

Your Health is Our First Concern

It is the policy of this hospital to make reasonable efforts to resolve patient grievances/complaints as quickly as possible. Information obtained in resolving complaints will be used in the hospital's performance improvement process to prevent similar concerns from arising in the future.

INTRODUCTION

If patients are dissatisfied with any aspect of their care, they are encouraged to express complaints, issues or grievances to a caregiver or the manager of the department providing the services. Any patient or patient's representative (as allowed under State law) who expresses an issue or grievance should be assured that this process is welcome and not fear that there would be any retaliation for initiating this action. The Department Managers, Administrative Staff, and Risk Manager also serve as the patient advocate and are available to assist patients with resolution of their concerns, issues and grievances.

COMPLAINT PROCESS

It is the policy of the District to resolve patient/family complaints/grievances at the department level. All employees are expected to respond to patient/family complaints/grievances either by taking appropriate action to immediately resolve the issue or communicating the concern to management.

If the patient's rights and/or grievance process cannot be communicated to the patient, because of an emergency situation or injury, in those situations the information may be communicated to the patient's legal representative.

COMPLAINT RESOLUTION CONTACTS

TVHD Quality Department: (661) 823-3010

TVHD Administration: (661) 823-3001 or (661) 823-3002.

TTY for hearing impaired: (661) 823-3083

Department of Health Services, 1200 Discovery Plaza, Suite 120, Bakersfield, CA, 93309

Phone (661) 336-0543, Toll Free (866) 222-1903, FAX (661) 336-0529

Lumetra at 1-800-841-1602 or 1-800-881-5980 (TDD for hearing impaired)

Patient Grievance (as defined by Centers for Medicare & Medicaid Services (CMS Interpretive Guidelines, ref. 482.13(a)(2)) *Is a written or verbal complaint (when the verbal complaint about patient care is not resolved at the time of the complaint by staff present) by a patient, or the patient's representative, regarding the patient's care, abuse or neglect, issues related to the hospital's compliance with CMS Hospital Conditions of Participation (CoP), or a Medicare beneficiary billing complaint related to rights and limitations provided by 42 CFR§489.*



**Tehachapi Valley
Healthcare District**

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