



NURSING POLICY

TITLE: Client (Patient) Complaint / Grievance

POLICY: Public Health, Delta & Menominee Counties (PHDM) Nursing Division will provide and adhere to a procedure for receiving, responding to, and resolving complaints or grievances of clients, and/or their authorized representative(s).

PURPOSE: This policy establishes a process which allows PHDM clients and / or the client's authorized representative(s) to have their complaints evaluated promptly, and resolved in a manner that assures quality care and service.

PROCEDURE: Most client complaints will be resolved promptly by the staff member receiving the complaint. When a resolution cannot be reached, the client may file a complaint in any one of the following ways:

- **Verbally** to any PHDM employee and by phone to any PHDM employee or one (or all) of the individual(s) or entities on the attached list. The employee contacted should make every attempt to resolve the concern immediately. If the client is dissatisfied with the outcome of the complaint, the supervisor responsible for the department or program where the interaction or complaint takes place should be contacted. If the supervisor is unable to resolve the complaint to the satisfaction of the client or their authorized representative, the complainant will be referred to the Director of Nursing. If the Director of Nursing is not available, the complainant will be referred to the Director of Administrative Support Services.

Clients and their authorized representatives have the right to bypass the Director of Nursing or the Director of Administrative Support Services, and contact PHDM's Health Officer or the Michigan Department of Community Health (MDCH) at any time. Contact information is attached.

- In **writing**; by letter or email to any one (or all) of the individual(s) or entities on the attached list; through the comment section of a Customer Satisfaction Survey; or on a Client Comment Form (located in the reception areas of both Delta & Menominee offices). Client complaints received in writing should be forwarded to the individual the complaint is addressed to. If the complaint is not addressed to one of the individuals on the attached list, the letter, comment form, or customer satisfaction survey should be forwarded to the supervisor responsible for the program or department the complaint is regarding. If client contact information is provided, the client or their authorized representative should be contacted by phone or in writing to resolve their complaint.

If a resolution cannot be reached, the Director of Nursing will meet with the Health Officer, Medical Director, and/or the Director of Administrative Support Services to discuss the complaint. A written response of explanation, or apology, as well as a description of the actions taken to investigate the complaint will be sent to the client or their authorized representative.

If the client or their authorized representative are not satisfied with the results of the complaint investigation and/or decision, they should be referred to the Michigan Department of Community Health (contact information is attached).

No client or their authorized representative will be punished or retaliated against for using the Client (Patient) Complaint / Grievance Procedure.

Contact information for Public Health, Delta & Menominee Counties and the Michigan Department of Community Health are provided on page three of this policy.



Health Officer / Administrator

Client (Patient) Complaint / Grievance Contact Information:

**Public Health, Delta & Menominee Counties
2920 College Avenue
Escanaba, MI 49829
906-786-4111**

- Debbie Poquette, Director of Nursing
Extension 8123
dpoquette@phdm.org
 - Irene Lenberg
Director of Administrative Support Services
Extension 8116
ilenberg@phdm.org
 - Michael Snyder
Health Officer / Administrator
Extension 8134
msnyder@phdm.org

**Michigan Department of Community Health
Bureau of Health Systems
Complaint Investigation Unit
PO Box 30664
Lansing, MI 48909
800-882-6006
517-241-4712
bhcsinfo@michigan.gov**