



Complaints and Grievances

May 2021 – April 2022

Reviewed & Approved by HAC on 5/26/22





Definitions

- **Complaint:** A concern expressed by a patient, or patient representative, regarding the patient's care which may be resolved during the episode of care by the person present. A complaint is considered resolved if the patient expresses satisfaction with the actions taken on her/his behalf during the episode of care.
- **Grievance:** According to CMS interpretive guidance, a grievance "is a formal or informal written or verbal complaint that is made to the organization by a patient/patient's representative, regarding the patient's care (when the complaint is not resolved at the time of the complaint by staff present)."



PeaceHealth Ketchikan Medical Center

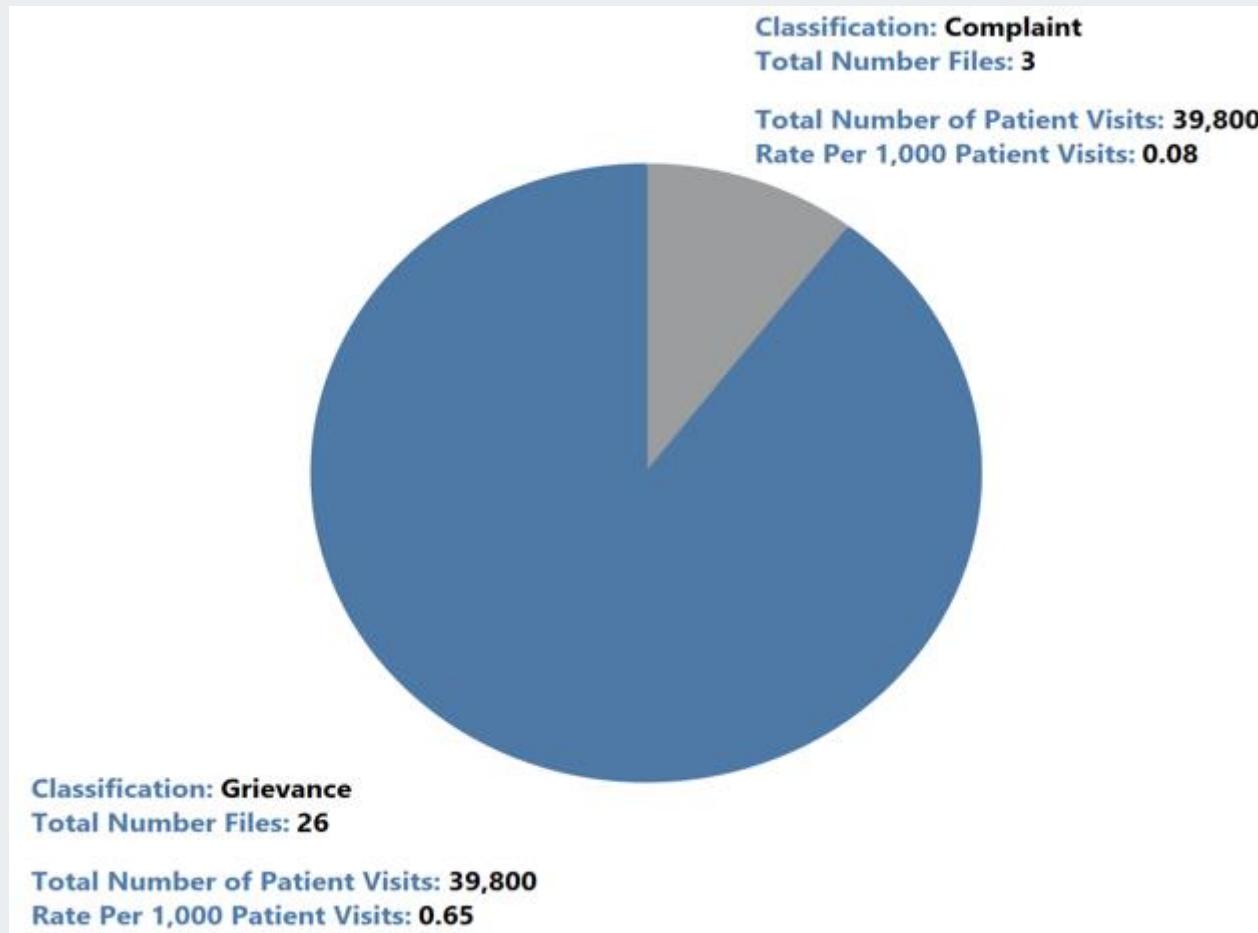


- Total Visits: 39,800 with 29 Complaints or Grievances
- Total Complaints: 3
- Total Grievances: 26
- Average Grievances: 2 per month
- Top Complaint Categories:
 - Care Management: 2
 - Communication: 1
- Top Grievance Categories:
 - Attitude/Courtesy: 9
 - Provider Management: 6
 - Communication: 5

Action: All complaints and grievances are addressed and supported by risk management and/or the leadership team, and documents are maintained.

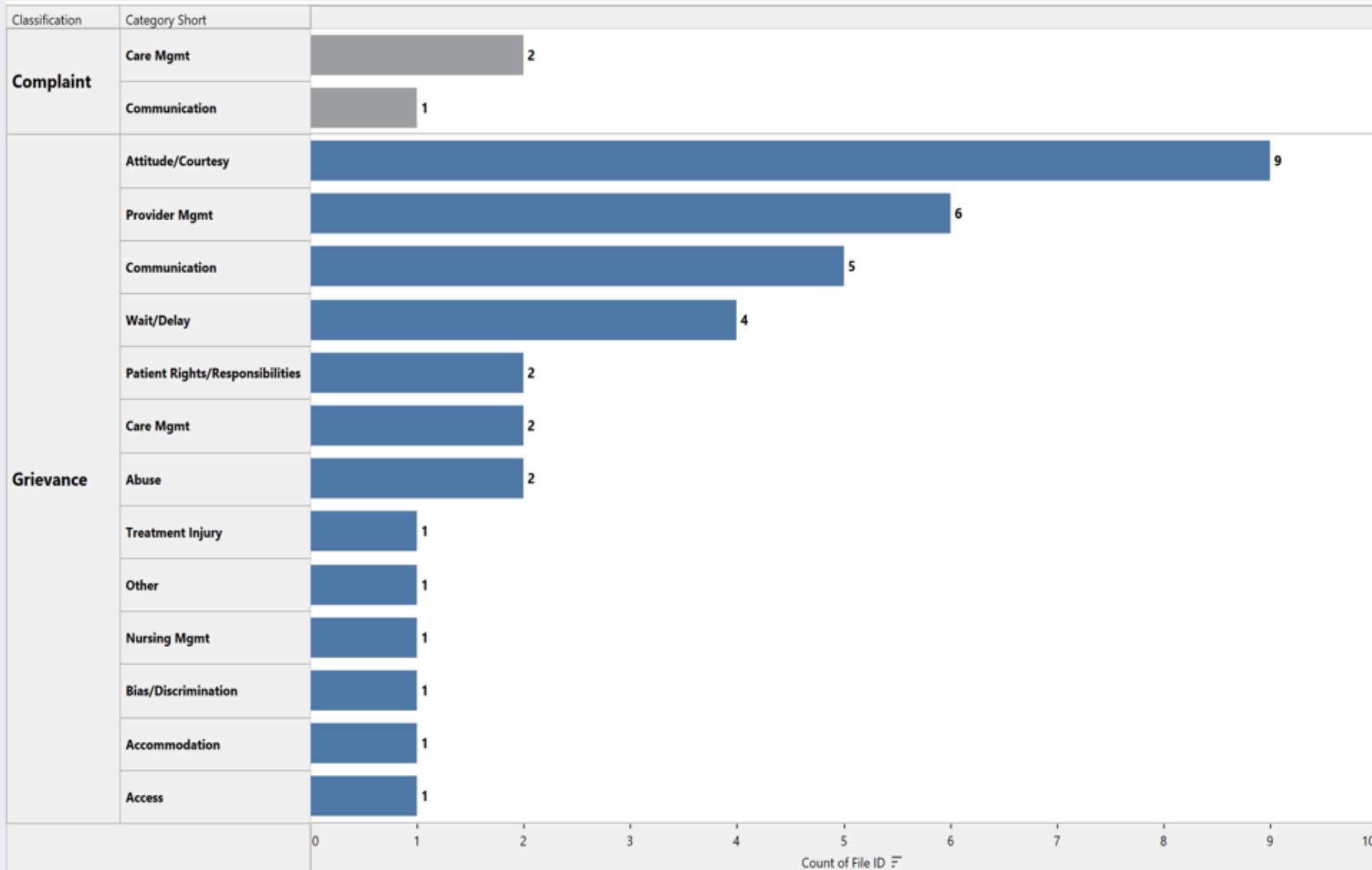


Ketchikan Medical Center Total Complaints and Grievances 05/01/2022 – 04/22/2022





Ketchikan Medical Center
All Complaints and Grievances by Category
05/01/2021 – 04/22/2022





Ketchikan Medical Center Long Term Care



Ketchikan Long Term Care
All Complaints and Grievances by Category
05/01/2021 – 04/22/2022

