



Texas Association for  
Home Care & Hospice  
*Leading ★ Advancing ★ Advocating*

## **Administrator Program**

Tuesday, November 16, 2020

2:30pm-3:30pm

### **7a. Complaint Investigation and Resolution**

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# Receiving and Investigating Complaints

How to listen to the Voice of your Customer

## Objectives

- Identify regulations governing complaint documentation and reporting
- Describe the elements of a proper complaint report
- Identify role of complaint investigation in OBQI
- Describe the relationship between the complaint process and the ANE reporting regulation.

## Required Monitors

- Texas Requires that certain events be recorded, aggregated, and trended as part of the agency's Quality Assessment and Performance Improvement process
- The mandatory events to be monitored are Infections, Incidents, Client Satisfaction, and COMPLAINTS
- Each agency must have a defined process for collecting, recording and reporting these events.

## Approach to Complaints

- **Be grateful and express appreciation for the favor of the complaint**
- **Investigate objectively remaining constantly sensitive for what could be called ANE**
- **Record efforts and dates**
- **If ANE is a potential, file a report immediately**

## Gratitude for Complaints

- **“When someone is happy with you they tell you, when they are mad they tell ten other people”**
- **How you respond to and correct a service problem is often more impressive to your customer than not having the problem in the first place.**
- **Your opportunity to respond to a customer’s dissatisfaction is a rare opportunity to experience first hand how you can adjust either expectations or delivery for a more positive customer experience.**

**IF YOU RECEIVE NO COMPLAINTS  
YOU ARE NOT IN HOMECARE**

## Who Can Complain?

- **Everybody**
- Clients
- Client Family members or friends
- Your staff members
- Other healthcare providers with contact with the client
- Etc.

## Who Can Receive A Complaint?

- Every employee should know the process and procedure for receiving and reporting a complaint to agency administration
- The Administrator (or Alternate) is responsible for documenting and investigating the complaint
- The Administrator determines the nature or severity of the complaint and determines the response
- The Quality Committee reviews the Complaint Log and suggests possible changes in agency processes to reduce the number and/or type of complaints

## What Is A Complaint?

- Any evidence of dissatisfaction or confusion about the nature of your service or the characteristics of your employees could be considered a complaint
- Every complaint, no matter how trivial, should be considered and not be ignored or brushed aside
- Every complaint offers an opportunity for learning and improvement

## Why do People Complain?

- Lack of understanding or orientation about your services, processes, expectations
- Client needs and/or expectations inconsistent with agency service offerings or payor allowances
- Service failures or staffing problems on agency's part
- Poor or incomplete staff training
- Theft, abuse, neglect
- Confusion, anger, grief, and other emotional issues
- Boundary violations

## How To Document A Complaint

Every complaint report should contain:

- Date and time complaint received
- Name of complainant and client and person receiving complaint
- What is alleged and desired
- Date investigation begun and findings
- Resolution and date of resolution
- Response of complainant to resolution if possible

## How To Complete a Complaint Log

- Record number and types of Complaints
- Record any other facts and attributes being explored by agency:
  - Clinicians involved
  - Clients involved
  - Any trends reflected in the raw data
- Summarize data for Quality Committee meeting for their discussion
- Identify any complaints that create reason to believe Abuse, Neglect, or Exploitation may have occurred and that these were properly reported.

## Function of Quality Committee

- Study patterns and trends to identify issues or problems in agency
- Suggest possible solutions to administration and governing board.

## Approach to Complaints-Summary

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