

GRIEVANCE PROCEDURE AVAILABLE TO PERSONS WITH HEMOPHILIA IN THE MOUNTAIN STATES (REGION VIII)

The Hemophilia Treatment Centers in Region VIII have adopted the following patient grievance procedure with regard to Hemophilia Treatment Center (HTC) staff. Each institution (University of Colorado Health Sciences Center; University of Arizona Health Sciences Center; University of New Mexico; Primary Children's Hospital & the University of Utah Medical Center; Phoenix Children's Hospital) has formal institutional grievance policies and procedures in effect. For grievances within the institution, the agency grievance procedure should be followed. If that procedure does not address the issue, the following steps should be considered:

1. With any grievance against an individual member of the HTC staff, the patient is encouraged to attempt to discuss the issue with the staff member involved. The HTC social worker that has been providing psychosocial services to the patient will support the patient in this endeavor if requested by the patient or family. If the grievance is against the social worker, step 2 should be taken.
2. If grievance is unresolved by using Step 1, the grievance may then be addressed to the HTC Medical Director for resolution. The Medical Director will be available for a scheduled meeting with the patient/family to discuss the problem and possible solutions. He/she will then intervene on the patient's behalf if so requested.
3. Grievances unresolved at the HTC level may then be referred to either the Regional Coordinator or the Regional Director for mediation. Either one of these individuals will be available to the patient/family to discuss the problem in person or via telephone and discuss possible solutions with the patient and the HTC staff. The Regional Director may render a decision as the final individual in the appeals process.

The Hemophilia Treatment Centers in Region VIII are committed to resolve patient grievances in a manner that is non-discriminatory. Culturally sensitive and language appropriate mediation will be offered regardless of the patient's race, sex, national origin, immigration status, functional ability, beliefs, values, educational or financial status. An interpreter will be provided where language is a barrier to successful resolution of the problem.