Grievance

If you perceive a violation of client rights, you may submit a written or verbal grievance to the program serving you or to the corporate office of Saint Francis Ministries. Once Saint Francis receives a grievance report, the client is connected to the Corporate Clinical Director, who shares it with the Grievance Committee.

The Grievance Committee ...

- Reviews all grievances within 72 hours.
- Ensures that the grievance is investigated in a timely manner.
- Notifies you if members anticipate a more prolonged investigation.

Within five business days following a decision, you will be provided with a written notice of the following:

- The steps taken on behalf of the client to investigate the grievance.
- The results of the investigation and grievance process.
- The date the investigation was completed.
- The subsequent decision of the Committee.
- The name and number of the program contact should you require more information

If you are not satisfied with the response, you may appeal to your contact person, who will advise you of further options available to you.

Do you have a client safety event or concern?

In addition to contacting Saint Francis, you may contact The Joint Commission directly.

The Joint Commission

Phone: 630-792-5800
Email: patientsafetyreport@jointcommission.org

Customer Experience

Saint Francis Ministries strives to ensure every child and family receives quality care and service. To ensure concerns receive a prompt and proper response, Saint Francis has a Customer Experience department to help enhance our relationship with those we serve.

Our Customer Experience representative will:

- Listen to your concerns
- Document your call
- Gather relevant information regarding the matter
- Remain neutral and objective
- Help formulate possible resolutions
- Facilitate a discussion or meeting with all parties in an effort to reach a resolution
- Make recommendations to the Saint Francis administration
- Provide feedback and recommendations

Who may voice a concern?

- Family members
- An attorney for the family
- Mental health providers
- School representatives
- Placement providers
- Other interested parties

When to call Customer Experience:

- Start by contacting the assigned staff member in the office in which your care is assigned. If the problem is not resolved to your satisfaction, ask to speak to the staff member's supervisor/director.
- If you feel that the supervisor/director cannot resolve the dispute, or you are still unsatisfied, contact Customer Experience.

Saint Francis Ministries
Attn: Customer Experience
110 W. Otis Ave. I Salina, KS 67401
Hotline: 866-671-4735 | Hours 8-5/M-F
TXCustomerExperience@SaintFrancisMinistries.org

REV/10-26

As You and Your Family Receive Services

Rights, Roles, and Responsibilities



Saint Francis MINISTRIES

Roles and Responsibilities

The Texas Department of Family and Protective Services (DFPS) refers families to Saint Francis services for support during times of crisis. Saint Francis then works with the family to assess strengths and needs, develops a Child Plan of Service, a Family Plan of Service, and monitor progress. Saint Francis updates DFPS and applicable community partners on case progress.

The assigned case team assists the family in reaching their service plan goals and connecting with community resources. The goal of all services is to provide families with hope and healing while maintaining safety, permanency, and well-being of children.

Assigned Case Team _____ Phone _____

E-mail Communication

You have the option to communicate with our care providers and administrative services by e-mail. Transmitting confidential information by e-mail, however, has risks that you should consider first.

Risks

- E-mail can be immediately broadcast worldwide and seen by many intended and unintended recipients.
- Recipients can forward e-mail messages to others without the original sender's permission or knowledge.
- Backup copies of e-mail may exist even after the sender or the recipient has deleted their own copy.

Saint Francis MINISTRIES

Conditions for the Use of E-mail

It is the policy of Saint Francis Ministries to treat sensitive, health-related e-mail messages with the same degree of confidentiality afforded other portions of the medical record. We cannot, however, guarantee the security and confidentiality of e-mail communication.

You must provide consent to use e-mail for confidential information, such as:

- protected health information
- social information
- social security number
- date of birth

Consent includes agreement with the following conditions:

- Do not use e-mail for communications concerning diagnosis or treatment of mental health or developmental disability, alcohol and drug abuse, AIDS/HIV infection, or other sexually transmissible or communicable diseases.
- Saint Francis may forward e-mail messages internally as necessary for diagnosis, treatment, and reimbursement. We will not, however, forward e-mail externally without your consent, or as required by law.
- Although we try to respond to every message promptly, Saint Francis cannot guarantee when the recipient of a particular e-mail will read the message. Therefore, we ask that you do not use e-mail for emergencies.
- If your e-mail requires or invites a response, you are responsible for following up to determine whether the intended recipient received the message.
- Employer e-mail is not private, so you should refrain from using your workplace e-mail system to transmit or receive confidential medical information.

Client Rights and Responsibilities

You have the right...

- to be treated with dignity and respect.
- to receive respect for your cultural and personal values, beliefs, and preferences.
- to privacy.
- to access and to request an amendment to health information and to obtain information on disclosures of the information.
- to be informed of program rules, guidelines, and expectations.
- to ask questions when you do not understand your care, treatment, and services, or what is expected of you.
- to receive information in a manner you understand – tailored to your language (interpreting/translation service) – and in a manner that meets your needs (vision, speech, hearing, or cognitive impairment).
- to collaborate on decisions about care, treatment, or service.
- to give or withhold informed consent unless treatment is ordered by the court.
- to give or withhold informed consent to produce or use recordings, films, or other images for purposes other than your care.
- to receive information about the staff responsible for your care, treatment, or services.
- to be free from neglect; exploitation; and verbal, mental, physical, and sexual abuse.
- to have complaints reviewed by Saint Francis without discrimination.
- to access protective and advocacy services.
- to seek legal counsel or communicate with state officials if you believe that your rights have been violated.

You have the responsibility ...

- to be considerate of our staff and property.
- to ask questions when you do not understand your care, treatment, and services, or what is expected of you.
- to actively participate and give full effort to achieve goals developed with our staff.
- to provide accurate and complete information about all matters related to your behavioral and physical health.