

PATIENT GRIEVANCE CELL

GDC, Ktm

2017-'18

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Quality of patient care delivered is a high stake in any health care set up. Emphasis on patient-oriented care has increased, so has the need for transparency in patient care data. These trends in healthcare make seeking and responding to patient feedback increasingly important components of risk management and patient safety programs. Patients have the right to file complaints and grievances with the health care provider when they are unsatisfied with the treatment received, and healthcare organizations should have processes in place for handling both in a timely manner.

With this in mind this institute has started a patient grievance cell. There will be occasions when our services will not be up to your expectations. Please do not hesitate to register your complaints. It will only help us serve you better. Because of the high patient turn over and the laborious treatment procedures, there might be some delay in delivery of patient care at least in some departments. Kindly bear with us. But any misbehavior, malpractice, or ill treatment by any of the members of this institution will be pursued seriously. You may lodge your complaints at the Principal's office in writing. Every complaint will be checked individually and a sincere attempt will be made to solve your problem.

Aim:

To provide quality service as befitting our motto " Quest for excellence in Dental Education and Service to Humanity" by tracking and finding solution for patient's complaint/grievances which will help us identify our systems/ individual performance problems and improve ourselves.

Objective:

1. Receipt of complaints / grievances and its redressal in an unbiased manner
2. Train all staff to listen effectively and manage patient and family expectations
3. Train staff to solve small problems before they escalate
4. Train staff to have a proactive approach to customer service
5. Train front line staff to effectively deal with complaints
6. To put out patient satisfaction surveys regularly for feedback of services rendered/effectiveness of grievance redressal
7. Implementation of strategies to address problem areas
8. Follow-up of the difficulties / representation / complaints received from the students and dental health care providers.

Members:

1. Chairperson: Principal

2. Secretary: Dr. Elbe Peter, Associate Professor, Orthodontia, DCK
3. Joint Secretary: Dr. Jayakumar. Associate Professor, OMFS, DCK
4. Member: Dr. Jacob Varghese, Asst. Professor, Periodontics, DCK
5. Member: Dr. Philips Mathew, Asst. Professor, OMR, DCK
6. Member: Sri. Shaji Thomas, Accounts Officer, DCK
7. Member: Sri. Biju Abraham, Junior Superintendent, DCK

Schedule of meetings:

- As and when a complaint/grievance is received
- If there are no complaints, meetings will be convened twice a year

Files to be maintained:

- Agenda's and minutes of meetings
- Complaints/grievances received with date
- Solutions offered and letter of satisfaction from the complainant
- Enquiry reports if any with supporting documents

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