



ASPEN VALLEY HOSPITAL

Aspen Valley Hospital Patient Grievance Process

Updated: September 2020

Your Right to File a Grievance:

As a patient of Aspen Valley Hospital, one of your rights is the right to file a grievance about the care you received.

A grievance is defined as: A written or verbal complaint or concern from a patient or the patient's representative regarding a perceived failure of the Hospital to provide appropriate services, access to care, quality of care, or other concerns or issues related to services provided to the patient.

A grievance is different than a complaint: A grievance is an unresolved complaint. A complaint is something that can usually be solved by an employee or a manager in an immediate fashion or is relayed as "input" to a hospital process by the patient.

How to file a grievance with the Hospital: Contact the Grievance Representative as noted below. If this person is not available, any Hospital employee can assist you in filing your grievance.

- **Verbal** — You may file a grievance by asking for the Grievance Representative. You can then discuss your concern over the phone or in person.

Annette Kremer 970-544-1186

- **Written** — You may file a written grievance by completing a "Grievance Form." You may request this form from any employee (this can be emailed to you as well). You may also send an email outlining your concerns directly to the above Grievance Representative at: akremer@aspenhospital.org

Once a grievance has been filed, the following process will occur:

1. The Grievance Representative will notify you of the process and forward your grievance to the "Grievance Committee" the next business day. If your grievance is of an emergent

or urgent nature, the Committee shall convene and take immediate action, as appropriate.

2. You may be called by someone other than the Grievance Representative who is investigating your grievance.
3. The committee, via the Grievance Representative, will route a written response to you within 60 business days.
4. If you are not satisfied with the resolution, you have the right to take your grievance to the State of Colorado Health Facilities Division as noted below:

<https://www.colorado.gov/pacific/cdphe/health-facilities-complaints>

Email

cdphe.hfdintake@state.co.us

Subject line: [Relevant health care entity type], Complaint Intake

Fax

303-753-6214

“To”: [Relevant health care entity type], Complaint Intake

Mail

CDPHE, HFEMSD-C1

Attention: [Relevant health care entity type] Complaint Intake

4300 Cherry Creek Drive South

Denver, CO 80246-1530

Phone

303-692-2827

1-800-886-7689, ext. 2827

5. You may also file your grievance with The Joint Commission by accessing their website at:

<https://www.jointcommission.org/resources/patient-safety-topics/report-a-patient-safety-event/>

6. Complaints about DME (durable medical equipment) can be filed with the following entity:

Healthcare Quality Association on Accreditation

114 East 4th St, Suite 200 (zip 50703)

PO BOX 1948 (zip 50704)

Waterloo, IA

Phone – 866-909-4722

Fax – 877-226-5564