



Reporting Patient Concerns

Your comfort, satisfaction and safety are very important to us and we hope to meet all of your needs without prompting. However, if you, your friends or your family have any concern, please let us know immediately: we will do our best to resolve it *on the spot*.

Who to contact:

Every nurse, every physician, *everyone* here at SEARHC is an advocate for your safety and satisfaction. Contact any one of our staff members at any time about your concerns. They will do their best to resolve the issue and, if they can't, they will refer the matter to the Patient Experience Team. Your right to express concerns, complaints, and grievances will not result in coercion, discrimination, reprisal, or unreasonable interruption in your care.

Please do not hesitate to contact our Patient Experience Team if you have any questions about this process:

- ✓ Our **Patient Experience Representative at MEH** can be reached at (907) 966-8860
Serving patients in Sitka, Angoon, Kake, Pelican, Petersburg, Wrangell, Yakutat, and Tenakee Springs
- ✓ Our **Patient Experience Representative at ELMC** can be reached at (907) 463-6656
Serving patients in Juneau, Haines, Klukwan, Hoonah, and Skagway
- ✓ Our **Patient Experience Representative at ARMC** can be reached at (907) 755-4983
Serving patients in Klawock, Kasaan, Hydaburg, Thorne Bay, and Craig

Here's a list of other hospital and clinic leaders you may want to contact about your concern:

- ✓ Our Chief Nursing Officer can be reached at (907) 966-8442
- ✓ Our MEH Medical Director can be reached at (907) 966-3235 or (907) 463-4058
- ✓ Our Performance Improvement Director can be reached at (907)966-8676

222 Tongass Drive
Sitka, AK 99835

You also have the right to contact our regulators and accreditors directly. Please see page 2 for their contact information.

Additional Contacts for Reporting Concerns, Complaints or Grievances

- ✓ Our hospital is registered with the State of Alaska Department of Health and Social Services. You can contact the Division of Health Care Services Section of Certification and Licensing at:

501 Business Park Blvd., Suite 24
Anchorage, AK 99503
(907) 334-2483

- ✓ If you are a Medicare or Medicaid beneficiary, you may also ask the regional Quality Improvement Organization (QIO) to review quality of care issues, coverage decisions and to appeal premature discharges. This organization's QIO is Mountain-Pacific Quality Health Foundation, which may be contacted at:

4241 B Street, Suite 303
Anchorage, AK 99503
(877) 561-3202

- ✓ Our hospital and clinics are accredited by The Joint Commission which encourages you to contact their Office of Quality Monitoring to report concerns of patient safety or quality of care by either calling 800/994-6610 or e-mailing complaint@jointcommission.org.

Grievance Process

1. Patient grievances are written or verbal complaint that is filed by a patient or a patient's representative, when a patient issue cannot be promptly resolved by SEARHC staff.
2. How are grievances processed:
 - a. Reviewed and investigated by the Grievance Committee
 - b. Patient or patient's representative stays informed of the actions being taken to investigate or resolve.
 - c. Within 7 days of receipt of the grievance, if not yet resolved, the patient or representative will be provided an update.
 - d. Upon closure of a grievance, the patient or representative will be notified in writing of:
 - i. the contact information of the Performance Improvement Director;
 - ii. steps taken to investigate the grievance;
 - iii. the results of the grievance process; and
 - iv. the date of completion of the review.

Thank you for choosing SEARHC for your care!