

Participant Grievance Procedure

All of us at LIFE Geisinger share the responsibility for assuring that you are satisfied with the care you receive. We **ENCOURAGE** you to express any complaints at the time when a dissatisfaction occurs. To be consistent with federal regulations for the program, your complaints or dissatisfaction with our program are identified as grievances.



Grievance Procedure

A grievance is defined as a complaint, either oral or written, expressing dissatisfaction with service delivery or the quality of care delivered.

- Discuss your grievance with any staff member who will complete a grievance form. Give complete information so that appropriate staff can help to resolve your concern in a timely manner.
- The staff that receives your grievance will discuss and provide in writing the specific steps including time-frames for response that will be taken to resolve your grievance. The grievance will be reported to the Interdisciplinary Team at the next scheduled morning meeting or within 5 working days whichever is sooner.
- If a solution is found by the staff and agreed to by you and/or your family/caregiver within 5 working days of making the grievance, the grievance is resolved, and a copy of a written report will be sent to you and/or your family/caregiver.
- If you are not satisfied with the solution, the staff will send a written report to the Executive Director (clinical complaints will be reviewed by qualified clinical personnel) for review, to be completed within 5 working days.
- If you are still dissatisfied with the results, you may submit a request in writing within 30 days to ask for a review by LIFE Geisinger's Plan Advisory Committee.
- The Plan Advisory Committee will send written acknowledgment of receipt of the grievance within 5 working days to you, investigate, find a solution and take appropriate actions.
- The committee will send you a copy of a report containing a description of the grievance, the actions taken to resolve the grievance and the basis for such action. The committee has 30 working days from the day the grievance is filed with the committee to complete its report and send it to you.
- If the decision is not in your favor, a copy of the report will be forwarded immediately to the federal government, the Pennsylvania Department of Human Services and the local Area Agency on Aging.