

Pt Name	Pt Acct #	Pt DOB	Complaint or Grievance	Date Rcvd	Complaint/Grievance Issue	Written Response Required		Date Response letter sent (if req)	Date sent to Committee	Date closed	Comment (How issue was resolved, who was involved, Etc)
						Yes	No				
1			Grievance	02/24/15	ER physician misrepresented size of stone and did not inform mom of hydronephrosis		No	03/06/15		03/06/15	Phys peer review. Care was appropriate.
2			Complaint	03/10/15	ER physician did not listen to her (2764)		No	03/10/15		03/10/15	Made her an appt with primary care physician in clinic for tom if she couldn't get in to see her regular Dr in Graham.
3			Complaint	2/10/2015	concern over pt care at night		X	NA		2/10/2015	MedSurg DD spoke with patient and she was happy with care.
4			Grievance	2/24/2015	Phys did not explain severity of situation (2764,2742)	X		3/6/2015		3/6/2015	Peer rev - care approp.
5			Complaint	4/7/2015	Pt upset that she came to ER and was sent home then went to [redacted] and was admitted; she feels she should not have to pay for the ER visit.		X			5/7/2015	[redacted] spoke with patient and agreed to adjust off co-insurance for both visits.
6			Complaint	4/24/2015	radiologist read neg. for fx. Femur; pt states can read x-rays and knows there is a fx		x			4/24/2015	Had radiologist do an over read.
7			Complaint	4/24/2015	upset because ER Dr. did not order tests for staph or IV abx.(1428)		x			5/29/2015	[redacted] called pt x3 never got & never got an answer; voice mail was full.
							x			4/24/2015	[redacted] spoke with pt and apologized for no one calling her re: her culture results.
8			Complaint	4/29/2015	Phys did not palpate pts. wound/never touched pt; waited 3 hrs to call Dr. [redacted] complained of inappropriate transfer.(2764)						sent for peer review on ER visit. Peer Review completed 5/4/15.

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9 [REDACTED]	[REDACTED]	[REDACTED]	Complaint	4/27/2015	Pt. upset because ER Dr. did not order labs or watch her longer; pt & spouse feel that she was not stable enough to be dc'd home. (2742)		x			5/11/2015	[REDACTED] talked w/Dr. [REDACTED] pt has not yet been seen in clinic. Will conduct peer review by phys.
10 [REDACTED]	[REDACTED]	[REDACTED]	Complaint	5/6/2015	Nurse was late reconnecting IV & pt. needed the fluids		x	NA		5/18/2015	[REDACTED] was counselled and will be verbally coached by [REDACTED]
11 [REDACTED]	[REDACTED]	[REDACTED]	Complaint	5/6/2015	mom posted remarks about the ER doctor making her feel stupid (2764)		X			5/08/20105	discussed with ER med. director and EmCare-since not posted on GRMC site-limited authority. [REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	Complaint	5/14/2015	[REDACTED] approached Mr. [REDACTED] while he was off-loading his chuckwagon for a NH event and told him he had to move his truck because it blocked the ambulance entrance or he would call the police.		X			6/22/2015	[REDACTED] spoke to [REDACTED] who was pleased that he was permitted to state his case & would like to be notified if action is taken.
12 [REDACTED]	[REDACTED]	[REDACTED]	Complaint	8/5/2015	Pt. stated ER Dr. rude; negative comments; wife unable to ride in back of ambulance with him. (2764)		X			8/5/2015	[REDACTED] and apologized for the Dr's behavior and stated she would talk to the dr. Pt accepted apology stating he undertands that we had his best interest at heart. Charge nurse stated that pt was [REDACTED] and belligerent & dr. was not rude.

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12 [REDACTED]	[REDACTED]	[REDACTED]	Complaint	10/8/2015	Spouse feels since we missed the fractures in husband's foot and was seen elsewhere & diagnosed with fractures she needs to voice a complaint.		X			10/9/2015	Spoke with [REDACTED], no fx seen on x-ray in ER; [REDACTED] ordered an MRI from the dr's office which showed a healing fx. Pt was referred to Podiatry. [REDACTED] feels this is not a hospital complaint and spoke to the patient regarding same.
13 [REDACTED]	[REDACTED]	[REDACTED]	Complaint	10/23/2015	pt. complained of not being able to sleep & pain; told [REDACTED] but he did not give her pain meds		X			#####	Apologized to patient [REDACTED]
14 [REDACTED]	[REDACTED]	[REDACTED]	Complaint	10.16.2015	Mother unhappy with services of Dr. in the ER; stated he was rude to her and her son. (2557)	X				10.28.15	Case was reviewed by [REDACTED] sent her a letter of apology.
15 [REDACTED]	[REDACTED]	[REDACTED]	Grievance	11/30/2015	Rcvd letter from pt stating no one returned the phys office VM to schedule a CT	X		12/1/2015		12/1/2015	Reviewed w/Radiology dir.