DEFINITION:
A grievance is defined as a complaint, either written or oral, expressing dissatisfaction with service delivery or the quality of care furnished.

POLICY:
Participants of the PACE Southeast Michigan (SEMI) program, who have a concern or complaint about their quality of care or service delivery, have access to the established Grievance Process. Participants can file a formal grievance either orally or in writing.

A written record of all grievances and resolutions shall be maintained and reviewed at least quarterly by the Quality Assessment Performance Improvement Team and through minutes, by the Governing Board of Directors. The Center Manager is responsible for maintaining, aggregating, analyzing and reporting this information.

Participants have the right to voice their concerns, free of any restraint, interference, coercion, discrimination or reprisal by the PACE SEMI staff.

Grievances are kept confidential. When a grievance is made, the administration will keep the complaint private, to the extent possible. The President CEO and/or Center Manager will decide who needs to be notified of the grievance. Confidentiality of the grievance is adhered to as outlined in the PACE SEMI Grievance and Appeal Policy. Confidentiality is part of the annual mandatory inservice and violations of the policy will result in disciplinary action. Contracted providers will be held accountable to all grievance procedures established by PACE SEMI. PACE SEMI will monitor providers’ compliance with this requirement.

The grievance process and applicable procedures will be reviewed both orally and in writing with the participant/family/representative by the designated staff member at the time of enrollment and at least annually at time of annual review. Beneficiary notification will include the availability of assistance with completing a grievance. The grievance policy and procedure will be made available upon request to the participant/family members/representative.
PROCEDURE:

Filing a Grievance
1. A grievance may be expressed either orally or in writing to the participant’s any member of the IDT. If assistance in filing a grievance is needed, any member of the IDT can provide this service.
2. Upon receipt of a grievance, the PACE SEMI Center Manager will discuss with and provide to the participant in writing, the specific steps, including the timeframe for response that will be necessary to resolve the grievance.
3. If the participant/family member/representative wishes to file a grievance during non-center hours, the administrator on call will be responsible for receiving and then communicating the grievance to the PACE SEMI Center Manager the next business day.

Documentation of Grievances
1. A Grievance Log will be maintained in a confidential location. Every grievance expressed, either orally or in writing will be documented on the Grievance Log on the day it was received. If a grievance was received after hours, it will be documented the next business day on the Grievance Log.
2. It is the responsibility of the Center Manager to ensure documentation and follow up on the grievance.

Resolution
1. Notification of the receipt of the grievance will be mailed to the participant or representative within five business days of receipt. It is the responsibility of the Center Manager to investigate and seek resolution of the grievance within thirty (30) calendar days from the date it was received.
2. PACE SEMI will continue to furnish all required services to the participant during the Grievance Process.
3. The Center Manager will investigate the problem, determine the best method to solve the problem, and take the necessary steps needed to settle the matter, including meeting with parties involved when necessary, or taking the matter up with the Executive Team.
4. Once the grievance response has been determined, the participant/family member/representative will receive from the Center Manager, a written copy of the proposed resolution. Included in the letter will be further steps that can be taken if the participant/family member/representative are not satisfied with such resolution.

Dissatisfaction
1. Any participant/family member/representative who is dissatisfied with the outcome of the grievance resolution can take further action by contacting the PACE SEMI President CEO within thirty (30) calendar days of the proposed resolution.
2. All efforts will be made by the PACE SEMI President CEO to resolve the ongoing grievance and inform the participant of the final proposed resolution within thirty (30) calendar days.
Data Collection and Reporting

1. A written record of all grievances shall be maintained by the Center Manager, including the initial date, identification of the grievance, the date of resolution and a summary of the resolution itself.

2. The Center Manager will maintain, aggregate, analyze and report information on the grievance proceedings. Data is reviewed quarterly for trends and presented to the Quality Assessment and Performance Improvement Team. The Center Manager will share the information with the PACE SEMI Participant Advisory Committee and through minutes, the Governing Body at their routine Meetings. Committee members are alert to trends posing high safety risks or those that may need immediate investigation and identified trends and patterns will be incorporated as a formal part of the PACE SEMI Quality Management Plan.

3. Grievance information is included in the quarterly HPMS data collection.