

Patient Representative and Consultant Training

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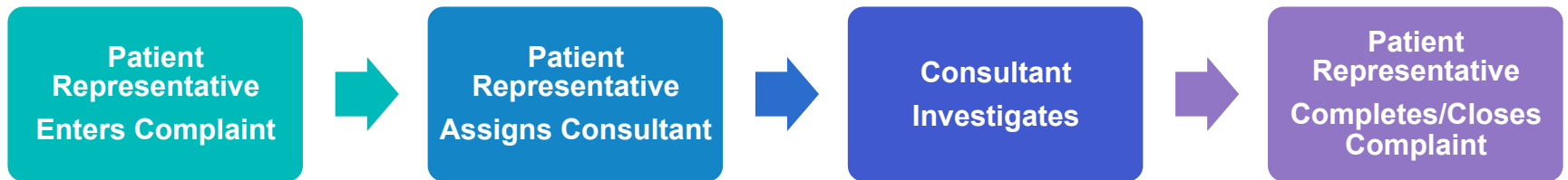
Laura Rodriguez
Patient Safety

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Content

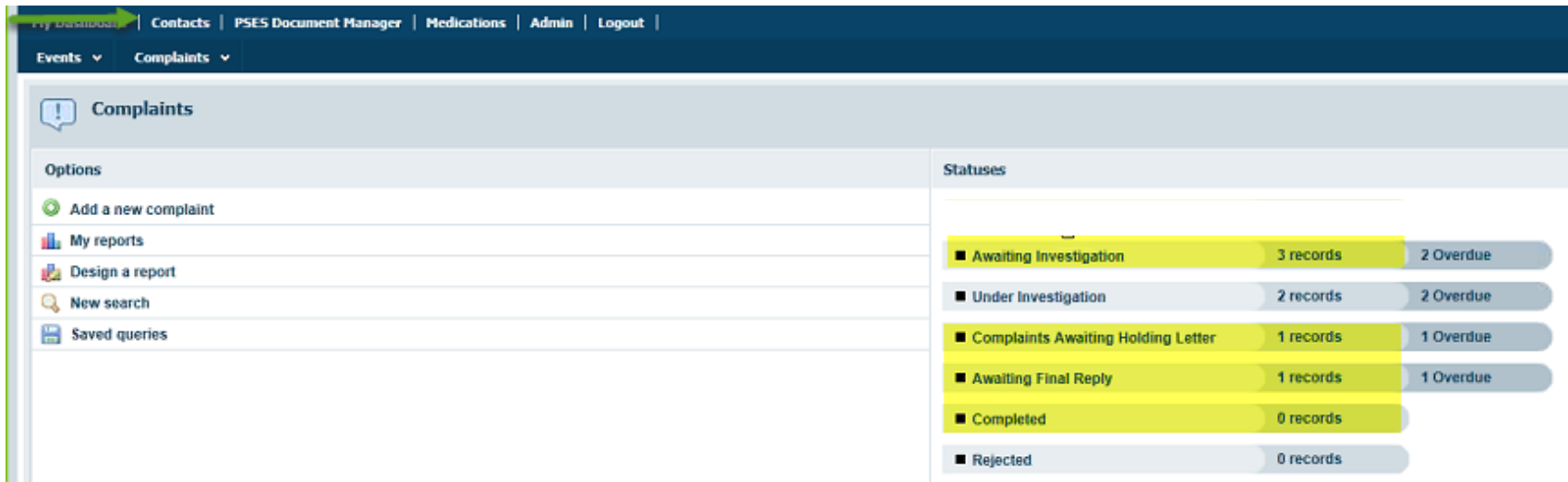
- 1. Patient Representative Enters Complaint**
- 2. Patient Representative Reviews Complaint and Assigns Consultant**
- 3. Consultant Investigates**
- 4. Patient Representative Reviews Consultant Investigation and Completes Complaint**

Complaints Process



Who is Responsible for What?

Patient Representatives are responsible for everything, except for “Under Investigation”





Step 1: Patient Representative
Enters Complaint

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[Patient Representative] Add New Complaint and Complete Form

My Dashboard | Contacts | PSES Document Manager | Medications | Admin | Logout |

Events ▾ Complaints ▾

Complaints

Options	Statuses
Add a new complaint	■ Unapproved complaints 0 records
My reports	■ Complaints awaiting acknowledgement 3 records 2 Overdue
Design a report	■ Complaints awaiting investigation 0 records 0 Overdue
New search	■ Complaints under investigation 1 records 1 Overdue
Saved queries	■ Complaints awaiting holding letter 0 records 0 Overdue
	■ Complaints awaiting final reply 1 records 1 Overdue
	■ Completed complaints 0 records
	■ Rejected complaints 0 records

Details of Complainant

IF YES, Complete ONLY the Complainant section
(skip the Person Affected section)

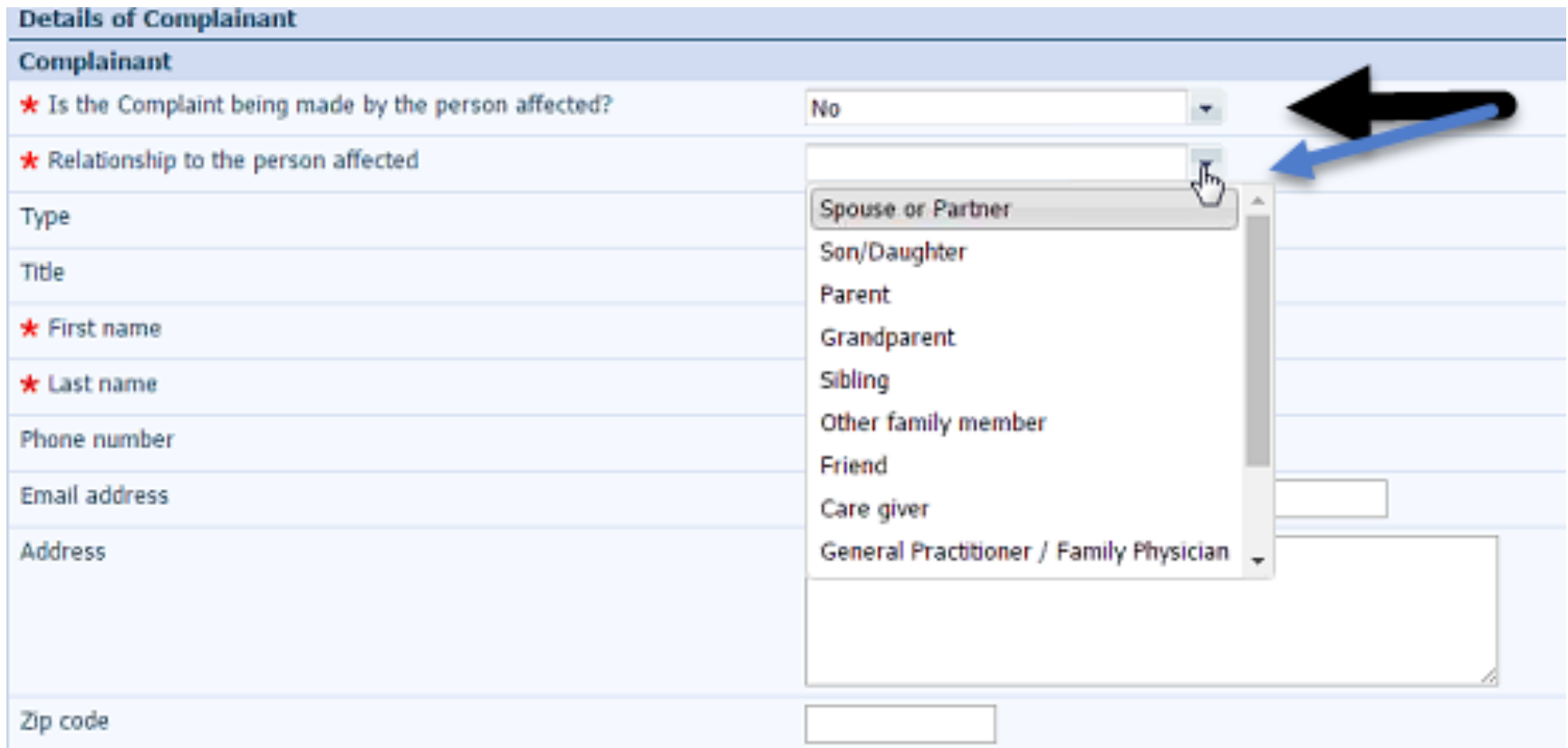
Details of person making complaint	
Complainant	
* Is the complaint or feedback being made by the person affected?	Yes <input type="text"/>
* Type	<input type="text"/>
Title	<input type="text"/>
* First name	<input type="text"/>
* Last name	<input type="text"/>
Phone number	<input type="text"/>
Email address	<input type="text"/>
Address	<input type="text"/>
Zip code	<input type="text"/>

Complete the rest of this section and DO NOT COMPLETE the Person Affected section that follows

Details of Complainant

If NO, “Relationship to the person affected” drops down

Details of Complainant	
Complainant	
* Is the Complaint being made by the person affected?	No
* Relationship to the person affected	<div style="border: 1px solid gray; padding: 5px;"><ul style="list-style-type: none">Spouse or PartnerSon/DaughterParentGrandparentSiblingOther family memberFriendCare giverGeneral Practitioner / Family Physician</div>
Type	
Title	
* First name	
* Last name	
Phone number	
Email address	
Address	
Zip code	



Details of person affected by the complaint IF YES, Complete ONLY the Complainant section (skip the Person Affected section)

Complete this section ONLY if the person affected is NOT the person making the complaint. For example, if a parent is complaining on behalf of their child, the parent is entered as the complainant above and the child's details are entered here as the person affected







Details of person affected by the complaint
Complete this section ONLY if the person affected is NOT the person making the complaint. For example, if a parent is complaining on behalf of their child, the parent is entered as the complainant above and the child's details are entered here as the person affected.

Is the person affected a Patient, Visitor, or Staff Member?	<input type="text"/>
First name	<input type="text"/>
Last name	<input type="text"/>
Middle initials	<input type="text"/>
<input type="button" value="Add another"/>	

Enter Primary Location Involved

Primary location involved	
Site Name	<input type="text"/>
Location / Service name	<input type="text"/>
Clinical Service	<input type="text"/>

Details of Complaint

Details of Complaint	
Method by which the complaint/feedback was received	<input type="text"/>
Type 	<input type="text"/>
Incident date (MM/dd/yyyy) 	<input type="text"/> 
If unknown, leave blank	
First received (MM/dd/yyyy) 	09/26/2016 
Overall summary Keep this brief - full detail of the issues raised can be entered in the "Subjects" section	<div style="border: 1px solid #ccc; height: 150px; width: 100%;"></div> 

Overall Summary – Briefly enter the main content of complaint. You will be able to organize this information before or after you’ve submitted complaint, under “Subjects”

Subjects

Subjects

Subject
Order:

Category:

Subcategory:

Role of staff involved:

Site Name (if different than the Primary Location entered above):

Location / Service Name (if different than the Location entered above):

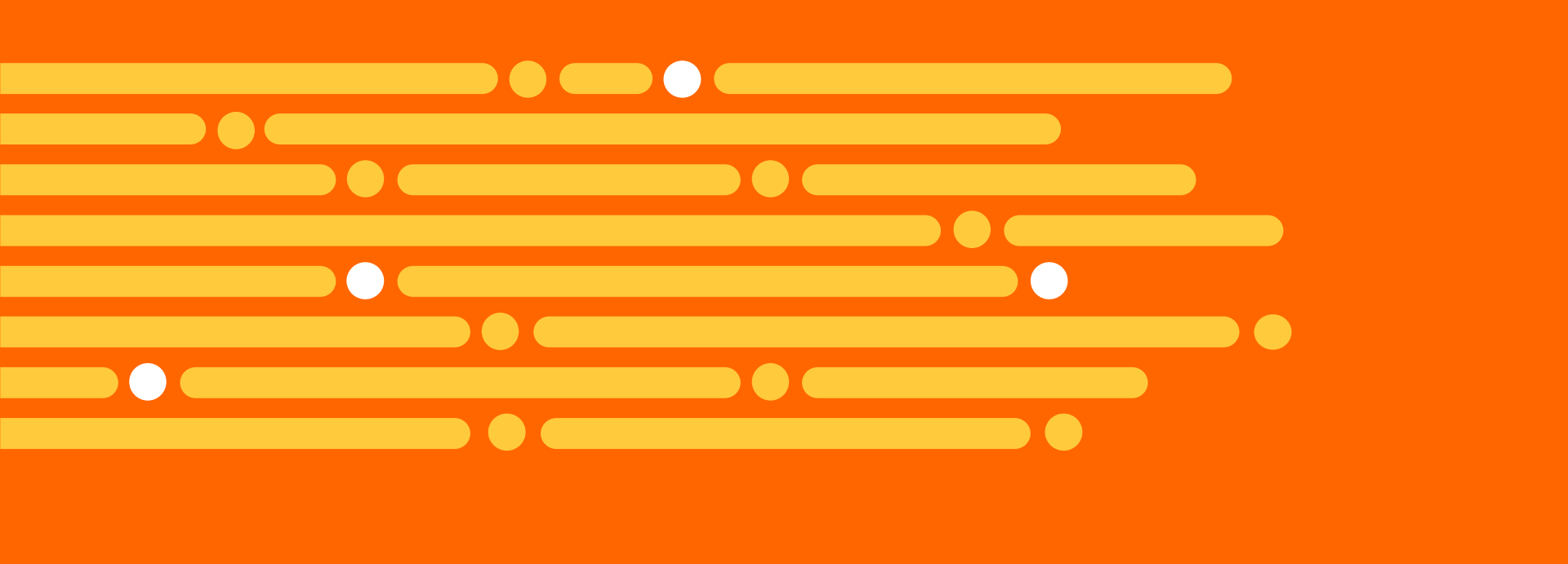
Subject notes:

Copy Subject
Add another

Click on Add another and complete each section with individual subjects as many times as necessary

Subjects – This is where you can organize complaints. If there’s more than one complaint that a complainant had, you can “Add Another.” You can also order them by priority. **Note:** You can also do this after submitting complaint.

Enter Complaint



Step 2: Patient Representative Complaint Review

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A Complaint Has Been Submitted. Now What?

1. Open Complaint

Complaints submitted will always appear in "Awaiting Investigation"

Options	Statuses
<ul style="list-style-type: none">Add a new complaintMy reportsDesign a reportNew searchSaved queries	<ul style="list-style-type: none">Awaiting Investigation: 3 records, 2 OverdueUnder Investigation: 2 records, 2 OverdueComplaints Awaiting Holding Letter: 1 records, 1 OverdueAwaiting Final Reply: 1 records, 1 OverdueCompleted: 0 recordsRejected: 0 records

2. Assign yourself as patient representative and assign appropriate consultant(s)

Basic Information	
Ref	<input type="text" value="COM-12"/>
ID	12
Name (ADT Encounter Level)	<input type="text"/>
Patient Representative 	<input type="text"/> 
Consultant(s)	<div style="border: 1px solid #ccc; height: 100px; width: 100%; display: flex; align-items: center; justify-content: center;"></div> <div style="border: 1px solid #ccc; height: 20px; width: 100%; margin-top: 5px;"></div>

3. REVIEW: Make sure all information is correct - Basic Information and Location Involved sections

UHC Safety Intelligence: Complaints Manager Form

Basic Information

Progress notes
 Details of Investigation
 Documents
 Linked Records
 Communication and feedback

Print
 Audit trail
 + Add a new complaint
 + Generate from
 My reports
 Design a report
 New search
 Saved queries

Basic Information

Ref: COM-12
 ID: 12
 Name (ADT Encounter Level):
 Patient Representative:
 Consultant(s):
 Incident date (MM/dd/yyyy):
 If unknown, leave blank
 First received (MM/dd/yyyy): 09/26/2016
 Date Entered (MM/dd/yyyy): 09/26/2016
 Closed date (MM/dd/yyyy):
 Reopened (MM/dd/yyyy):

Primary location involved

Site Name:
 Location / Service name:
 Clinical Service:




Contacts

Complainants



ID	MRN	First name	Last name	Date of birth	Type	Subtype	Contact role	Approval status
1120		Test1	Test Test				Complainant	Unapproved

Create a new Complainant link

REVIEW: People Involved and Details of Complaints sections

Contacts								
Complainants								
ID	MRN	First name	Last name	Date of birth	Type	Subtype	Contact role	Approval status
1120		Test1	Test Test				Complainant	Unapproved
Create a new Complainant link								
People Affected								
No People Affected								
Create a new Person Affected link								
Details of Complaint								
Method by which the complaint/feedback was received				<input type="text"/>				
Type 				<input type="text"/>				
Incident date (MM/dd/yyyy) 				<input type="text"/>				
If unknown, leave blank								
First received (MM/dd/yyyy) 				09/26/2016				
Overall summary				<div style="border: 1px solid #ccc; padding: 5px; min-height: 150px;"><p>Keep this brief - full detail of the issues raised can be entered in the "Subjects" section</p></div>				

4. Organize all/individual complaints in “Subjects” and enter appropriate information

Subject notes	<div style="border: 1px solid #ccc; height: 150px; width: 100%;"></div>
Subject notes history	Bed bug found during patient's stay on 8/1/2016 on top of the fitted sheet. Patient stated that staff were very casual about changing his sheets. He stated that he couldn't get adequate rest after that.
Date subject raised (if different than the original complaint date) (MM/dd/yyyy)	<input type="text" value=""/> 
Subject Determination Indicate whether this specific subject raised in the complaint/feedback is valid.	<input type="text" value=""/> 
<input type="button" value="Copy Subject"/>	

OPTIONAL: Progress Notes (add as many as needed by entering notes and clicking on “Save” at the bottom)

Progress Notes

New note

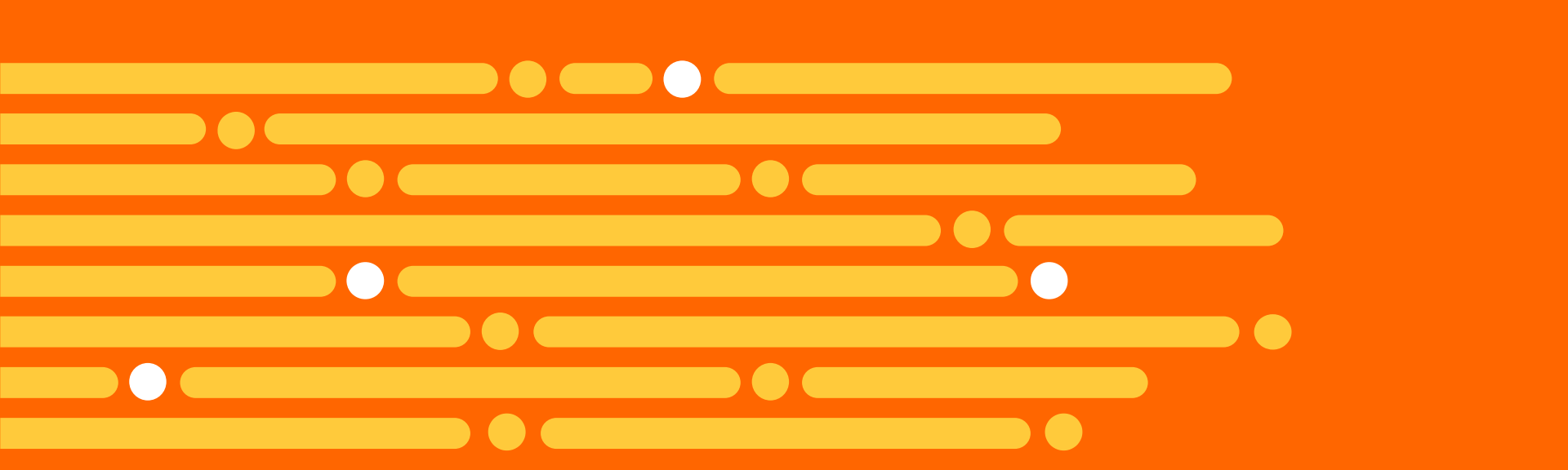


No progress notes.

5. Key Dates – Enter Done Date in “Sent for Investigation”

Key Dates		
Date Received	09/26/2016	
	Due	Done
Sent for investigation:	10/10/2016	
Investigation complete:	10/10/2016	
Holding:	10/13/2016	
Final response:	10/18/2016	
Re-opened		

Very Important – Final step is to enter “Done” date in order to send out for investigation. This will move it to the “Under Investigation” Status bucket for the consultant/manager to begin investigation process.



Step 3: Consultants – Begin Investigation

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Consultants – You have received an e-mail notification that you have been assigned as consultant. Now What?

1. Open Complaint

The screenshot shows a web application interface for managing complaints. At the top, there is a navigation bar with links for 'My Dashboard', 'Contacts', 'PSES Document Manager', 'Medications', 'Admin', and 'Logout'. Below this, there are dropdown menus for 'Events' and 'Complaints'. The main content area is titled 'Complaints' and is divided into two sections: 'Options' and 'Statuses'.

Options:

- Add a new complaint
- My reports
- Design a report
- New search
- Saved queries

Statuses:

Status	Records	Overdue
Unapproved Complaints	1 records	
Awaiting Investigation	3 records	2 Overdue
Under Investigation	2 records	2 Overdue
Complaints Awaiting Holding Letter	1 records	1 Overdue
Awaiting Final Reply	1 records	1 Overdue
Completed	0 records	
Rejected	0 records	

A teal text box with an arrow points to the 'Under Investigation' status in the 'Statuses' section. The text reads: 'Consultants will always go to "Under Investigation"'. A teal arrow points from this text to the 'Under Investigation' status bar.

Note: Review Due Date

Key Dates		
Date Received	09/26/2016	
	Due Done	
Sent for investigation:	10/10/2016	
Investigation complete:	10/10/2016	
Holding:	10/13/2016	
Final response:	10/18/2016	
Re-opened		

Complete investigation by due date

3. Review Complaint and Initiate Investigation

UHC Safety Intelligence: Complaints Manager Form

Basic Information

Progress notes
Details of Investigation
Documents
Linked Records
Communication and feedback
Print
Audit trail
+ Add a new complaint
+ Generate from
My reports
Design a report
New search
Saved queries

Basic Information

Ref: COM-12

ID: 12

Name (ADT Encounter Level):

Patient Representative:

Consultant(s):

Incident date (MM/dd/yyyy):
If unknown, leave blank

First received (MM/dd/yyyy): 09/26/2016

Date Entered (MM/dd/yyyy): 09/26/2016

Closed date (MM/dd/yyyy):

Reopened (MM/dd/yyyy):

Primary location involved

Site Name:

Location / Service name:

Clinical Service:

Contacts

Complainants

ID	MRN	First name	Last name	Date of birth	Type	Subtype	Contact role	Approval status
1120		Test1	Test Test				Complainant	Unapproved

Create a new Complainant link

4. Enter Investigation Outcome

Basic Information

- Progress notes
- Consultant Investigation
- Documents
- Linked Records
- Communication and feedback
- Print
- Audit trail
- + Add a new complaint
- + Generate from
- My reports
- Design a report
- New search
- Saved queries

Consultant Investigation

Investigation details

Lessons learned

Narrative (lessons learned) ← Information found for each subject/complaint

Action(s) taken

Narrative (actions taken) ← What actions should be taken differently in the future to avoid/improve outcome?

Save Cancel

OUTLINE - How Actions and Narrative Should be Filled

Narrative (Lessons Learned):

Subject #1: Patient waited for 4 hours in the waiting room

Lessons Learned: Investigation

Investigation Outcome:

Subject #2: Patient states that specialist was very rude

Lessons Learned: Investigation

Investigation Outcome:

Narrative (Actions Taken):

Subject #1: Patient waited for 4 hours in the waiting room

Actions Taken: Investigation

Actions to be taken in the future:

Subject #2: Patient states that specialist was very rude

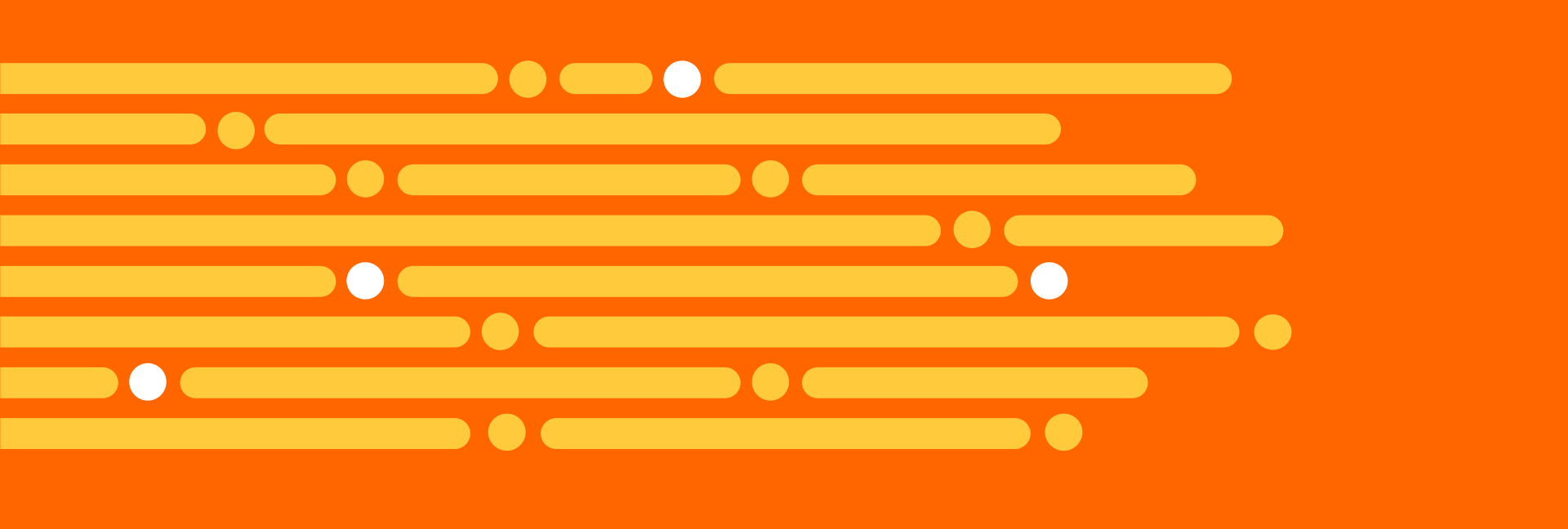
Actions Taken: Documentation

Actions to be taken in the future:

5. Complete Done Date under “Investigation Complete”

Key Dates		
Date Received	09/26/2016	
	Due	Done
Sent for investigation:	10/10/2016	
Investigation complete:	10/10/2016	
Holding:	10/13/2016	
Final response:	10/18/2016	
Re-opened		

Important – Enter “Done” Date. This will move the complaint to the next status bucket and show the investigator that you have completed your investigation.



Final Step: Patient Representative –
Review Investigation Notes and Complete
Complaint

Review Consultant Investigation

Basic Information

- Progress notes
- Consultant Investigation
- Documents
- Linked Records
- Communication and feedback

Print

Audit trail

- + Add a new complaint
- + Generate from
- My reports
- Design a report
- New search
- Saved queries

Consultant Investigation

Investigation details

Lessons learned

Narrative (lessons learned)

Action(s) taken

Narrative (actions taken)

Save Cancel

COMPLETE: Outcome/Resolution

<p>Overall Determination</p> <p>If only some parts of the complaint/feedback are valid, enter "Partially Valid" and specify in the Subjects section.</p>	<p>Valid</p>
<p>Outcome / Resolution</p> <p>Describe the overall outcome and resolution</p>	<p>Apologies were extended to the patient and food vouchers were also provided.</p>

5. Complete Done Date under “Investigation Complete”

Key Dates		
Date Received	09/26/2016	
	Due	Done
Sent for investigation:	10/10/2016	
Investigation complete:	10/10/2016	
Holding:	10/13/2016	
Final response:	10/18/2016	
Re-opened		

Holding – Enter done date once you have acknowledged that consultant conducted appropriate investigation

Final Response – Enter done date once you have sent acknowledgement letter to complainant OR when complaint investigation is considered complete.

Note: Both may/should be entered simultaneously if investigation is complete and no further action is necessary