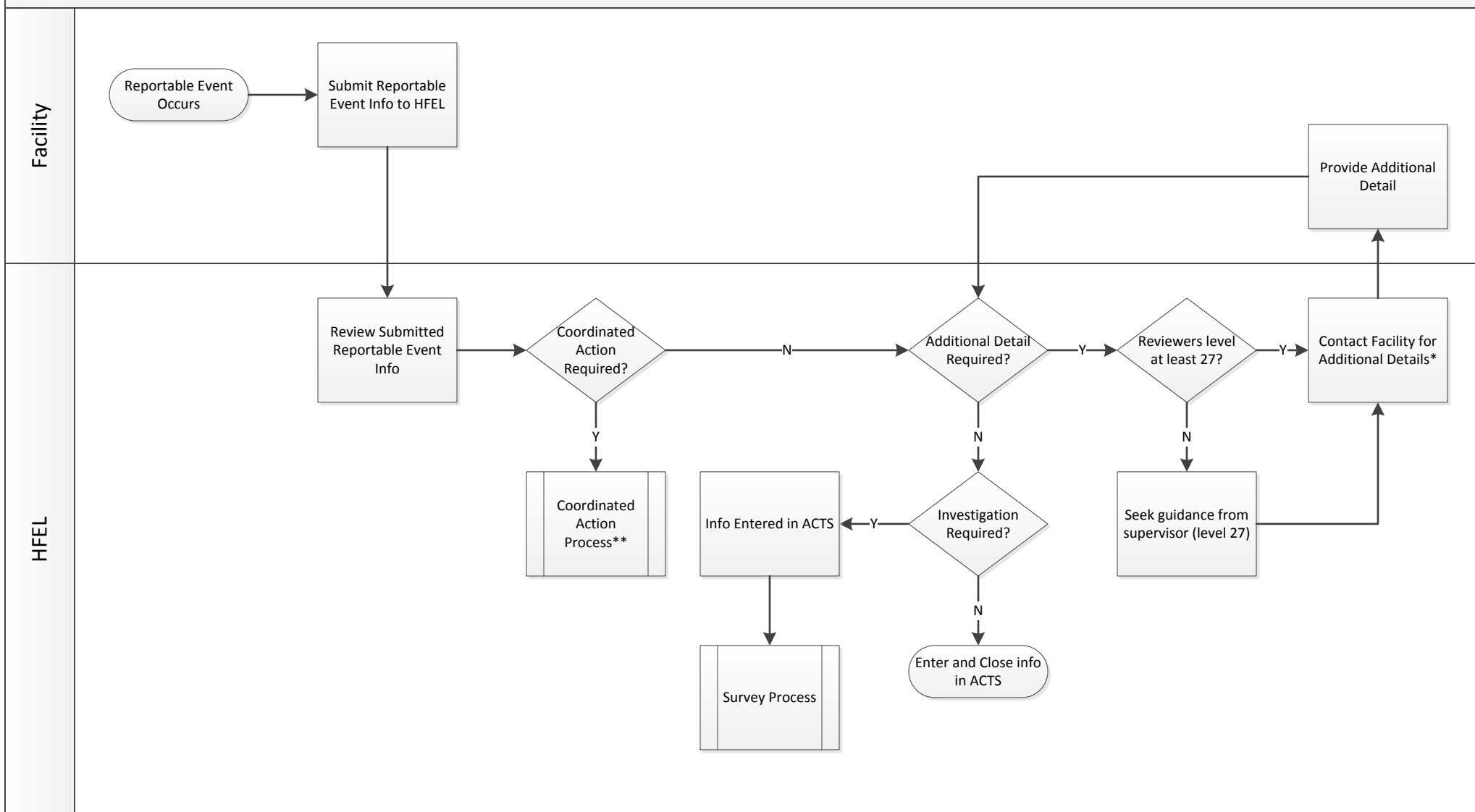
*Contact Facility to Obtain Additional Details:

Each facility has their own approach to submitting information. The provider could be a medical provider, administrator, facilities personnel, etc. Therefore the quality of the information is highly variable and frequently triggers the call for additional information. Moreover the contact person may change depending on the time the Reportable Event is submitted to the time it is addressed by HFEL.

**Coordinated action process:

If coordinated action may be required, in particular during mass emergency situations such as a hurricane, Nor'easter, power outage, or terrorist event. In these cases, other agencies such as PHILEP, OEM, State Police, and NJ Homeland Security may become involved to help remedy the situation. During a crisis, information is routed through the Health Command Center (HCC) where each agency may receive similar information. Each agency may have additional follow-up questions for the affected facility. To prevent duplicate contacts, an agency with a question or questions will e-mail the other groups to inform them that they will be contacting the facility. The first agency to send the e-mail is the first to contact the facility. When they receive the information, they will e-mail the other agencies. If questions still remain, the process can be repeated by another agency until all questions are addressed.

HFEL Acute Care Reportable Event Management Process – Phone Intake



Comments

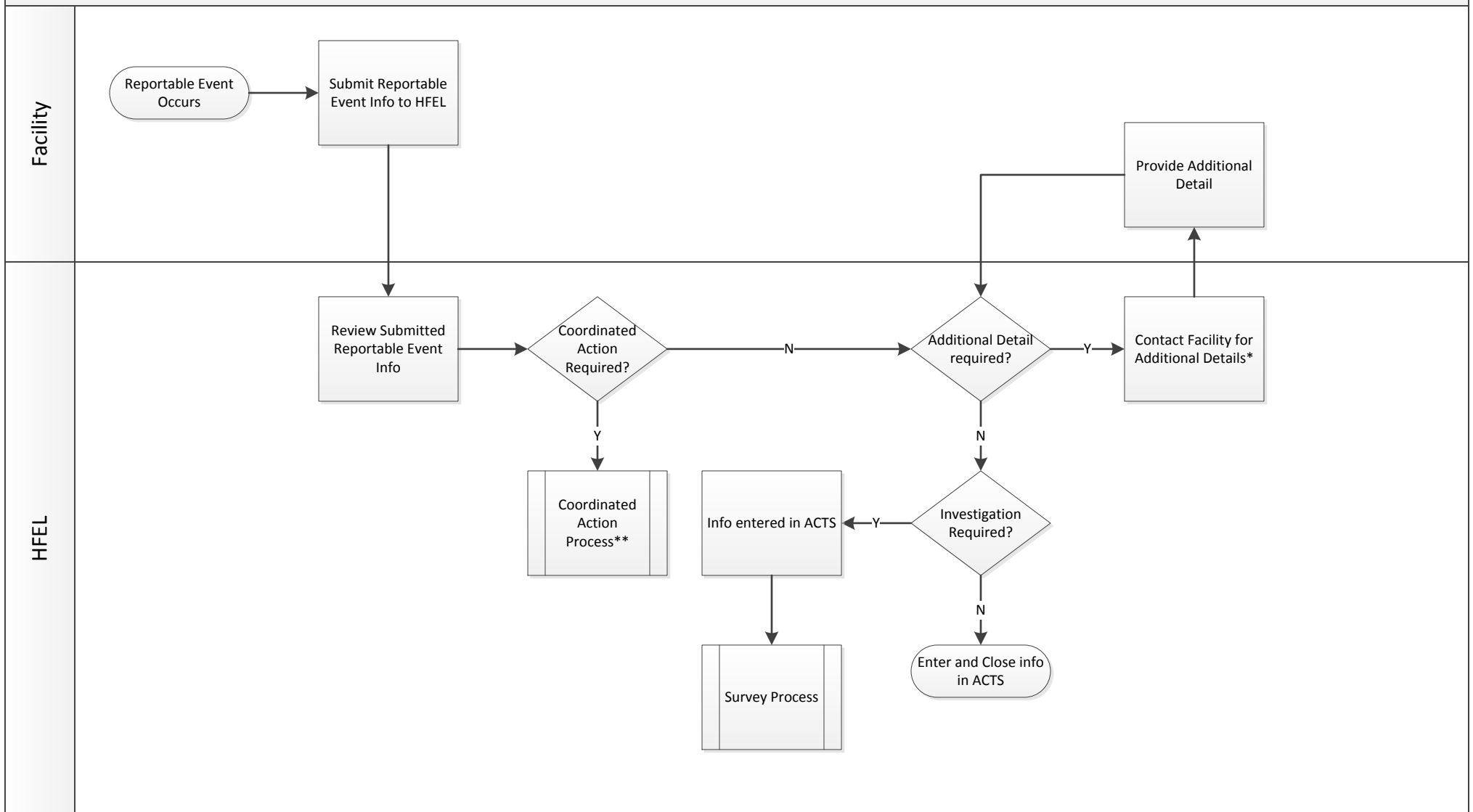
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If coordinated action may be required, in particular during mass emergency situations such as a hurricane, Nor'easter, power outage, or terrorist event. In these cases, other agencies such as PHILEP, OEM, State Police, and NJ Homeland Security may become involved to help remedy the situation. During a crisis, information is routed through the Health Command Center (HCC) where each agency may receive similar information. Each agency may have additional follow-up questions for the affected facility. To prevent duplicate contacts, an agency with a question or questions will e-mail the other groups to inform them that they will be contacting the facility. The first agency to send the e-mail is the first to contact the facility. When they receive the information, they will e-mail the other agencies. If questions still remain, the process can be repeated by another agency until all questions are addressed.

HFEL Acute Care Reportable Event Management Process – Hippocrates Intake



Comments

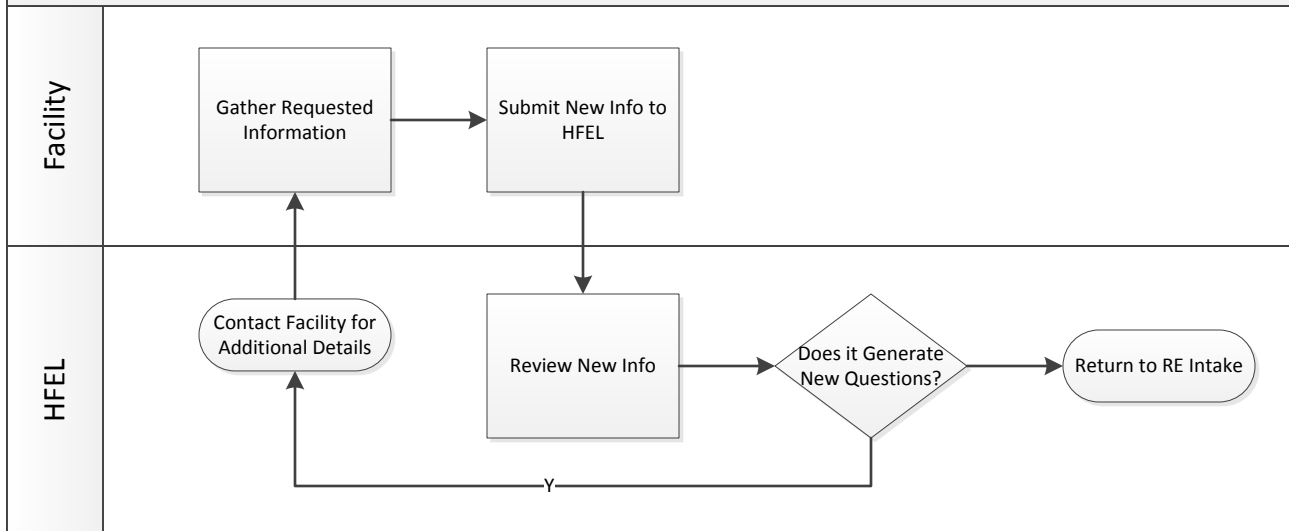
***Contact Facility to Obtain Additional Details:**

Each facility has their own approach to submitting information. The provider could be a medical provider, administrator, facilities personnel, etc. Therefore the quality of the information is highly variable and frequently triggers the call for additional information. Moreover the contact person may change depending on the time the Reportable Event is submitted to the time it is addressed by HFEL.

****Coordinated action process:**

If coordinated action may be required, in particular during mass emergency situations such as a hurricane, Nor'easter, power outage, or terrorist event. In these cases, other agencies such as PHILEP, OEM, State Police, and NJ Homeland Security may become involved to help remedy the situation. PHILEP and HFEL receive the same information via HIPPOCRATES. HFEL and PHILEP may also share the information with other state agencies present in the Health Command Center (HCC). Any of the agencies may have additional questions and wish to follow-up with the facility. To prevent duplicate contacts, an agency with a question or questions will e-mail the other groups to inform them that they will be contacting the facility. The first agency to send the e-mail is the first to contact the facility. When they receive the information, they will e-mail the other agencies. If questions still remain, the process can be repeated by another agency until all questions are addressed.

HFEL Acute Care Reportable Event Management Process – Call for Additional Detail



Comments

The narratives submitted by the facilities are highly variable in quality and content necessary for HFEL to determine the next most appropriate course of action. A primary cause is that each facility has their own approach to submitting information. The background of the person submitting the information could be a medical provider, administrator, facilities personnel, etc. thus leading to information being tilted towards the reporters expertise. Furthermore the reporter or contact person may not be available when HFEL contacts the facility. Most frequently this is caused by a shift change, or a change in duties due to the situation.