 <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p>	Document Code:	DPOTMH-I-P13-S02
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	Document Title:	<b>CLIENT COMPLAINTS</b>

B.S. Aquino Drive,  
Bacolod City,  
Negros Occidental,  
6100

### **PURPOSE:**

1. To provide a mechanism which identifies and addresses patient / visitor complaints in a timely and efficient manner.
2. To improve the delivery of quality healthcare services and protect health and safety by ensuring that complaint is reviewed / investigated, tracked and tended.
3. To provide a mechanism through which every patient's complaint is reviewed by an administrator, responding on an individual basis, and that a feedback and appeal mechanism is available to the complainant.

### **SCOPE:**


Applies to all Nursing Service Division (department/ section/ unit) staff, Human Resource Dept and Client Relation of Dr. Pablo O. Torre Memorial Hospital

### **PERSON RESPONSIBLE:**

Nursing Service Department Personnel

### **GENERAL GUIDELINES:**


- 1 All patient complaints, written or verbal (including telephone complaints), and regardless of point of origin shall be referred to the Client Relation Officer, who in turn will notify the supervisor / department head concerned for proper action. Documentation shall be done by writing an Incident Report related to the complaint.
- 2 Once logged, the Client Relation Officer shall review each complaint and direct to concerned department / unit head for further investigation.
- 3 Complaints directed to a particular employee's behavior maybe resolved in the following manner:
  - 3.1 The supervisor shall conduct a dialogue with the complainant and the employee concerned separately.
  - 3.2 The complainant shall write a letter of complaint addressed to the supervisor for documentation purposes.
  - 3.3 The employee concerned shall write a report pertaining to the incident addressed to the Supervisor within 24 hours upon receipt of complaint

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letter from the complainant. Such incident report shall be reviewed and filed by the supervisor.

- 4 Within Five (5) days from receipt of the complaint, the Client Relation Officer shall generate a letter or call the complainant informing that his complaint has been received and is being investigated, providing a follow – up contact name.
- 5 In any case, where the individual filing the complaint is offensive or agitated, the Client Relation Officer (during office hours) or Nurse Supervisor (during weekend and holiday) shall be contacted immediately and meets with the patient / visitor.
- 6 If the complaint presents apparent issues of legal liability or media involvement, the Client Relation Officer / Nurse Supervisor shall immediately notify the Hospital Administrator / President or other Top Management Officers.
- 7 All complaints alleging the release of protected information shall be forwarded to the Nursing Director and Medical Record Officer for review and follow up.
- 8 In cases where there is an alleged adverse patient outcome, at the discretion of the Nurse Supervisor for Operations, the matter shall be referred to Medical Director for other internal review in addition to resolution through the patient complaint process.
- 9 In all routine cases (those not meeting the criteria set forth in # 6 above), complaints once logged shall be reviewed by the Client Relation Officer and shall be routed as follows:
  - 9.1 Billing complaints
    - 9.1.1 Billing complaints shall be immediately reviewed by the Billing Officer and then referred as appropriate for investigation, follow-up and decision. In-charge Client Relation Officer and Billing Officer
  - 9.2 Operational complaints
    - 9.2.1 Operational complaints shall be immediately reviewed by the Medical Director, to whom the concerned division reports for the purpose of administrative awareness of issues pending in their divisions and for appropriate follow – up.



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9.2.2 In-charge Client Relation Officer; Department Head & Medical Director.


9.3 Clinical complaints

9.3.1 Clinical complaints shall be immediately reviewed for the purpose of assessment, need for urgent intervention.







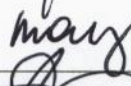
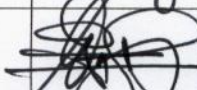
9.3.2 In-charge Client Relation Officer, Assistant Nurses Director for Operations & Director for Nurses

**PROCEDURE:**

1. Staff Nurse informs immediate Head/ Nurse Supervisor on duty of the patient's complaint.
2. Immediate Head/Nurse Supervisor investigate the nature of the complaint.
3. Immediate Head/Nurse Supervisor instructs Staff involved to make an Incident Report regarding the Complaint.
4. Immediate Head/ Nurse Supervisor makes an Anecdotal Report.
5. Immediate Head/ Nurse Supervisor informs the Clinical Manager for Operation of the complaint.
6. Clinical Manager for Operation screens the incident report if need to be elevated to the client relations/HRD.
7. Clinical Manager for Operation informs the Chief Nurse, Nursing Division Head, Heads of other Department and Medical Director.

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**APPROVAL:**

	Name/Title	Signature	Date
Prepared by:	<b>SHALAIN SOCORO L. DURAN, RN</b> Nurse Manager for Operations		6/28/22
Verified by:	<b>RICHARD S. MONTILIAO, RN</b> OIC Policy Development		6/28/22
	<b>HANNAH KHAY S. TREYES, RN, MN</b> Chief Nurse		07/08/2022
Reviewed:	<b>DENNIS C. ESCALONA, MN, FPCHA, FPSQua</b> Quality Assurance Supervisor		07/08/2022
Recommending Approval:	<b>MARIA LIZA C. PERAREN, RN, MAN</b> Nursing Division Officer		7/8/2022
	<b>FREDERIC IVAN L. TING, MD</b> OIC- Total Quality Division		7/8/22
	<b>MA. ANTONIA S. GENSOLI, MD, FPPS, FPCHA</b> Vice President – Chief Medical Officer		7-15-22
Approved:	<b>GENESIS GOLDI D. GOLINGAN</b> President and CEO		10/25/22

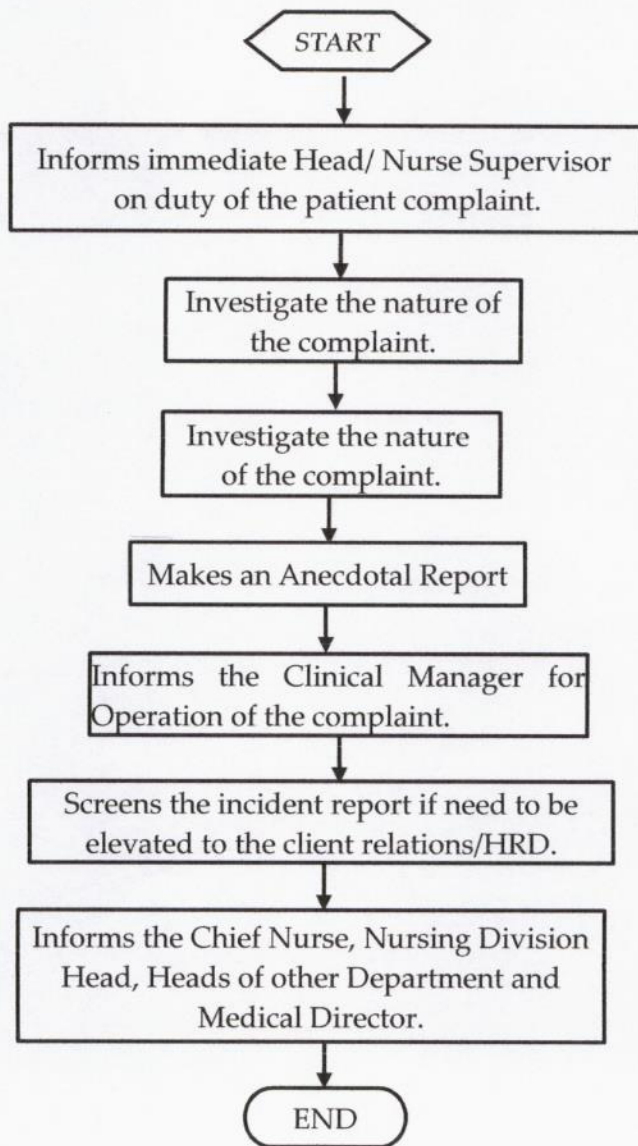


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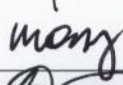
## FLOWCHART






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KEY TASKS	PERSON RESPONSIBLE
1. Informs immediate Head/ Nurse Supervisor on duty of the patient's complaint.	Registered Nurses
2. Makes an Incident Report regarding the complaint.	
3. Investigate the nature of the complaint.	Immediate Head/Nurse Supervisor
4. Instructs Staff involved to make an Incident Report regarding the complaint.	
5. Makes Anecdotal Report.	
6. Informs the Clinical Manager for Operation of the complaint.	
7. Screens the incident report if need to be elevated to the client relations/HRD.	Clinical Manager for Operation
8. Informs the Chief Nurse, Nursing Division Head, Heads of other Department and Medical Director.	



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