

**POLICY NO.** 501

**SUBJECT:** Conflict Resolution with Public and External Agencies

**Policy:**

Patriot Ambulance Service endeavors to maintain excellent relationships with patients, patients' families, hospital staff and public safety personnel. To that end, employees are responsible for conducting themselves in a professional manner. However, from time to time complaints may arise, and therefore must be addressed as expeditiously as possible to ensure good relations with all parties and to correct any deficiencies within the organization's operations.

**Procedure:**

Given the importance of maintaining positive customer relations, the President and Vice President will be made aware of all conflicts and complaints as soon as possible and informed of the resolution.

**Customer Complaints (General Public)**

Complaints and/or concerns that are received by any Patriot Ambulance employee will be immediately referred to the department head / manager or appropriate supervisor. An Occurrence Report will be completed by the employee receiving the complaint. Field personnel are to submit an Incident Report on Traumasoft. It is the responsibility of the President and/or Operations Manager to enter complaints into the Occurrence Log Book. The Occurrence Report form and any recommendations regarding the need for action are referred by the Operations Manager for further review and follow up (if necessary) pursuant to the following areas of responsibility:

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|---|--------------------|
| • General Operations Complaints                         | Operations Manager |
| • Patient Care Issues/Complaints/<br>Protocol Deviation | Operations Manager |
| • Communications Complaints                             | Operations Manager |
| • Equipment/Vehicle Problems/<br>Complaints             | Operations Manager |
| • Billing Issues/Complaints                             | President          |

Should the investigation indicate a need to take corrective action with Patriot Ambulance (e.g. policy change, employee disciplinary action, etc.), the action will be taken consistent with Patriot Ambulance policies, procedures and work rules.

## **External Agency Conflicts**

A. Receipt of a complaint/concern re: Patriot Ambulance Service from external Agencies (e.g., other EMS Providers, Fire Departments, Police Departments, Hospitals, etc.

Complaints and/or concerns relative to Patriot Ambulance personnel or operations that are expressed by other EMS professionals or by representatives of a local unit of government (e.g., City Manager, Fire Chief, Police Chief) or hospital/medical facility (e.g., physician, nurse, administrator) are to be referred directly to the Operations Manager. These complaints will be followed up in the manner prescribed in the Policy and Procedure Manual. It is the responsibility of the Operations Manager to conduct a thorough investigation, including discussions with appropriate employees and representatives of the external agency making the complaint, in a effort to resolve the situation within fifteen days, if possible.

Should the investigation indicate a need to take corrective action within Patriot Ambulance (e.g., policy change, employee disciplinary action etc.), the action will be taken consistent with Patriot Ambulance 's policies, procedures and work rules.

In the event that a patient care issue is not resolved to the mutual satisfaction of both parties within the fifteen day time period, it will be referred to Genesee County Medical Control for determination.

All personnel involved in the incident will be informed of the status of the investigation including decisions made with respect to resolution of the problem.

Upon receipt of an Occurrence Report, the responsible manager will contact representatives of the external agency within 24 hours referencing the complaint.

B. Patriot Ambulance employee complaints/concerns involving external agencies/personnel (e.g., Fire Department, Police Department, Hospital, or other EMS Providers)

In the event that a Patriot Ambulance employee wishes to express a formal complaint against an external agency, that individual is to follow the procedure outlined in the Policy and Procedure Manual (Reporting of Unusual Events or Circumstances). Upon receipt of the report, and after meeting with affected personnel, the manager will be responsible for meeting with representatives of the external agency to investigate the matter and attempt to resolve it to the mutual satisfaction of both parties (including the employee(s) who generated the complaint) within fifteen (15) days.

In the event a medical issue is not resolved within the fifteen (15) day time period, it will be referred to the System Medical Director in a manner prescribed by the Medical Control Authority.

Individuals initiating the complaint will be advised as to the final results of the investigation under policy statement.

The Operations Manager is responsible for reviewing the Incident Log on a monthly basis to determine if any trends may exist relative to incidents that may have occurred during that period of time. Should a trend be identified corrective action will be taken as determined necessary and documented accordingly.

**NOTE: All complaints referred to in the section above will be reviewed and signed off by the Vice President of Operations and kept on file for a minimum of 3 years.**