

Additional Advocacy

If you feel that your concern has not been adequately addressed, you may contact the following *Quality Improvement Organization* (QIO) or accrediting bodies where your concerns may be heard:

QIO: KEPRO

Mail:

5700 Lombardo Center Dr., Suite 100
Seven Hills, OH 44131

Web: www.keproqio.com

Toll-free Phone: 1-888-305-6759

Local Phone: 216-447-9604

TTY: 855-843-4776

Toll-free Fax: 1-844-878-7921

AK Health Facilities Licensing & Certification Department

Mail:

4501 Business Park Blvd, Ste. 24, Bldg L
Anchorage, AK 99503

Phone: 1-888-387-9387

The Joint Commission

Phone: 1-800-994-6610

Contact Us

Mail:

Central Peninsula Hospital
Attn: Patient Advocacy
250 Hospital Place
Soldotna, AK 99669

E-mail: patientadvocacy@cpgh.org

Phone: 907-714-4779

Hospital Drop Box: CPH Main Lobby

CPH Patient Advocacy:

Locations of Forms

- CPH Main Lobby
- ED Lobby
- River Tower Lobby
- Medical Surgical Waiting Room
- Day Surgery Waiting Room
- Admission Packets
- Registration Desks
- Heritage Place
- Clinic Waiting Areas

Our Mission

“We are a community-initiated and community-nurtured organization dedicated to promoting wellness and providing high quality health care that ensures the confidence and loyalty of our customers”

- Central Peninsula Hospital



250 Hospital Place, Soldotna, AK 99669

(907) 714-4404 • www.cpgh.org



Patient Advocacy



compassionate | personalized | healthcare



PATIENT ADVOCACY

According to the Institute for Healthcare Improvement (IHI) a patient advocate is a “*supporter, believer, sponsor, promoter, campaigner, backer, or spokesperson.*”

Patient Advocacy at Central Peninsula Hospital and Clinics is here to facilitate your right as a patient to voice complaints regarding the care received and to have your concerns reviewed addressed.

- Receive concerns and grievances
- Investigate concerns
- Communicate resolutions
- Learn from the opportunities presented

Patient Advocacy is dedicated to investigating concerns received from our patients, their representatives or our visitors. We value concerns voiced by our clientele and use them as opportunities to improve our patient care and interactions.

Make Yourself Heard

You have the right to voice complaints regarding the care received and to have your complaints reviewed and addressed.

CPH Patient Advocacy:

- Manages the receipt of complaints.
- Initiates the investigation.
- Coordinates with others as needed to ensure your concern is reviewed thoroughly.

Your feedback is critical to the process.

It is through feedback that we have an opportunity to see how others view us. Ultimately, we hope that every grievance and note of concern may improve the care we provide at Central Peninsula Hospital.

Typical Categories of Concern

- **Privacy:** Reported to the Central Peninsula Hospital Privacy Officer, who will investigate.
- **Financial:** Reported to Patient Financial Services (PFS). PFS will investigate and contact customers with financial options.
- **Attitude or Behavior:** Reported to the Department Director and Human Resources who will investigate. Complaints regarding a staff member's attitude or behavior are considered personnel issues. Because our staff are entitled to privacy related to personnel issues, no specific feedback related to corrective action is reported to the patient or representative. However, these concerns are taken seriously and escalated appropriately. Investigations will follow the established process.
- **Quality of Care:** Reported to the Director of Quality Improvement and investigated by Patient Advocacy, the Department Directors and other needed expertise.

Investigation Process

Patient Advocacy receives your concern and will formally create the grievance report and initiate the investigation.

- The **Patient Advocate** and **Director of Quality Improvement** will complete the initial review of the grievance and forward it to the **Department Director** for review and investigation.
- *By seven (7) days* – The **Patient Advocate** will communicate back to you via telephone with updates to the investigation. If we are unable to complete the investigation by seven (7) days, we will negotiate with you an agreed upon time frame for further communication and resolution.
- *By 30 days since receiving the concern* – In accordance with CMS regulation A-0123: 482.13(a)(2)(iii), the **Director of Quality Improvement** will send a written letter that includes the name of the hospital contact person, steps taken on behalf of the patient to investigate the concern, the results of the investigation process, and the date of completion.

