

## Third-Party Patient Complaint Resolution Improving the Quality of Care for Every Patient

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*Community Mediation Concepts* has been “Helping People Talk to People” for over a decade. During this time, CMC has found that nothing is more powerful to resolve complaints and improve customer and patient satisfaction than encouraging people to talk to people in a safe setting and with tools that will enable them to successfully engage in conversations that are difficult and challenging.

Often we are willing to spend millions on the latest care materials and equipment to gain competitive advantages, yet we fail to enter into the conversations we know we need to have. Our human capital, already in place, has a great potential for improving the quality of care and medical outcomes.

Using our relationship-centered approach, CMC will help you improve your delivery of healthcare by strengthening human capital, an often-overlooked asset.

***Why is this important?*** During an average month, a typical hospital or health care provider will receive numerous patient complaints around specific issues, concerns, errors, and grievances. How many complaints? How effectively are they resolved? Do you risk the probability that a small handful will result in significant consequences for your facility because they aren't handled in a timely or successful manner?

***Here's why you need CMC:***

- Increased government focus on ensuring that patients and their families have an equal voice in their care. The Joint Commission on the Accreditation of Healthcare Organizations (JCAHO) is actively monitoring Patient Rights issues.
- Federal and state regulations regarding grievance procedures implemented nationally by organizations such as the Centers for Medicare and Medicaid Services (CMS).
- Ongoing research has shown that if you are able to resolve a complaint “on the spot”, 98% of those people will remain satisfied and engaged with your company. Even taking as long as 48 hours will retain 67% satisfaction and engagement.
- Our experience has also shown that not only patients and their families need an independent party to help them discuss the issues and concerns. There are times when staff says, “It seems like the patient is always considered right, what about our ability to discuss our side of the event?”
- Management and staff, who possess the ability to understand, address and resolve patient issues, drive improved process(es) and quality care and have a direct link to staff engagement and reduced medical error.

***Here's how CMC can help:***

- We assess your current structure and culture of patient complaints – How well does your culture encourage people to voice their concerns?
- We will provide intake, understanding and resolution of your conflicts, freeing staff time to care for patients.
- We provide a safe environment where both patients and staff discuss concerns and arrive at an agreed upon resolution.

- We provide healthcare professionals with a wide range of knowledge regarding patient complaints and use only experienced, professional mediators, trainers and facilitators.
- We teach and manage the process, helping your leadership teams develop the skill set to conduct meaningful conversations, and provide you with documentation regarding actual issues that can be used for improving care.
- We reduce the number of visits from your state health department by bringing swift, unbiased and documented closure to patient grievances.
- If the state health department comes onsite, we will assist you with documentation needs.

***Here's the process:***

- CMC provides the opportunity for a patient or their family to contact an independent resource when they have an issue. We provide the phone number and record all key information from the caller.
- Each conversation is regarded as confidential under Colorado Law (C.R.S 13-22-307(2) & C.R.S. 13-25-135) and occurring in a place safe from pre-judgment or retribution.
- CMC documents all information and contacts your hospital. We facilitate the entire process of contacting the complaining party and then helping your staff prepare for their conversation with the individual, their family, or a facilitated conversation. It is our experience that many times staff lack the skill to frame the issue and drive to a resolution.
- Your staff and leadership team are an integral part of an effective and quick resolution, giving them the skills to more successfully resolve patient & family issues.
- You have the opportunity to learn from the situation and to experience respectful communication and resolution of concerns and issues.
- Resolution is provided in a timely manner, outside any disciplinary process. The complaint is considered resolved if the parties have entered into "*Facilitated Conversations*".

In more complicated cases involving medical error or unwanted outcomes of medical care, each party can be invited to sit down face-to-face, with the help of a professional facilitator, in a productive environment, to hear and be heard and to understand the perspective of the other person.

CMC's Third-Party Patient Complaint Resolution can work for you by improving patient satisfaction, improving process and quality care, creating a consistent flow of usable information and documentation, and improve the conflict resolution skills of your organization.

CMC will conduct a site visit to discuss strategy, provide a two-hour orientation and training sessions for your leadership team, handle the complaints contacts and facilitate resolution.

How much staff time is spent resolving patient issues? How often are they handled poorly, or not at all growing into major issues that require additional resources and added cost? CMC can prevent the escalation of minor issues to improve the quality of service and care for all patients.

For more information or a customized evaluation for your organization, call or email CMC:

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