

**SCHREIBER PEDIATRIC REHAB CENTER OF LANCASTER COUNTY
ADMINISTRATIVE POLICIES AND PROCEDURES**

SECTION: Administration
SUBJECT: Patient Grievance Policy

POLICY NO. 126
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I POLICY

It shall be the policy of the Schreiber Pediatric Rehab Center to receive, investigate and respond to client's and family's complaints regarding quality of care at the earliest possible time in the manner outlined below.

II PURPOSE

Each client has the right to consistent, high quality care. Also, the basic rights of human beings for independence of expression, decision and action, privacy and safety, and the concern for personal dignity and human relations are of great importance. It is the policy of this Center to promote these rights of all clients, and the Client Grievance Policy was designed to achieve client satisfaction by providing an effective system for handling complaints.

III RESPONSIBILITY / ACTION

A. Client/Family

1. Register verbal complaint with therapist/teacher, department head and/or President.

B. Therapist/Teacher

1. An Incident/Variance Report would be initiated, as appropriate.
2. Complaint is resolved and findings/outcomes are reported to the department head and/or President for review.

C. Department Head

1. Complaint is investigated.
2. Client is informed of results if the complaint is significant.
3. Findings and outcomes are routed to the President for review.
4. Complaints, if significant, are resolved or forwarded to the President for further study.

D. President

1. Files all copies of complaints, Incident/Variance Reports, and their final disposition.

E. Other

Retaliation against anyone who raises a concern, reports misconduct, a grievance or complaint is strictly prohibited by Schreiber Pediatric Rehab Center and will not be tolerated. If for any reason you are uncomfortable speaking about your concerns with your therapists or a department manager, you may communicate your concerns anonymously by contacting the Center's Corporate Compliance Officer by telephone, email, regular mail or through the agency's website.

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IV PROCEDURE

Step 1. – When individual informs you of complaint, charge or problem, if after allowing for individual to voice complete details of concern, you cannot satisfactorily address the individual's needs, move to next step. If you resolve the matter and there is no need for follow up, forward short note to Department Manager regarding the event.

Step 2. – For problems unresolved at individual levels, complete incident form containing details about the complaint, charge or problem. Resolution sought by individual and any background information related. Forward to Department Manager. Advise individual that department manager will contact them within two (2) working days.

Step 3. - Department Manager reviews and concludes action on the incident within two (2) working days. Manager is to contact the individual to resolve issue. If unable to resolve at his or her level, advise concerned party that incident is being forwarded to Center's President for resolution. Advise that President would contact within two (2) working days. Forward documentation and requested resolution to President.

Step 4. – President shall review and act on incident within two (2) working days. Contacts party and advises as to resolution. Documents actions and submits to Incident File for reporting to Board through Safety and Risk Control Committee.

Step 5. – If complaint is not satisfied at President's level, the complaint, charge or problem will be forwarded to the Center's Board Executive Committee for review and action at its next monthly meeting. Concerned party to be advised in writing as to date of meeting and may appear before the Committee to voice complaint, charge or problem. All documentation related to the issue shall be forwarded to members of the Executive Committee five days prior to the scheduled meeting for review. The Board Executive Committee shall respond in writing to party regarding its decisions or actions within five (5) days of its review.

Step 6. – If party is dissatisfied by the Center's decision, individuals funded by State and Federal programs have additional avenue of appeal as designed by the perspective policies established by Mental Health/Mental Retardation and/or the local Intermediate Unit.

DATE WRITTEN: 11/95

DATE REVISED: 11/28/99, 3/22/00, 1/11/2008, 9/2012

President