

Title: DISCRIMINATION COMPLAINTS AND GRIEVANCES (PUBLIC-FACING)

Scope:

This applies to all MultiCare Health System (MHS) workforce members, which includes but not limited to, employees, residents, students, volunteers and other persons who are under direct control of MHS, who access, use, disclose or come in contact with patient information, including Protected Health Information (PHI) and patient Personally Identifiable Information (PII) in any form (paper, electronic or verbal).

Location Scope:

MultiCare Health System adopts the following policy and procedure for the following locations: Tacoma General Hospital/Allenmore Hospital, Mary Bridge Children’s Hospital, MultiCare Good Samaritan Hospital, MultiCare Auburn Medical Center, MultiCare Deaconess Hospital, MultiCare Valley Hospital, Covington Medical Center, MultiCare Connected Care, MultiCare Foundations, CHVI, NAVOS, Greater Lakes Mental Healthcare, Home Health and Hospice, and all ambulatory, community-based, administrative, and retail sites.

Policy Statement:

MultiCare does not discriminate against any person on the basis of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity, citizenship, immigration status, military status, or any other basis prohibited by state or federal law in care and treatment or participation in its programs, services, activities or employment.

Special Instructions:

If you believe that you experienced discrimination at MultiCare, you can file a grievance or complaint with our Privacy & Civil Rights Office and Section 504 Coordinator. Complaints and grievances can be sent to:

Monica R. Freedle, M.J., CHC, CHPS, ADAC
 Chief Privacy Officer and Sections 504 and 1557 Coordinator
 MultiCare Privacy & Civil Rights Office
 PO Box 5299
 MS: 737-2-CCIA
 Tacoma, WA 98415
 Phone (Integrity Line): 866-264-6121
 Fax: 253-459-7872
 Email: compliance@multicare.org

Privacy & Civil Rights Office members will act as designees of the Coordinator.

Procedure:

- A. Grievances can be submitted at any time, but please report allegations of discriminatory actions as soon as possible.

	<p>B. You can file a grievance online, in writing, via ASL video, in person, by mail, fax, or email. If you need help filing a grievance, the Privacy & Civil Rights Office is available to help you.</p> <p>C. The grievance must state the problem or action alleged to be discriminatory and if applicable, the remedy or relief sought. You may also submit evidence relevant to your grievance. Any detail you can provide will be helpful.</p> <p>D. You can expect to be contacted by someone from the Privacy & Civil Rights Office within two business days of making your report.</p> <p>E. The Privacy & Civil Rights Office will conduct a thorough investigation of the grievance. The Privacy & Civil Rights Office will issue a written decision on the grievance, with efforts to issue this decision no later than 90 days after its filing.</p> <p>F. The person filing the grievance may appeal the decision of the Privacy & Civil Rights Office by escalating to the Section 504 Coordinator directly. The Coordinator shall issue a written decision in response to the appeal no later than 30 days after its filing.</p> <p>G. The availability and use of this procedure does not prevent a person from filing a complaint of discrimination with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:</p> <ul style="list-style-type: none"> ○ U.S. Department of Health and Human Services 200 Independence Avenue, SW ○ Room 509F, HHH Building Washington, D.C. 20201 ○ 1-800-368-1019, 800-537-7697 (TDD)
	<p>Related Policies: Patient Grievances</p>
	<p>References: Section 504</p>
	<p>Point of Contact: MHS Privacy & Civil Rights Office - compliance@multicare.org</p>
<p>Approval By: Privacy and Civil Rights Director MHS Quality Safety Steering Council</p>	<p>Date of Approval: 9/20 10/20</p>
<p>Original Date: Revision Dates: Reviewed with no Changes Dates:</p>	<p>9/2020</p>

Distribution: MSH Intranet; multicare.org