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Owner Whitney Haggerson: VP Health Equity and Medicaid
 Policy Area Clinical
 Applicability Providence Systemwide

PSJH-CLIN-1206 System-wide Patient Rights and Responsibilities Policy

Executive Sponsor:	Gregory Hoffman, Chief Financial Officer
Policy Owner:	Whitney Haggerson, VP Health Equity & Medicaid
Contact Person:	Marisela Revuelta Cervantes, Sr. Project Manager

Scope:

This policy applies to the not-for-profit, non-profit entities of Providence and its Affiliates [1] (collectively known as “Providence”) and their workforce members (caregivers, volunteers, trainees, interns, apprentices, students), independent contractors, vendors and all other individuals working at the ministry, whether they are paid by or under the direct control of the facility; employees of affiliated organizations (collectively, “workforce members”). Where an organization is not wholly or majority owned, exceptions may apply.

Yes No Is this policy applicable to Providence Global Center (PGC) caregivers?

This is a management level policy reviewed and recommended by the Policy Advisory Committee (PAC) to consider for approval by senior leadership which includes vetting by Executive Council with final approval by the President, Chief Executive Officer or appropriate delegate.

Purpose:

To align Providence around a single, updated system-wide version of the Patient Rights and Responsibilities (“PRR”) document that affirms our commitment to equity, and define an owner at the system level. The updated PRR centers the experience of our patients and caregivers, using person-centric and inclusive language and is in compliance with all accrediting body, state and federal requirements. The PRR is aligned with Providence’s mission, vision, and values, and will be an

organization standard, living document that will be updated by system Population Health, Health Equity and/or Clinical Operations leaders henceforth.

Policy:

This System-wide Patient Rights and Responsibilities policy will replace all current versions system wide. The document will be reviewed and updated bi-annually. Policy owners, identified above, will review the document biannually to ensure ongoing commitment to equity, as well as the use of person-centered and inclusive language.

In effort to ensure PRR standardization across Providence, edits, additions or removals of core content are not allowed at the regional, state, or ministry level. Any and all changes or updates will be reviewed and approved at the system level.

Prior to posting or distributing, regions, service areas or ministries will be required to update the PRR template with information on whom to contact to file a complaint or grievance locally, as well as a phone number and address for lodging a grievance with the State agency.

The PRR must be accessible and able to be distributed to patients in all areas of service, and prominently displayed in each acute and ambulatory service area, where federal and/or state law require.

Requirements:

Region, Service Area or Ministry leaders will be responsible for identifying and updating the PRR template with appropriate grievance contacts including state, region or ministry level contact information, as well as contact information for filing a complaint or grievance with the state agency. Updates to this information will be reviewed annually and on an as needed basis by state, region or ministry level leadership.

This document must be offered, distributed, and explained understandably to patients who seek care and/or services within our system and must be displayed in each acute and ambulatory service area, where federal and/or state law required.

Applicability:

[i] For purposes of this policy, "Affiliates" is defined as any not-for-profit or non-profit entity that is wholly owned or controlled by Providence St. Joseph Health (PSJH), Providence Health & Services, St. Joseph Health System, Western HealthConnect, Kadlec, Covenant Health Network, Grace Health System, Providence Global Center, NorCal HealthConnect, or is a not-for-profit or non-profit entity majority owned or controlled by PSJH or its Affiliates and bears the Providence, Swedish Health Services, St. Joseph Health, Covenant Health, Grace Health System, Kadlec, or Pacific Medical Centers names (includes Medical Groups, Home and Community Care, etc.).

Approval Signatures

PSJH President/CEO

PSJH Executive Council

PSJH Policy Advisory
Committee