



Hospital Complaint Process at Copley Hospital

Copley Hospital encourages patients and families to voice their concerns, complaints, suggestions for improvement or compliments to any staff at any time. Upon admission, each patient receives a copy of our Patient and Visitors Guide which includes contact information for the Quality Management Department as well as information about patient rights and how to file a complaint and explains the complaint resolution process (see below).

A copy of Copley Hospital's Patient Bill of Rights can be found throughout the organization, posted on the walls in reception areas and it is also available on our web site. This posting contains the contact information for the Quality Management Department, as well as a description of the patient's rights and responsibilities, and addresses matters of confidentiality, ethics, access to medical records, interpreter services, billing and other issues, as well.

About the Quality Management Department

The Quality Management Department is staffed by advocates who serve as a resource to all Copley Hospital customers and staff. The advocates work to support the best possible patient experience in the following ways:

- Serving as a liaison between patients, their families and the health care team to address quality of care concerns and provide service recovery

- Providing a formal avenue for grievance resolution

- Providing an organizational resource for maintaining complaint data and actions taken as required for licensure and regulatory compliance

- Assisting Clinical Leadership in identifying patterns, trends and opportunities for patient care improvement

- Collaborating with Ethics, Risk Management, Safety, Compliance and other leaders to ensure patient and family concerns have been resolved and that system-related issues are shared with Leadership for further action

The Complaint Process

Patients and their representatives have the right to express concerns about the quality of care or service received at Copley Hospital. This is called presenting a complaint. We encourage the resolution of concerns by speaking directly with a staff member in the department or unit where the problem has occurred. However, if an issue cannot be resolved by speaking with a staff member or if a patient feels uncomfortable discussing the issue within the department or unit where the issue occurred, we invite them to contact the Quality Management Department.

A patient advocate can be reached in the following ways:

By phone: 802-888-8351

Or in writing: Quality Management Department, Copley Hospital, 528 Washington Highway, Morrisville, VT 05661

The Quality Management Department will acknowledge the receipt of the complaint within five working days.

What Happens Next?

Upon receipt of a complaint, a member of the Quality Management Department will make every effort to resolve the concerns at that time. If the complaint requires further review, the complainant will receive a letter addressing the grievance, investigative findings, and any action(s) or follow up taken or to be taken. This resolution letter will be mailed to the complainant within 30 business days of the initial complaint. If the complainant is not satisfied with the resolution of the grievance, he/she may appeal the decision directly to Copley Hospital's Chief Executive Officer or designee.

In addition to filing a complaint with Copley Hospital, patients also have the right to file a complaint with the state agency responsible for hospital oversight (see below).

Patients or their representatives may file a complaint by contacting:

The Division of Licensing and Protection:

Phone: Toll-free: 800-564-1612 or fax: 1-802-241-4092

Email: <http://www.dlp.vermont.gov/protection/report>

Mail: Division of Licensing and Protection, 103 South Main Street, Ladd Hall, Waterbury VT 05671-2306
or

Vermont Board of Health:

Phone: Toll-free: 800-464-4343 Fax: 802-865-7754

Email: submit at <http://healthvermont.gov/contact/contact.aspx>

Mail: Vermont Department of Health, 108 Cherry St., P.O. Box 70, Burlington VT 05402-0070

Recording and Tracking Complaints

The Quality Management Department maintains comprehensive records of all complaints and interventions/actions taken to resolve those complaints. The office has the ability to track patterns or trends that may emerge, and to identify specific areas in need of improvement. Patient concern reports are generated by the department and presented to the Quality Committee and annually to the State for licensure requirement and as needed to specific units by location.

Other channels for resolution of concerns and complaints:

Green Mountain Care Board, 89 Main Street, Third Floor, City Center Montpelier, Vermont 05620, 802-828-2177 or GMCB.Board@state.vt.us.

Office of Health Care Advocate, P.O. Box 1367, Burlington, VT 05401, 800-917-7787. Their website, <https://vtlawhelp.org/complaints#>, is a resource for information on how to file complaints outside of the hospital.

The Vermont Board of Health, c/o Department of Aging and Disabilities, 103 South Main St., Waterbury, VT 05671-2301 (Concerns about health insurance)

The Vermont Department of Health and State Board of Health, 108 Cherry Street, Burlington, VT 05401, Voice: 802-863-7200.

The Vermont Secretary of State, Office of Professional Regulation, 89 Main Street, 3rd Floor Montpelier, Vermont 05620-3402, 802-828-2367 (Concerns about the quality of care provided by licensed professionals)

The Vermont Board of Medical Practice, Vermont Department of Health, P.O. Box 70, Burlington, VT 05402-0070. Telephone: 800-745-7371 (Concerns about physicians)

The Department of Disabilities, Aging and Independent Living - Division of Licensing Protection, 103 South Main Street, Ladd Hall, Waterbury, VT 05611-2306, Telephone- 802-241-2345; Toll-free (in Vermont): 800-564-1612 (To make a complaint against a facility or agency that provides health care services or to report abuse, neglect or exploitation of a vulnerable adult)

Northeast Health Care Quality Foundation, 15 Old Rollinsford Road – Suite 302, Dover, NH, 03820 603-749-1641 (Concerns about the quality of care provided to Medicare consumers)

Centers for Medicare and Medicaid Services, U.S. Department of Health and Human Services, Hubert H. Humphrey Building, 200 Independence Avenue S.W., Washington, D.C. 20201. 1-800-Medicare (1-800-633-4227) (Concerns about the quality of care provided to Medicare consumers)