

### Purpose:

It is the policy of the Pennsylvania Trauma Systems Foundation (PTSF) to provide a procedure for reviewing a complaint received outside of the accreditation review process.

### Procedure:

1. Any complaint or information received by the Pennsylvania Trauma Systems Foundation (PTSF) outside of the accreditation review process concerning whether a trauma center no longer meets or is not providing trauma care in accordance with the "Standards of Accreditation," must be submitted in writing and signed by the complaining party. No action will be undertaken concerning the complaint or information unless and until a signed written submission is received by the PTSF.
2. Upon receipt of the written and signed complaint or information, the PTSF staff and legal counsel will review the complaint and discuss next steps.
3. Any call received by the PTSF staff regarding patient care complaints will be referred to the PA Department of Health. This contact information is outlined in the PTSF Employee Handbook, Section I: Business Conduct, Handling Patient Complaints.

Reference: This is further defined in PA Emergency Services Act 37 (Aug. 18, 2009), Section 8105. Duties of Department, (b) Authority, No. 15, "Investigate complaints concerning delivery of services by trauma centers and forward investigation results to the appropriate accrediting entity with a recommendation for action."

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Approved by PTSF Board of Directors and/or Executive Committee:

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Review Date: 12/09/1999, 07/31/2002, 03/13/2008

# Policy BD-105

## Reviewing Complaints

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