



557 W. WASHINGTON • BURNS, OR 97720 • 541-573-7281 • www.harneydh.com

## Procedure for Patient Complaints and Grievances

Harney District Hospital endeavors to meet our patients’ expectations of care and services. HDH has adopted an internal grievance procedure providing for prompt and fair resolution of complaints and grievances.

Patients and/or their immediate family or personal representatives have the right to submit a complaint, verbally or in writing. The grievance procedure shall be freely applied to protect the important rights of the patients and to meet appropriate due process standards (treating people equally according to the law), and to assure hospital compliance with state and federal regulations. The procedure is as follows:

Step 1: If a patient submits a verbal complaint to and HDH staff member and the patient is satisfied with the actions taken on his/her behalf, the complaint is considered resolved.

Step 2: If a verbal complaint is not promptly resolved to the patient’s satisfaction by HDH staff under step 1, or if the patient submits a written complaint, the recipient of the complaint will notify Administration immediately. Patients may also send a written complaint directly to:

Harney District Hospital  
Administration – Risk Management  
557 W. Washington St.  
Burns, OR 97720

An administrator will contact the patient in writing within seven (7) working days of the receipt of the grievance to acknowledge having received the grievance.

Step 3: An administrator, or designee, will conduct a prompt and thorough investigation of the grievance. All interested persons and/or their representatives will be provided an opportunity to submit appropriate evidence.

After investigation, the administrator will issue a written report regarding the hospital’s decision regarding the grievance, which includes, 1) the name of the administrator; 2) the steps taken by the hospital on behalf of the patient to investigate the grievance; 3) the results of the grievance process; and 4) the date of completion. The administrator will maintain a file and records of the grievance, investigation, and the written decision.

The grievance is considered resolved when the patient is satisfied with the actions taken on his/her behalf. If the patient is dissatisfied with the written report, the patient may also file a complaint with the Oregon Health Authority or DNV (the hospital’s accrediting organization).

<p>Oregon Health Authority Health Facility Licensing and Certification Program 800 NE Oregon Street, Suite 465 Portland, OR 97232 <b>E-MAIL:</b> <a href="mailto:mailbox.hclc@odhsoha.oregon.gov">mailbox.hclc@odhsoha.oregon.gov</a> <b>FAX:</b>(971) 673-0556</p>	<p>DNV Healthcare USA, Inc. Attn: Hospital Complaints 4435 Aicholtz Road, Suite 900 Cincinnati, OH 45245 E-Mail: <a href="mailto:hospitalcomplaint@dnv.com">hospitalcomplaint@dnv.com</a> Fax: 281-870-4818 Website: <a href="https://www.dnvhealthcareportal.com/patient-complaint-report">https://www.dnvhealthcareportal.com/patient-complaint-report</a></p>
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