

# Patient Grievance Procedure

You or your representative have the right to have concerns regarding your care or relationship with the hospital addressed in a timely fashion.

## Step 1 - Informal

You are encouraged to bring concerns to the attention of your immediate caregiver or manager/supervisor of the involved area at the time the concern arises. Efforts will be made to investigate and resolve the concern as soon as is practical. If the concern cannot be resolved in this way, it should be referred to the appropriate department head, hospital president or vice president as a grievance.

## Step 2 - Formal

You or your representative have the right to file a grievance at any time. Grievances are to be directed to the appropriate manager, department head, vice president or hospital president. The initial investigation of the grievance will be conducted by the Patient Grievance Committee, and the matter will be reported to the hospital President or Vice President. Notice will be given to the complainant that their complaint has been received and is being investigated. After investigation, a written response will be provided by the hospital. This written response will include the hospital's decision, the name of the hospital contact person responding, the steps taken to investigate the concern, the results of the grievance process, and the date of completion. Formal grievances will be resolved in a timely manner.

## Joint Commission's Contact Information

If you have any concerns about patient care and safety that are not addressed, you are encouraged to contact hospital management. If the concern cannot be resolved through them, you are encouraged to contact the Joint Commission.

You can contact the Joint Commission's Office of Quality Monitoring to report any concerns or register complaints about a Joint Commission-accredited health care organization by either calling 1-800-994-6610, or e-mailing [complaint@jcaho.org](mailto:complaint@jcaho.org).

## Department of Health and Family Services' Contact Information

At any time you may file a complaint with the Department of Health and Family Services at the following address:

State of Wisconsin-Department of Health and Family Services  
Division of Supportive Living  
Bureau of Quality Assurance  
1 West Wilson Street  
PO Box 2969  
Madison, Wisconsin 53701-2969  
608-266-8481