

FACT SHEET

Participant Grievance Process

All of us at Thome PACE share responsibility for your care and your satisfaction with the services you receive. Our grievance process is designed to enable you and/or your representative to express any concerns or dissatisfaction you have so that we can address them in a timely and efficient manner. At any time, should you wish to file a grievance, we are available to assist you.

You will not be discriminated against because a grievance has been filed. Thome PACE will continue to provide you with all the required services during the grievance process at the frequency established in your current plan of care. The confidentiality of your grievance will be maintained throughout the grievance process and information pertaining to your grievance will only be released to authorized individuals.

A **grievance** is defined as a complaint, either oral or written, expressing dissatisfaction with service delivery or the quality of care furnished, regardless of whether remedial action is requested. Grievances may be between participants and the PACE organization or any other entity or individual through which the PACE organization provides services to the participant.

Examples of a grievance may include, but are not limited to:

- The quality of services you receive in the home, at the Day Center or in an inpatient stay (hospital or rehabilitative, skilled nursing, intermediate care or residential care facility)
- Mistakes you feel have been made by Thome PACE
- Waiting times on the phone, in the waiting room or exam room
- Behavior of any of the care providers or program staff
- Thome PACE facilities
- Quality of the food provided
- Transportation services
- A violation of a participant's rights

A **representative** is the person who is acting on your behalf or assisting you, and may include, but is not limited to, a family member, a friend, or a person legally identified as Power of Attorney for Health Care/Advanced Directive, Conservator, Guardian, etc.

You may file a grievance with any Thome PACE staff member at any time, either verbally or in writing. Our goal is to resolve participant grievances

within the same day; however, it may take longer or you may be unhappy with the steps taken. All grievances are forwarded to the Center Manager, who has the responsibility to investigate and seek a resolution of the grievance as soon as possible, but within 30 calendar days from the date the grievance is received by Thome PACE.

The grievance and the resolution to the grievance will be discussed with you and a final decision will be sent to you in writing within five calendar days of resolving the grievance. Included in the letter will be further steps that may be taken if you and/or your representative are not satisfied with the resolution proposed.

If you and/or your representative are dissatisfied with the outcome of the grievance resolution, you may contact the Center Manager at (517) 768-9791 to request a second review of your complaint by the Executive Director within 30 calendar days of the proposed resolution. All efforts will be made by the Thome PACE Executive Director to resolve the ongoing grievance and inform you and/or your representative in writing of the final proposed resolution within 30 calendar days. This decision will be considered final.