

# Participant Grievance Procedure

A **grievance** is defined by the federal PACE regulations as a complaint, either written or oral, expressing dissatisfaction with service delivery or the quality of care furnished.

## ***What do I do if I am not satisfied with my health care plan or the care I receive?***

We want to be sure that you are satisfied with the care that you receive from us. Please let us know right away if there is a problem or concern about any aspect of the program. As a PACE @ Home Participant, you have the right to file a grievance about anything you are not satisfied with regarding our program. Here are a few examples:

- The quality of services you receive in the home, at the Day Health Center, or in any inpatient stay (hospital, skilled nursing facility, or nursing facility);
- Mistakes you feel have been made;
- Waiting times on the phone or in the waiting/exam room;
- Behavior of any of your care providers or program staff;
- Adequacy of center facilities;
- Quality of food provided;
- Transportation services.

Information on how to file a grievance will be reviewed with you in writing upon enrollment, and at least annually or anytime you or your family requests it.

If you file a grievance, you will continue to receive health services the same as before you filed the grievance. PACE @ Home employees will not discuss your grievance with other Participants or anyone else not involved with investigating your grievance.

You may file a grievance with any staff member, either verbally or in writing, at any time. You or your family member can telephone the center during the hours of 8:00 a.m. - 5:00 p.m. or call the Administrator On-call at 828-468-3980 after hours. Written requests can be mailed to PACE @ Home, 1915 Fairgrove Church Road SE, Newton, NC 28658 or fax 828-464-2845.

Once you or your family member have filed a grievance, PACE @ Home will discuss it with you or your representative and provide you with the specific steps, including the time frames for response that will be taken to resolve the grievance, which includes a written notification of the grievance process. We will continue to furnish you with all services at the frequency provided in the current plan of care during the grievance process.

It is the responsibility of our Quality and Compliance Coordinator to investigate and seek a resolution of the grievance, as soon as possible, but no later than 30 business days. Participants will be notified in writing of the resolution of their grievance.

All efforts will be made by the team to pursue a resolution to its utmost ability, so that problems with service delivery do not go unresolved. If you or your family member is still not satisfied with the resolution proposed by the team, you will be informed, either orally or in writing, of what action you may take.

All efforts will be made by the PACE @ Home Quality and Compliance Coordinator to resolve the ongoing grievance within 30 days by using the resources of the program.