

Johns Hopkins Medical Management Corp/Intrastaff Policy & Procedure	<i>Complaint Resolution Policy</i>	<i>Effective Date: Immediate</i> <i>Page 1 of 2</i>
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POLICY

A. Objective:

Patients, our client organizations, and employees have the right to voice their dissatisfaction with any aspect of the services provided by Intrastaff. Upon request, or when an issue cannot be resolved promptly by the Staffing Coordinator, the Operations Manager and/or Director of Intrastaff is available to intervene. Routing of the complaint/grievance is determined by the nature of the issue.

When complaints/grievances involve the performance of an Intrastaff clinical staff member, investigation and resolution are part of the review process involving the Operations Manager and the Nurse Educator, as applicable. The Operations Manager will work with departmental representatives to resolve concerns expressed by a patient, a facility, or staff/employees in a timely, accurate and confidential manner.

Intrastaff is committed to a timely response to all complaints and grievances and sets a goal of 7 days to respond to all complaints and grievances. It is recognized that some complaints/grievances can be complex and multidisciplinary in nature and may require more time to complete the investigation and response. In such situations, the investigation and response should be completed as soon as possible to assure a complete and thorough investigation and response.

If a complaint/grievance involves a response that violates HIPAA laws and regulations, the complaint/grievance must be shared with the JHHS HIPAA Privacy Officer.

If a complaint/grievance involves an alleged theft or criminal activity, the complaint/grievance must be shared with the JHHS Director of Investigations, Corporate Security.

The Joint Commission telephone number is published for any concerns regarding patient care.

B. Indications for Use:

Investigating and responding to patient, our client organizations, and our employees complaints and grievances.

DEFINITIONS

Patient or Facility Issue

A concern that can be resolved promptly, on the spot by staff present

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**Patient/Facility Complaint/
Grievance**

A formal or informal complaint that is made to Intrastaff by a patient or facility when an issue cannot be resolved promptly by staff present.

HIPAA

HIPAA is acronym for the federal legislation titled *Health Insurance Portability and Accountability Act* of 1996. HIPAA privacy provides rules in regards to how an individual's health information may be used and disclosed.

PROCEDURES

1. Receive complaints/grievances from patient, client organization or employee and identify if the complaint violates HIPAA laws or involves alleged criminal activity. Complaints/grievances can be made verbally, by electronic mail, or in written form. Complainants may be made to any Intrastaff staff member.
2. Provide Intrastaff 24-hour telephone number (410-583-2950) and email address (Intrastaff@jhmi.edu), State of Maryland DHMH telephone number (410-402-8040) and complaint telephone number (800-492-6005) to complainant.
3. Notify the Operations Manager and Director of Intrastaff as necessary.
4. Acknowledge complaint/grievance to complainant and commitment of goal to investigate and resolve issue(s) within 7 days.
5. Contact the appropriate department manager by telephone/electronic mail for fact gathering and rapid problem resolution when appropriate.
 - a) If HIPAA laws were violated, contact the JHHS HIPAA Privacy Officer.
 - b) If alleged criminal activity is involved, contact the JHHS Director of Investigations in Corporate Security.
6. If issue and outcome warrant filing complaint with Maryland Board of Nursing, procedures will be followed based on Intrastaff's Maryland Board of Nursing Reporting Policy.
7. Document complaint/grievance, facts of incident/issue, resolution/outcome into Intrastaff's internal Scheduling System database and in employee's personnel file. If complaint/grievance is from client organization, document in Complaint File maintained by Operations Manager.
8. Communicate with the patient or facility the resolution/outcome of the issue.

APPROVALS:

Bonnie S. Windsor
 Director, Intrastaff

4-20-09
 Date