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| **Customer Feedback** | **Last Revision:** | March 2018 |
| **Last Reviewed:** | March 2018 |
| **Applies to the following THA Group of Companies:**  | * Island Health Care
* Island Hospice
* Independent Life at Home
* RightHealth®
* RightHealth Clinic at the Marshes
* THA Services
 |
| **Included in the following THA Manual:** | Administrative Policies & ProceduresEthics, Rights & Responsibilities |

**PURPOSE**

To identify a procedure by which a patient, family member or any other external customer may report feedback, including but not limited to, compliments/praise or concerns or complaints regarding services provided, admission, treatment, discharge, abuse or neglect. Reports may be made for treatment or care that is (or fails to be) furnished, is furnished inconsistently, or is furnished inappropriately: and mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of an unknown source, and/or misappropriation of patient property.

**POLICY**

A patient, family member or legal representative, or any other external customer may report feedback at any time during or after services are provided by any THA Group, Inc. provider. Any feedback may be reported without compromise to the customer’s future access to services. The company encourages reporting of any concern, complaint, or general feedback in order to continuously improve the quality of care and services – no matter how insignificant the comment may seem. Reporting is not viewed in a punitive manner and is strictly confidential.

**DEFINITIONS**

**Feedback:** A written or verbal compliment/praise, complaint, concern or objection from a patient or the patient's designated representative, physician or referral source, or any other external customer regarding the quality or appropriateness of care/services that can be effectively addressed and resolved by informal means (if applicable), during the period of service. (Feedback is not reported on the Patient Adverse Event Form unless the issue results in patient injury.) A very serious and unusual complaint has the potential to result in a lawsuit. All are dealt with as expeditiously as possible.

**Patient Rights and Responsibilities:** All patients, family members or their legal representatives, and other external customers have the right to provide feedback without compromising current or future care. At the initiation of start of care/services, all patients are informed of this right. (Refer to Start of Care Patient Booklet.)

**Company Rights and Responsibilities:** THA Group, Inc.’s procedures support all efforts to resolve concerns and complaints in a timely and appropriate manner. All concerns, complaints, or other general feedback are investigated, brought to the attention of appropriate individuals, and when indicated, followed up with corrective action. Patients, family members or their legal representatives, or external customers who voice issues or serious complaints receive a timely response that addresses the issue.

**PROCEDURE**

1. At the time of start of care or services, the patient and/or family member is informed in clear and understandable language of the Customer Feedback policy that is stated in the Start of Care Patient Booklet. They also are provided in writing names and phone numbers for staff or management to contact should they have any concerns.
2. Any customer feedback is submitted by the recipient of the feedback via the online [Customer Feedback Form](https://www.surveymonkey.com/r/thagroup-customer-feedback-form) (https://www.surveymonkey.com/r/thagroup-customer-feedback-form). An automatic email notification is immediately sent to Performance Excellence (PE), who then determines if further attention and/or investigation is needed. If the person recording the complaint does not have computer access, the Vice President of PE logs the complaint. Serious complaints involving injuries may also be reported via the Patient Adverse Events Form.
3. The Assistant Vice President of PE determines who is responsible for investigation of the feedback..
4. In cases where the feedback involves an employee issue, the employee is given an opportunity to provide feedback to the Assistant Vice President of PE as part of the investigation. A performance management corrective action is initiated as appropriate and filed with Talent Management.
5. Responses to all feedback, either written or verbal, are made as soon as possible, but within a maximum of 3 business days. A final, written response to very serious feedbackis made to the customer after a full investigation has been completed; this final response is not to exceed 10 business days.
6. Feedback is provided as appropriate to the customer by the Assistant Vice President of PE or the President/CEO.
7. If the customer feels the situation has not been resolved, the matter is referred to the next highest administrative representative for direction of further action to resolve the feedback.
8. When appropriate, the Assistant Vice President of PE and/or administrative representatives participate in the investigation to negotiate and mediate issues.
9. Customer Feedback is tracked through the performance improvement program.
10. General feedback noted through the telephonic post-discharge satisfaction survey is referred to the Assistant Vice President of PE for follow up action as appropriate.