

The Black Nurses Coalition DSRIP Complaint Policy

Better Health for Northeast New York, Inc.

CLIENT COMPLAINT AND GRIEVANCE POLICY

Adopted by the BNC Board on June 1, 2017

Policy Statement

Better Health for Northeast New York, Inc. (BHNNY) is committed to working The Black Nurses Coalition, Inc to identify, evaluate, and resolve complaints or grievances from individuals that arise from the services they receive in a PPS Project.

Definitions:

Client Complaint: is any expression of displeasure or dissatisfaction with a service received that may be resolved by the staff present.

Client Grievance: Is a Grievance that may not be immediately resolved at the time of the Grievance by staff present. A written Complaint is always considered a Grievance and may be submitted by fax, email, or in person. Whenever the patient requests that the Grievance be handled as a formal Grievance, or when the patient requests a response from the hospital, the complaint will be considered a Client Grievance.

DSRIP Grievance Policy. The Black Nurses Association (BNC) has signed a Partner Organization Agreement and Business Associate Agreement with BHNNY (or with its predecessor organization as the Lead for the PPS). BNC has adopted a policy to address complaints and grievances that arise from PPS Projects or protocols (DSRIP Grievance Policy). Complaints about the quality of care, services, or patient confidentiality or other matters that arise solely from the operations or programs of the Black Nurses Coalition, and are unrelated to PPS projects or protocols, should be addressed by the Partner Organization's usual complaint and resolution process.

Methods to File a Complaint or Grievance. These are the steps for Medicaid beneficiaries and uninsured individuals participating in PPS Projects (PPS Clients) to file a complaint or grievance, and are not limited to the option of filing a complaint or grievance on an anonymous and non-anonymous basis to the BHNNY Hotline and to the Partner Organization's compliance hotline. The BNC Complaint process is attached.

Informing Individuals about How to File a Grievance or Complaint. PPS Clients can file a complaint or grievance arising from the quality of service, quality of care, or the failure to protect health care information as confidential in a

PPS Project at their organization. Attached is a notice which sets forth brief information about the BNC, and about filing a complaint or grievance with BHNNY. This notice is provided promptly to PPS Clients who express a complaint or grievance about the quality of care or service, or failure to honor patient confidentiality by The BNC.

Responding to a Grievance or Complaint. The BNC has established a process to respond to a grievance or complaint expressed or filed about the quality of care, service, or confidentiality protections accorded in a PPS Project or as a result of a PPS protocol. The BNC Compliance officer will promptly provide a copy of the complaint or grievance and a copy of the attached notice to the PPS Client, and will inform the BHNNY Compliance Officer of the complaint or grievance at 518-262-4369, along with the name of a contact person from your organization.

Time Frame and Contacts for a Response. The BNC DSRIP Grievance Policy will respond in writing or by telephone to a grievance or complaint as soon as practicable, but in no event later than twenty (20) business days from the date the complaint/grievance was made.

Follow up by BHNNY. As part of the BHNNY Grievance Policy, PPS Client complaints or grievances reported by a Partner Organization will be reviewed by the BHNNY Compliance Officer and Chief Medical Director. If the BHNNY Compliance Officer or Medical Director has a question about the complaint or grievance or wishes to follow up with your organization, they will contact the individual identified as the contact person. If a pattern of complaints or the nature of the complaint suggests a potentially serious problem, the BHNNY Medical Director or Compliance Officer may submit the matter for review and consideration to determine whether a corrective action plan or a sanction may be appropriate, consistent with the BHNNY sanctions policy.

Record Keeping. The BNC will keep a log of all complaints and/or grievances received that arise from PPS Projects or protocols, including the nature of the complaint/grievance, any additional facts identified, and the response to or resolution of the matter.

Informing PPS Clients about How to File a Grievance or Complaint. The BNC is required to post their DSRIP Grievance Policy on their website (on the page for DSRIP if a separate page exists) and make the attached notice, available at all locations where PPS Clients receive services as part of a PPS Project. The notice should be provided to all PPS Clients who express a complaint or grievance arising from PPS Projects or protocols.

Filing a Grievance or Complaint for BNC DSRIP Services

As a Medicaid beneficiary or uninsured individual, you are receiving services from The Black Nurses Coalition, Inc, as part of a program called the Delivery System Reform Incentive Payment Program. That program has been established to help coordinate your care, improve access to care, and increase the ability of patients like you to access the services you need. Your Provider is part of an organization called Better Health For Northeast New York, referred to as BHNNY, that helps organize many health care providers to work together to share information and expand services in the community. BHNNY operates programs to accomplish these goals.

The Black Nurses Coalition, Inc delivers the following services as part of BHNNY: Patient Activation Surveys, Educating & integrating the uninsured and low/non-utilizing Medicaid populations in Community Based Care.

If you have received any of these services from your Provider, and you have a complaint or grievance about the quality of the services, the quality of care, or the confidentiality of your medical information related to those services, you can file a complaint as described below.

Filing a Complaint or Grievance with the BNC

- Call the BNC Hotline at 518-596-0936 to make an anonymous complaint or grievance or a complaint/grievance identifying yourself and how the BNC can get in touch with you to follow up.
- Contact Mrs. Smith, Policy Analyst, at the BNC. at the BNC by calling 518-596-0936 or at the following email address: Princessgause@aol.com. Please note “Complaint” on subject line in email. Mrs. Smith will respond to your complaint and address your concerns.
- If you do not get a reply to your complaint within 20 days of the day that you made it, you can contact Dr. Brenda Robinson, Compliance Officer, CEO. at the BNC by calling 518-596-0936 or at the following email address: Kingnqueens7@aol.com. Please note “Complaint” on subject line in email. Dr. Robinson, Senior Executive, will respond to your complaint and address your concerns. You make also contact BHNNY below.

Filing a Complaint with Better Health for Northeast New York (BHNNY)

- Call the BHNNY hotline at 518-262-4369 to make an anonymous complaint or grievance or a complaint/grievance identifying yourself and how BHNNY can get in touch with you to follow up.