

LEON COUNTY E.M.S.

Standard Operating Guideline

Title: Complaints
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I. PURPOSE:

The purpose of this Standard Operating Guideline is to describe the process for handling complaints/concerns received from the public or other agencies. Patient and crewmember safety is the main concern for LCEMS. Any incidents during which safety is compromised must be documented and addressed immediately as referenced in SOG 112.00, Incident Reporting.

II. GUIDELINE:

Leon County EMS will investigate complaints regarding patient care issues involving pre-hospital care providers and or EMS staff. If the complaint/concern is patient care related, a complaint log form shall be completed and the following process will occur:

1. The Medical Director or designate (QA & Training coordinator in most cases) will review all documentation.
2. Any patient care concerns will be discussed with the prehospital care providers involved.
3. The Medical Director or designate will provide a response to the complainant.
4. A record of all complaints will be maintained by Leon County EMS.

For complaints received by the Leon County EMS that do not involve patient care, a complaint log form shall be completed, entered into the computerized complaint log and take the complainant's contact information and provide it to the on-duty supervisor.

- I. Investigation of incidents
 - A. The on duty supervisor will request that all involved parties complete an incident report.
 - B. Incidents will be investigated immediately by the on-duty supervisor or other Command Staff as deemed necessary.
 - C. Specific attention will be given to all parties involved from their point of view. Additional Incident reports may be requested from other parties involved.
- II. Resolution of incident
 - A. Incidents shall be resolved as soon as all necessary information is obtained and analyzed; it will receive its deserved attention.

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- B. The on-duty supervisor will contact the complainant as well as follow up with the crew members in an effort to understand the perspectives of all parties involved and improve their ability to communicate.
- C. In any event, the crewmember or persons involved will be counseled and given feedback regarding that specific incident so that future occurrences will not happen.
- D. A copy of the incident report/complaints will be kept on file in the EMS division. Any additional similar occurrences will be noted as a repeat occurrence and be dealt with on a case by case basis.

III. Tracking and Trending of Complaints

- A. As outlined above, complaints are tracked utilizing a computerized logging system. After appropriate routing to the correct supervisor, the Deputy Chief Operations is charged with reviewing all complaints for trends and making improvements/implementing changes as necessary.
- B. A full review of all customer feedback will be done annually. At that time, complaints will be categorized and trends shall be addressed with assigned continuing educations, memos, or other action as deemed necessary by the Deputy Chief of Operations.