

## Client Grievance Procedure

A grievance is a concern relating to an individual's care conditions or to relationships between an individual and the agency or a caregiver in which the individual believes that he/she has been wronged and wants the wrong corrected. It is regarding problem areas in the delivery of care, which appear to threaten the health and well-being of the individual served.

Sunbridge Home Health Care believes that every individual has the right to make their views known about the quality/delivery of care or services without fear or reprisal. Individuals have the right to a clear and direct process for filing and resolving complaints to his/her satisfaction and to have it resolved in a timely manner.

\*When an individual is admitted to the agency, he/she is to be given an admission packet that includes a copy of the agency Bill of Clients Rights and Responsibilities. This policy indicated that grievances are to be filled with the Office Manager. The fact that the policy was given to the client is to be recorded in the client record.

\*All grievances and concerns are to be investigated by the agency, by the Office Manager, or his/her designee.

\*When a grievance is received, whether written or verbal, it is to be documented in the individual's record. It is also to be noted in a log kept by the Office Manager.

\*The resolution of the problem is also to be documented in the same manner.

\*Grievance received after hours, on weekends and holidays and whenever the office is closed are handled on the next business day.

\*Each written or verbal grievance received is to be responded to in writing within ten days. This information is reviewed by the Office Manager and a complaint form is completed. Each person involved is interviewed by the Office Manager who then evaluates all collected information.

\*After thorough evaluation, the Office Manager makes a determination and formulates a decision notifying all persons involved. All information regarding activities, investigation, analysis, resolution, and outcomes are documented in the log and in the individual's chart within 30 days of the complaint.

\*The response is to explain the decision rendered by the agency and it is to notify the individual of his/her right to appeal.

\*A copy of the outcome is to be filed in the client record and noted in the Office

Manager's log.

\*If the client files an appeal, it is to be reviewed and responded to by a member of the Governing Body within 30 days of its receipt by the agency.

\*The response to the appeal is to be filed in the individual's record and noted in the Office Manager's log.

## **Due Process**

Sunbridge Home Health Care upholds due process requirements. Due process is defined as providing individuals supported, and their legally authorized representatives, with a fair process requiring at least an opportunity to present objections to the proposed action being contemplated.

Due process, including review by a Human Rights Committee (HRC), will be implemented when it is proposed that an individual's rights be restricted for any reason. The Human Rights Committee will review any restriction of an individual's rights including an assessment indicating the need for the restriction periodically, but at least annually, during the period in which the restriction is imposed, and documents such. All restrictions are included in the individual's person-centered plan. When any restrictions are being proposed for an individual, the individual is supported to attend and provide input at the HRC meeting in which the proposed restriction is being reviewed.

Individuals served will be provided adequate training in due process procedures including:

\*Any procedures for placing a limitation or restriction on an individual's rights.

\*Training that supports the removal of a rights restriction.

\*The continued need for the restriction is reviewed at least quarterly by the QDDP or more often at the request of the individual. All restrictions are included in the person-centered plan.

## **Human Rights Committee**

Sunbridge Home Health Care will maintain access to a working and effective Human Rights Committee. The committee will comply with the provisions of 580-3-26 by conducting the following:

\*The HRC reviews policies, procedures and practices that have the potential for

rights restrictions without individualized assessment.

\*The HRC reviews the frequencies and reasons surrounding the use of restraint for medical and/or behavior purposes.

\*The HRC meets at least quarterly.

The HRC is composed of a majority of individuals that are not employed by the program, and consisting of representatives from each of the following groups:

1. Current and/or former service users
2. Family members of service users
3. Representatives of community support and advocacy organizations
4. Local official
5. Citizens at large
6. Performance Improvement/Quality Enhancement staff (ex-officio)

**The HRC does the following:**

\*Makes recommendations to promote individuals' rights

\*Proactively promotes and protects individuals' rights

Reviews reports of substantiated allegations of abuse, neglect, mistreatment, and exploitation

\*Reviews other data that reveals practices with respect to human, civil, and legal rights

\*Reviews research projects involving human participation to ensure the protection of the individuals who are involved

\*Assists on the review of rights related policies and procedures

\*Promotes rights related education and training programs

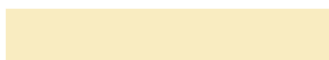
\*Reviews rights restrictions

\*Assists in monitoring activities; advise the program administrator on consumer rights-related grievances; reviews rights related issues in behavioral plans.

Employee's Signature:



Date:



Trainer's Signature:



Date:

