

# Patient Comments, Complaints, and Quality Improvement

## Purpose

To define how patient feedback is handled.

## Policy

**Patient Comments:** There are times when a patient gives focused positive feedback regarding care rendered by a resident. Documentation of letters/calls will be shared with the resident and recorded in his/her file or portfolio.

**Complaints:** There are times when patient complaints will be registered against a resident. Regions Hospital has a Patient Relations Department which allows any patient the opportunity to voice any concerns they may have regarding the physician or patient care they received. The Patient Representative has a process for documenting the complaint and following up with the appropriate physician and department. Residents are required to respond and provide input as directed to patient complaints involving care they provided.

A copy of the complaint and the response will be placed in the resident file.

Follow-up communication from the Department Head or Program Director may occur after initial review. In addition, a complaint log is maintained by the department and all records are kept on file.

**Quality Improvement:** Patient or staff complaints involving quality of care provided are likely to be handled through the Emergency Department's Quality Improvement process. Residents are required to give timely feedback on QI cases involving their practice. Additionally, residents may be assigned as peer reviewers for cases that involve the care delivered by others. Participation in the departmental QI process and repeating QI review lectures is required.

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