THE CHILDREN'S MERCY HOSPITAL

TITLE: 504 Grievance Procedure Policy

EFFECTIVE: 3/99

REVISION DATE: 11/00

REVIEWED WITH NO CHANGES: 01/05

RETIRE: 

PURPOSE: To provide patients, visitors, and employees of The Children's Mercy Hospital at all service locations, including Children's Mercy South, with a process to pursue concerns and complaints of discrimination on the basis of handicap.

POLICY:

It is the policy of The Children's Mercy Hospital not to discriminate on the basis of handicap. The Children's Mercy Hospital has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794) or the U.S. Department of Health and Human Services regulations implementing the Act. Section 504 states, in part, that "no otherwise qualified handicapped individual, shall, solely by reason of his handicap, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance...". The Law and Regulations may be examined in the office of the Employee Relations Manager, Human Resources, who has been designated to coordinate the hospital's efforts of the to comply with Section 504.

PROCEDURE:

1. Any person who believes she or he has been subjected to discrimination the basis of handicap, in contradiction to the policy stated above, may file a grievance under this procedure. It is against the law for The Children's Mercy Hospital to retaliate against anyone who files a grievance or cooperates in the investigation of a grievance.

2. Grievances must be submitted to the office of the Employee Relations Manager, Human Resources, or PA within 30 days of the date the person filing the grievance becomes aware of the alleged discriminatory action.

3. A complaint must be in writing, containing the name and address of the person filing it ("the grievant"). The complaint must state the problem or action alleged to be discriminatory and the remedy of relief sought by the grievant.
4. The Employee Relations Manager, or his/her designee, shall conduct an investigation of the complaint to determine its validity. This investigation may be informal, but it must be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. For patient/visitor complaints, the Employee Relations Manager will cooperate with the "Grievance Committee" for investigation and review of the resolution.

5. A written decision on the grievance will be issued not later than thirty (30) days after its filing.

6. The grievant may appeal the decision by filing an appeal in writing to the Administrative Chief of Staff within fifteen (15) days of receiving the written decision.

7. The Administrative Chief of Staff shall issue a written decision in response to the appeal no later than thirty (30) days after its filing.

8. The availability and use of the grievance procedure does not preclude a person from filing a complaint of discrimination on the basis of handicap with the U.S. Department of Health and Human Services, Office of Civil Rights, 601 E. 12 Street, Room 248, Kansas City, Missouri 64106; telephone 816 426-7278 (voice) and 816-426-7065 (TDD).

9. The Children's Mercy Hospital will make appropriate arrangements to assure that disabled persons can participate in or make use of this grievance process on the same basis as the non-disabled. Such arrangements may include, but are not limited to, the provision of interpreters for the deaf, providing taped cassettes of material for the blind, or assuring a barrier-free location for the proceedings. The Employee Relations Manager will be responsible for providing such arrangements for employees and the PA will be responsible for providing such arrangements for patients and visitors.

WRITTEN BY:

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REVIEWED BY:

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REVIEW PERIOD: Per Hospital Policy

APPROVED:
Fred K. Hall, DO
President, Medical Staff
Date: 2/21/00

Randall L. O'Donnell, Ph.D.
President and Chief Executive Officer
Date: 11/15/00

Administrative Council 10/99

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President/Chief Executive Officer
Randall L. O'Donnell, Ph.D. Date: 01/21/05

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