



CLIENT/PARTICIPANT COMPLAINT RESOLUTION

DEFINITION OF COMPLAINT

- Dissatisfaction with any aspect of program operations, activities or services received or not received.

COMPLAINTS AND CLIENT RIGHTS

Harmony Health Home Care will ensure that:

- Disruption of service, reprisal or discrimination will not result if a client files a complaint
- Client are apprised of their right to file complaints and grievances with **PA State Home Health 24/7 Hotline at 800-254-5164** (*messages retrieved daily during normal business hours; for off-hours and non-business days, callers leave message on answering machine*) at the time of admission
- Client, representative and/or family members may file complaint of discrimination on basis of disability with **regional office for Civil Rights of the U.S. Department of Health and Human Services at 800-368-1019.**
- Clients can call the office or tell any staff person about a complaint—but it should be immediately reported to the Director of Operations.

ARRANGEMENTS FOR DISABLED CLIENT

- Appropriate arrangements are made to ensure that disabled persons can participate in or make use of the complaint/grievance process.
- Arrangements may include:
 - provision of interpreters for the deaf,
 - providing taped cassettes of material for the blind, or
 - ensuring a barrier-free location for the proceedings.

STAFF RESPONSIBILITIES

- At time of hire, all employees are oriented to:
 - Concept of customer service
 - Process for handling customer concerns:
 - Verbally informing Client and/or family of grievance procedure, and
 - Providing written instructions to assist them in lodging a complaint, including:
 - education on Client rights and responsibilities;
 - toll-free state home health care hotline on which they can lodge a complaint if not satisfied with response received from Harmony Health Home Care;
 - written information on how Harmony Health Home Care will respond to Client concerns.

REPORTING PROCESS

- Harmony Health Home Care employees should address all customer concerns immediately to ensure that all individuals being served by the agency are provided the best service and do not feel that a complaint must be filed.
- Complaint may be filed verbally with an agency staff member or in writing by contacting the Director of Operations.
- To ensure that client complaints are accurately recorded, appropriately responded to, and successfully resolved, all customer concerns/complaints are documented on the *Customer Concern/Complaint Report Form* that contains:
 - Name of client
 - Nature of complaint
 - Date of complaint
 - Agency's actions to resolve complaint
 - Client's satisfaction with complaint resolution

REPORTING PROCESS (CONT'D)

- Grievances must be submitted to the Director of Operations within 30 days of date the person filing grievance becomes aware of alleged discriminatory action.
- Complaint must state problem or action alleged as discriminatory, and remedy sought by grievant.
- Director of Operations will conduct an investigation of complaint to determine its validity.
- Investigation may be informal, but must be thorough, affording interested persons an opportunity to submit evidence re: complaint.

DECISION MAKING PROCESS

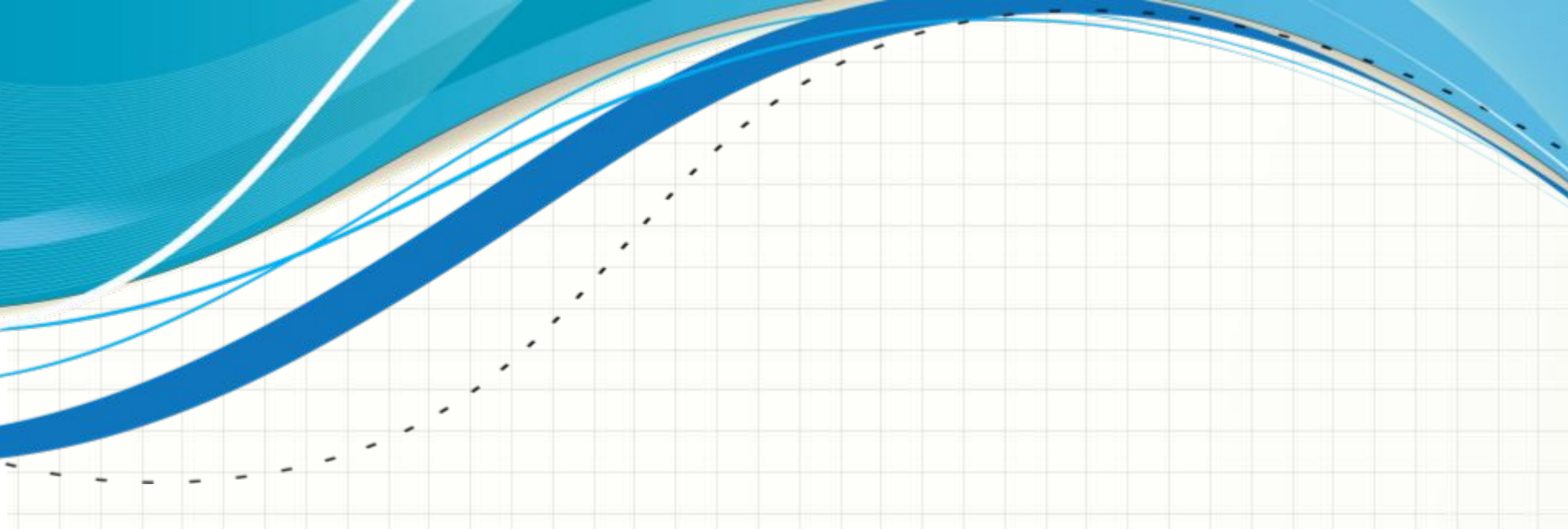
- Director of Operations will issue written decision on grievance no later than 30 days after its filing.
- Client/family member may appeal Director of Operations' decision by filing a written appeal to agency within 15 days of receiving Director of Operations' decision.
- Harmony Health Home Care will issue written decision in response to appeal no later than 30 days after its filing.
- Director of Operations will maintain agency files and records re: such grievances.

REVIEWING COMPLAINTS

- Harmony Health Home Care will review complaint system at least quarterly to:
 - Analyze number of complaints not resolved to Client's satisfaction.
 - Measure number of complaints referred to Department of Health for resolution.
 - Track and trend completed forms on a quarterly basis.

QUALITY MANAGEMENT PLAN

- Harmony Health Home Care will develop Quality Management Plan when numbers of complaints resolved to client's satisfaction are less than number of complaints not resolved to client's satisfaction.
- Complaint forms are maintained in a special complaint file by year, so all concerns are available as needed for review and evaluation.
- Harmony Health Home Care will submit copy of agency's complaint system process to PA Department of Human Services upon request.
- Harmony Health Home Care will submit, at minimum, complaint system quarterly reviews to PA Department of Human Services/other regulatory authorities such as MCO's as required.



QUESTIONS?