

Screen Shots of the

Patient Comment & Grievance Tracking Database

From Simple Data Solutions, LLC
www.simplesdatasolutions.com



The Patient Comment and Grievance Tracking Database from Simple Data Solutions, LLC

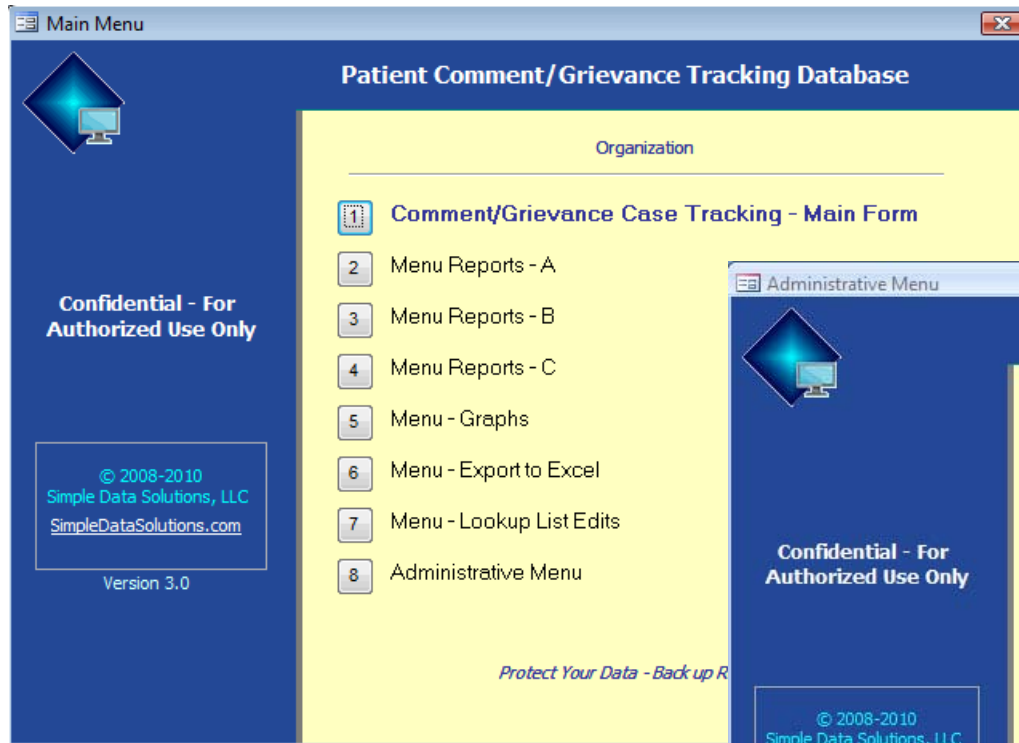
is designed to help organizations meet the needs of patients while maintaining compliance with Centers for Medicare and Medicaid Services (CMS) Conditions of Participation and interpretive guidelines, as well as accreditation requirements pertaining to patient rights.

Should a licensing or accrediting agency visit to survey your organization or investigate a patient complaint, a click of the Detail Report button will provide instant documentation of the organization's response to any patient concern.

Trended results can also be incorporated into the quality improvement process.



Main Menu & Admin Menu



The screenshot shows a window titled "Main Menu" for the "Patient Comment/Grievance Tracking Database". The interface has a dark blue header and sidebar, and a light yellow main content area. The sidebar contains a logo, a confidentiality warning, and copyright information. The main content area lists menu items under the heading "Organization".

Main Menu

Patient Comment/Grievance Tracking Database

Organization

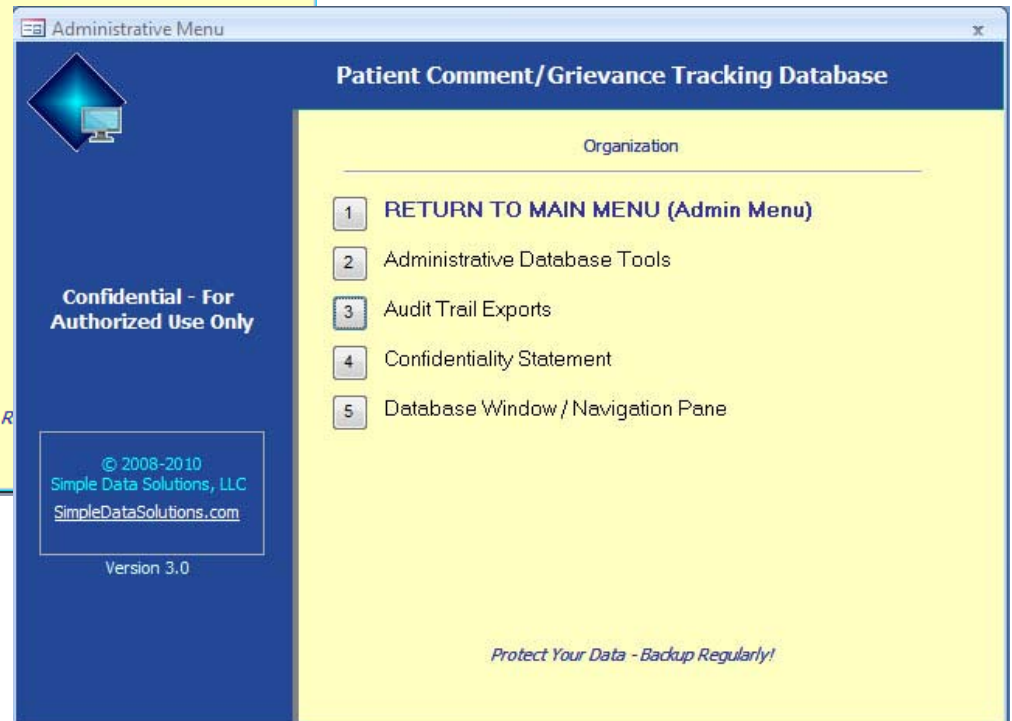
- 1 Comment/Grievance Case Tracking - Main Form
- 2 Menu Reports - A
- 3 Menu Reports - B
- 4 Menu Reports - C
- 5 Menu - Graphs
- 6 Menu - Export to Excel
- 7 Menu - Lookup List Edits
- 8 Administrative Menu

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Version 3.0

Protect Your Data - Back up R



The screenshot shows a window titled "Administrative Menu" for the "Patient Comment/Grievance Tracking Database". The interface has a dark blue header and sidebar, and a light yellow main content area. The sidebar contains a logo, a confidentiality warning, and copyright information. The main content area lists menu items under the heading "Organization".

Administrative Menu

Patient Comment/Grievance Tracking Database

Organization

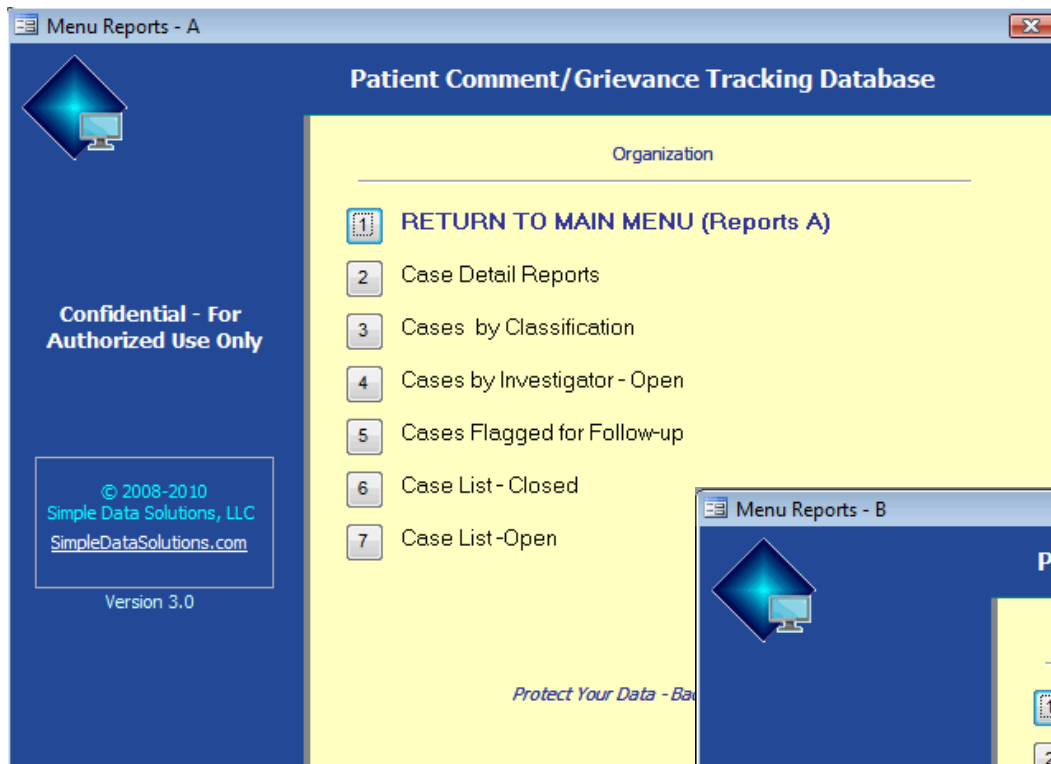
- 1 RETURN TO MAIN MENU (Admin Menu)
- 2 Administrative Database Tools
- 3 Audit Trail Exports
- 4 Confidentiality Statement
- 5 Database Window / Navigation Pane

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Sub Menus Reports

Menu Reports - C

Patient Comment/Grievance Tracking Database

Organization

- 1 RETURN TO MAIN MENU (Reports C)
- 2 Primary Service Reports
- 3 Staff Involved - All
- 4 Staff Involved - Subject of Complaint
- 5 Staff Involved - Subject of Compliment/Appreciation
- 6 User Query Pivot Table

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Protect Your Data - B

Menu - Graphs

Patient Comment/Grievance Tracking Database

Organization

- 1 RETURN TO MAIN MENU (Graphs Menu)
- 2 Graph - Category Count
- 3 Graph - Investigator Closed Cases
- 4 Graph - Investigator Open Cases
- 5 Graph - Location
- 6 Graph - Open Cases by Classification/Category
- 7 Graph - Primary Service

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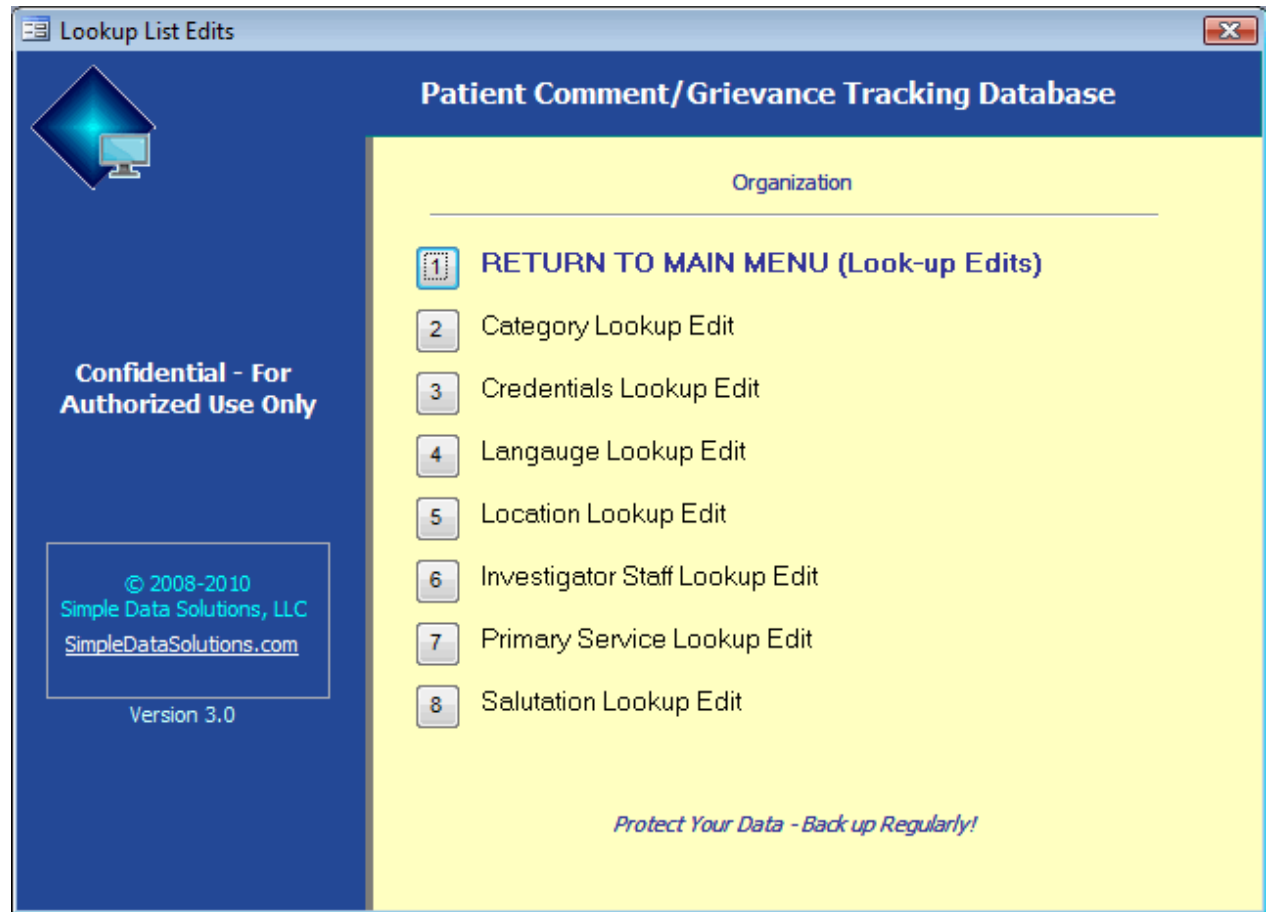
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Sub Menus Reports & Graphs

Sub Menus

Drop-Down Lists shown here can all be easily updated and changed by users



Main Form - Details

Comment/Grievance Case Tracking - Main Form

Case ID: (New) Pt Last Name: FN: Salutation: Reported: 7 Days

Category: Case Status: Open

Classification: Close Date: Days at Case Close:

Follow-Up: Resolution: Pending

Detail Report

Details Patient Information Consent/Legal Representative Reporter Information Staff Information Case Notes/Follow-up Financial

Issue Reported: Event Date if Known: Event Time if Known:

Seven Days Post Report: Location:

Notification Route: Primary Service:

Brief Description of Concern/Comment: Patient's Desired Resolution:

Created: 12/23/2009 12:23:27 PM Last Update:

Assigned Investigator: Initial Intake:

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Open Excel Open Word

Record: 2 of 2 No Filter Search

Patient Information

Comment/Grievance Case Tracking - Main Form

Case ID: Pt Last Name: FN: Salutation:

Category: Case Status: Reported: **7 Days**

Classification: Close Date: Days at Case Close: [Detail Report](#)

Follow-Up: Resolution:

Details | Patient Information | Consent/Legal Representative | Reporter Information | Staff Information | Case Notes/Follow-up | Financial

Pt Address(1): Pt Address(2): City: State: Pt Zip: Country:

Pt Phone (Home): Pt Phone (Mobile): Pt Phone (Work): (Work Ext): Pt Fax: Pt Email: (Db/Click)

Pt DOB: Medicare: Pt Race: Pt Gender: Pt Language(1): Pt Language(2):

Patient MR #: Pt Status at Event:

Patient Mailing Address:

Assigned Investigator: Initial Intake:

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Record:

Staff Information

Comment/Grievance Case Tracking - Main Form

Case ID: (New) Pt Last Name: FN: Salutation: Reported: 7 Days

Category: Case Status: Open

Classification: Close Date: Days at Case Close:

Follow-Up: Resolution: Pending

Detail Report

Details Patient Information Consent/Legal Representative Reporter Information **Staff Information** Case Notes/Follow-up Financial

Staff LN FN Staff Cred Staff ID#

Position Staff Type Email (DbClick)

- Manager/Supervisor
- Other
- Subject of Complaint
- Subject of Compliment/Appreciation
- Witness to Event

Record: 1 of 1 No Filter Search

Assigned Investigator Initial Intake

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Open Excel Open Word

Record: 2 of 2 No Filter Search

Case Notes/Follow-Up

Comment/Grievance Case Tracking - Main Form

Case ID: Pt Last Name: FN: Salutation: Reported:
Category: Case Status: Close Date: Days at Case Close:
Classification: Resolution:

Follow-Up:

Details | Patient Information | Consent/Legal Representative | Reporter Information | Staff Information | Case Notes/Follow-up | Financial

Case ID:

Note Date:
Entered by:
Note Description:
 7 Day Extension Notice Ext Date:
 Follow-up Letter
Contact LN:
First Name:
Salutation:
Position/Title:
Phone Number:
Email (DbClick):
Last Update: Document Location (DbClick):

Case Notes

Record:

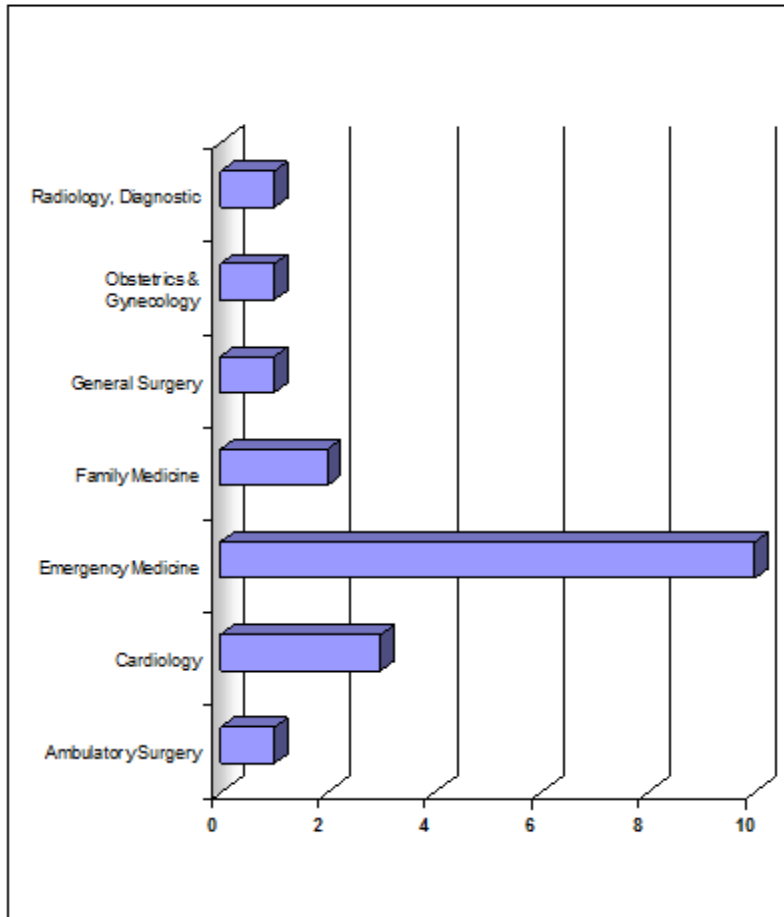
Assigned Investigator:
Initial Intake:

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Record:

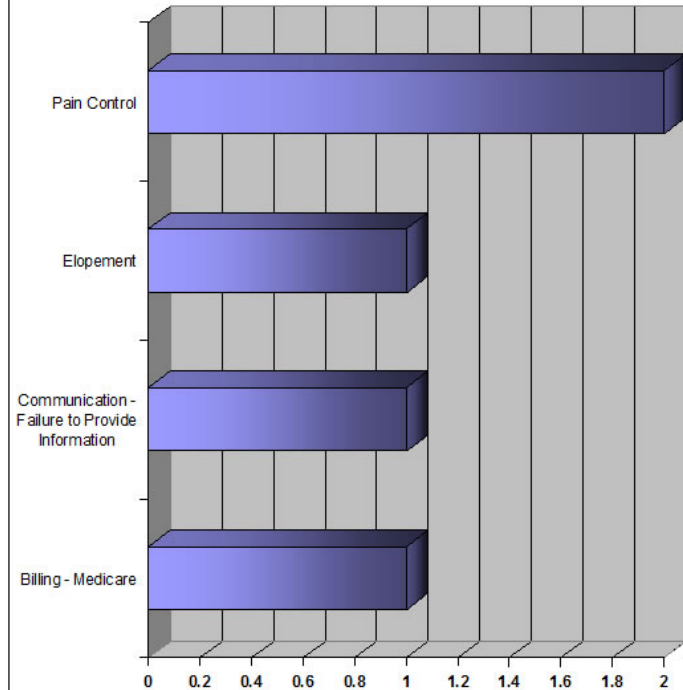
Grievance by Primary Service

From 4/20/2009 To 4/30/2009



Pre-built graphs

Grievance Category Report



**Plus the ability
To export data to Excel
for custom graphs**

Built-in Reports

Comment/Grievance Case Detail Report

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Patient SAMPLE - Jones, Mary
Pt Address 123 East Main Avenue Apt 23
City Akron **State** OH **Zip** 44333
Pt Phone (Home) (555) 987-6541
Pt Phone (Work):
Pt Phone (Mobile)

Case ID 1
Case Status Open
Case Close Date 6/9/2009
Resolution Partially Resolved

Cumulative Financial Total
\$10.00

Classification Grievance
Issue Reported Tuesday, June 02, 2009
Category Care/Treatment - Delay
Location 2 East - Geriatrics
Primary Service Internal Medicine

Reporter Relationship Child
Reporter Name Cook, Patricia
Consent Given By Patient (Self)
Consent Obtained 6/2/2009

Investigator Schwab, Rita
Follow-Up Flag for Follow-up
 Medicare Beneficiary

Pt Status at Event Inpatient

PtLanguage(1) English
Pt Language(2)

Legal Rep
Title

Consent Comments

Mary Jones, an alert and oriented 68 year old female, gave verbal consent today for Test Hospital's investigation into a complaint received from her daughter, Patricia Cook, about a possible delay in Mrs. Jones' treatment on June 1, 2009.

Rita Schwab, Patient Advocate

Brief Description of Concern

Built-in Reports

Closed Cases - Number of Days at Close

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From 1/1/2009 To 12/31/2009

Investigator: Schwab, Rita

Days at Case Close	Reported	Category	Close Date	Case ID
10	6/2/2009	Restraints - Physical	6/12/2009	5
7	6/2/2009	Care/Treatment - Delay	6/9/2009	1
2	6/10/2009	Compliment/Appreciation	6/12/2009	2

Average Days to Close Case: 6.3333

Schwab, Rita

Comment/Grievance Category Count Report

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From 1/1/2009 To 12/31/2009

Total Reports	Category
1	Care/Treatment - Delay
1	Compliment/Appreciation
1	Restraints - Physical

Built-in Reports

Case Tracking - Subject of Complaint Report

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Hathaway		Jane		R.N.		
<i>Position</i>	Staff Nurse	<i>Type</i>	Subject of Complaint	<i>Staff ID#</i>	2589	
<i>Reported</i>	2/16/2007	<i>Event Date</i>	Saturday, February 16, 20	<i>Category</i>	Communication - Failure to Provide Information	
<i>Location</i>	2 West - Cardiac Care	<i>Primary Service</i>	Vascular Surgery			
<i>Pt Name</i>	Smith	<i>Classification</i>	Grievance	<i>Case ID</i>	3	
<i>Reported</i>	2/6/2008	<i>Event Date</i>	Friday, February 01, 2008	<i>Category</i>	Pain Control	
<i>Location</i>	3 West - Ob/Gyn	<i>Primary Service</i>	Obstetrics & Gynecology			
<i>Pt Name</i>	Jones	<i>Classification</i>	Grievance	<i>Case ID</i>	7	
Jones		Johnathan		M.D.		
<i>Position</i>	House staff	<i>Type</i>	Subject of Complaint	<i>Staff ID#</i>	65432	
<i>Reported</i>	2/16/2007	<i>Event Date</i>	Saturday, February 16, 20	<i>Category</i>	Communication - Failure to Provide Information	
<i>Location</i>	2 West - Cardiac Care	<i>Primary Service</i>	Vascular Surgery			
<i>Pt Name</i>	Smith	<i>Classification</i>	Grievance	<i>Case ID</i>	3	
King		Mary		R.N.		
<i>Position</i>	Staff Nurse	<i>Type</i>	Subject of Complaint	<i>Staff ID#</i>	6548	

Thank you for your interest in the Patient Comment & Grievance Tracking Database From Simple Data Solutions.

The database is a stand-alone product developed in Microsoft Access. It can be installed and used on a single PC, or placed in a shared directory on your servers and accessed simultaneously by up to ten users. All of your information remains securely stored and backed up behind your organization's firewall. Purchasers receive edit access to all tables and queries. Product delivery is via download through the Simple Data Solutions web site.

**The price is just \$795.00.
Multiple license discounts available.**

For more information, to request a trial version, or to purchase, please contact Rita Schwab, Simple Data Solutions, LLC
330-472-6400
rita@simpledatasolutions.com

Required Software: Windows. Microsoft Access 2003 or later.
Screen Resolution: 1152x864 or higher.

