

1. Committee Name:	UConn Health Grievance Committee
2. Purpose:	<ol style="list-style-type: none"> 1. To provide oversight for the grievance process in a manner that complies with regulatory process requirements and is supportive of the mission, vision and values of John Dempsey Hospital (JDH) and UConn Medical Group (UMG). 2. To identify opportunities to improve the patient experience at UConn Health.
3. Responsibilities:	<ol style="list-style-type: none"> 1. Review all complaints that are not resolved to the satisfaction of the patient or the patient’s advocate by the staff present. 2. Guide the Patient Relations Department in providing written responses to unresolved grievances after the initial Patient Relations response to the patient or the patient’s advocate. 3. Investigate grievances, as appropriate. 4. Determine an appropriate resolution. 5. Identify and prioritize opportunities to improve patient and family experiences.
4. Definitions	<p>Grievance: is a formal or informal written or verbal complaint that is made to the hospital or UMG by a patient, or the patient’s representative when the complaint is not resolved at the time of the complaint by the staff present, regarding the patient’s care, abuse or neglect, issues related to the hospital’s compliance with the CMS Hospital Conditions of Participation (CoP) or a Medicare beneficiary billing complaint related to rights and limitations provided by 42 CFR 489.</p> <p>Staff present: includes any hospital (or, in the case of UMG, clinic) staff present at the time of the complaint, or who can quickly be at the patient’s location to resolve the patient’s complaint (e.g., nurses, nursing supervisors, hospital administrators, patient relations staff).</p>
5. Subcommittee Type:	Standing subcommittee of UConn Health, reporting to the Chair, JDH Quality Assessment/Performance Improvement Committee, or their designee
6. Chairperson:	1. Vice President of Patient Experience

7. Committee Staff:	Administrative Support – Administrative Program Coordinator for Patient Relations Clinical Nurse Consultant, Risk Management Counsel to the Committee – Office of the General Counsel at UConn Health
8. Location of Team Materials:	Patient Relations Office, Shared Drive, Datix
9. Membership:	<p>1. <u>Voting Members:</u></p> <ul style="list-style-type: none"> a. Vice President of Patient Experience b. Chief Nursing Officer; VP Patient Services c. Chief of Medical Staff d. Chief Quality Officer e. Director of Quality Department f. Vice President, Ambulatory Services g. Director of Quality and Performance Improvement, Ambulatory Services h. Chief Financial Officer <p>2. Voting members may designate an appropriate individual to serve in their place on this committee.</p>
10. Meeting Frequency:	As necessary
11. Authorities delegated:	<p>1. To resolve patient grievances on behalf of JDH and UMG. Specific authorities include, <u>but are not limited to</u>, the following:</p> <ul style="list-style-type: none"> a. Placement of “holds” on patient bills <ul style="list-style-type: none"> i. Holds may be placed by any voting member of this committee, in their sole discretion. ii. Any such holds placed pursuant to 11.1.a.i will be subject to approval of this committee at its next meeting. b. “Zero out” of patient balances. c. To provide reimbursement for lost or missing patient property, within authority granted. d. To provide service recovery as appropriate: Pre-purchased gift cards in amounts up to \$50 may be provided to patients and/or their companions by any voting member of this committee, or their

	designee, in each member or designee's sole discretion.
12. Voting Type:	Majority of members present
13. Quorum:	3 voting members
14. Charter Review:	At least every three (3) years
15. Measures of Success:	<ol style="list-style-type: none"> 1. Maintain regulatory compliance (CMS, TJC, DPH) 2. Patient complaint/grievance data and patient experience survey data, as needed.
16. Charter Approval :	<p>Signature: <u>Scott Allen, MD (Signed)</u> Chair, JDH Quality Assessment/Performance Improvement Committee</p> <p>Date: <u>02/16/2021</u></p> <p>Signature: <u>Andrew Agwunobi, MD (Signed)</u> Chief Executive Officer, UConn Health</p> <p>Date: <u>02/17/2021</u></p>