Grievance Process Flow Chart

Patient Shares Concern(s)

With Staff Person

With Clinic Manager

Acknowledge the concern(s), document it on the grievance log and explain the next step.

Legend:
- Staff self check-in
- Regular flow step

Will the concern/grievance take more time to investigate? (Answer no if it can be addressed quickly, ie. that day or by the next treatment)

No → Investigate the Grievance

Yes → Give patient Acknowledgement of Grievance Letter → Investigate the Grievance

Investigate the Grievance → Identify solutions and set plan for implementation

Identify solutions and set plan for implementation → **Review findings, solutions and plan with patient.**

Review findings, solutions and plan with patient. → **Check in with patient to confirm understanding. Are they satisfied?**

Check in with patient to confirm understanding. Are they satisfied?
- No → Escalate the grievance per facility policy and procedure and notify patient of next steps
- Yes → **Give patient Grievance Outcome Letter**

Escalate the grievance per facility policy and procedure and notify patient of next steps → Complete Further Investigation

Complete Further Investigation → **Review findings, solutions and plan with patient.**

Review findings, solutions and plan with patient. → **Check in with patient to confirm understanding. Are they satisfied?**

Check in with patient to confirm understanding. Are they satisfied?
- No → Escalate the grievance per facility policy and procedure and notify patient of next steps
- Yes → **Give patient Grievance Outcome Letter**

Give patient Grievance Outcome Letter → Complete Grievance Log form and include in QAPI trend discussion

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