

Third-Party Patient Complaint Resolution

Improving the Quality of Care for Every Patient

Community Mediation Concepts has been “Helping People Talk to People” for over a sixteen years. 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 advantage, yet we fail to enter into the conversations we know we need to have. Our human capital, already in place has far more impact on improving the quality of care and medical outcomes.

Why is this important? Research has shown that during an average month, a hospital or other care facility will receive as many as 50 complaints. Many of these seem relatively minor, but if only a small percentage involve care error, physical or mental concerns, or a potential lawsuit, the result could lead to major ramifications for your facility.

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.
- Management and staff, who possess the ability to understand, address and resolve patient issues, drive improved process and care quality and have a direct link to staff engagement and reduced medical error.
- We reduce the number of visits from your state health department by bringing swift, unbiased and documented closure to patient grievances.

Here's what we do:

- We will provide intake, complaint management, a mediated / facilitated conversation, and confidentiality – all through an objective, professional experienced mediator.
- 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.
- We facilitate the entire process of contacting the complaining party and then helping your staff prepare for their conversation with the individual and/or their family. 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. You have the opportunity to learn from the situation and to experience respectful communication and resolution of concerns and issues.

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

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.