



Surgical Care Affiliates

COMPLAINT/GRIEVANCE RESOLUTION

Surgical Care Affiliates is committed to meeting or exceeding our customers' (patients/families/visitors) expectations of care and services. Effective resolution of complaints/grievances and concerns is a key factor in achieving customer satisfaction. Customers' complaints/grievances are opportunities for improvement and should receive respectful, prompt, and efficient attention. Customer satisfaction is everyone's responsibility, and customers' concerns and complaints/grievances may require different resolution processes.

However, prompt and effective resolution is the goal for resolving customers' issues, regardless of whether it is a minor concern or a serious complaint.

All customers are encouraged to report any and all concerns or complaints/grievances to any **Surgical Care Affiliates employee for resolution, as each teammate is empowered to resolve issues and complaint/grievances** within his/her authority or professional expertise.

A customer may file a concern or complaint/grievance for any reason. The process to do that is as follows:

- Notify any Surgical Care Affiliates staff member that you have a concern or complaint/grievance
- All efforts will be made to resolve concerns or complaints/grievances on the same day notified
- Concerns or complaints/grievances that cannot be immediately resolved to the customer's satisfaction will result in the review and investigation of the complaint/grievance within a reasonable time frame initiated by the center administrator
- The center's administrator or designee will provide the customer with a verbal progress report within 3 business days of receipt of the complaint/grievance and maintain ongoing communication until the point of resolution, not to exceed 30 days
- Once the investigation is completed, the Administrator will communicate in writing to the customer or legal representative, when necessary, the findings and determination regarding the complaint/grievance in understandable terms, including written notice of its decision, name of center's contact person, steps taken on behalf of the customer to investigate the complaint/grievance, the results of the complaint/grievance process and date of completion, and information on how to contact the State Agency for any issues the customer feels is unresolved
- Customers may contact the State Agency directly regardless of whether he/she has first initiated the center's complaint/grievance process

IMPORTANT CONTACT INFORMATION

Your primary Surgery center contacts for filing a complaint/grievance are:

Pam Bradshaw RN Quality Manager
Ashley Anderson, Business Office Manager
901-682-1516

To report any concerns or complaints to Joint Commission:

The Joint Commission
1-800 994-6610
complaint@jointcommission.org

To contact the State Agency directly:

Office of Investigations
Tennessee Department of Health
1-877-287-0010 (toll free) or
1-615-741-7221

HIPAA Privacy (SCA)

205-545-2713
privacyofficer@scasurgery.com

To file a complaint of discrimination:

Office for Civil Rights
866-627-7748/OCRPrivacy@hhs.gov

Compliance Hotline
1-866-842-1364

You may call the toll-free Compliance Hotline to report a concern anonymously and without fear of retaliation. The Compliance Hotline operates 24 hours a day, 7 days a week. It is staffed by an independent company with no other relationship to SCA or members of senior management. Your call will not be traced or recorded, and your anonymity will be protected. The Compliance Hotline has a Spanish-speaking staff member available at all times, and its staff has access to interpreters of numerous other foreign languages.