PROFESSIONAL STANDARDS & ACTION STEPS

- **TAKE INITIATIVE**
  If a complaint is brought to you:
  - Take personal responsibility to see the problem through

- **ACT PROFESSIONALLY**
  Everyone should be treated with respect and dignity

- **PROVIDE THE BEST POSSIBLE CUSTOMER SERVICE**
  Every patient has a right to voice a complaint

**PATIENT VOICES COMPLAINT**
Listen actively to learn the problem or complaint

**ASK QUESTIONS**
To understand the problem, need or complaint

**GIVE REASSURANCE**
To convey your interest in helping the patient

**SUMMARIZE THE PROBLEM**
To show the patient you understand

**THINK OF SOLUTIONS**
To help solve the patient’s problem
APPENDIX B (continued)

CONSIDER ALTERNATIVE RESPONSES FOR SOLVING THE PROBLEM
- You are able to solve the problem within your role, or
- Refer the patient to the appropriate resource, or
- Obtain assistance if it is not clear how to solve the problem

AGREE ON A SOLUTION
You and the patient jointly develop a plan of response
Emphasize what you can do, not what you cannot do

ACT ON THE SOLUTION

PROVIDE CONTINUITY
If a problem is referred to another staff member, call ahead and explain the situation so that the patient does not have to repeat it again.

CLOSE THE LOOP
Notify the referring staff how the problem was resolved, what happened, and what will happen.

RECORD AND REPORT
If appropriate, fill out an incident report. Complaints are a valuable source of information for continuous performance improvement.