

4664.0050 COMPLAINT PROCEDURE.

Subpart 1. **Requirement.** A hospice provider must establish a system for receiving, investigating, and resolving complaints from its hospice patients.

Subp. 2. **Designated person.** A hospice provider must designate a person or position that is responsible for complaint follow-up, complaint investigation, resolution, and documentation. The person or position shall maintain a log of complaints received for one year from the date of receipt.

Subp. 3. **Interdisciplinary team.** The interdisciplinary team must review any patient, family, or caregiver complaints about care provided and must take remedial action as appropriate.

Subp. 4. **Patient notice.** The system required by subpart 1 must provide written notice to each hospice patient that includes:

- A. the hospice patient's right to complain to the licensee about the services received;
- B. the name or position of the person or persons to contact with complaints;
- C. the method of submitting a complaint to the licensee;
- D. the right to complain to the Department of Health, Office of Health Facility Complaints; and
- E. a statement that the hospice provider shall in no way retaliate because of a complaint.

Subp. 5. **Prohibition against retaliation.** A licensee must not take any action that negatively affects a hospice patient or hospice patient's family in retaliation for a complaint made by the hospice patient.

Subp. 6. **Fines.** For each violation of the following subparts, the stated fines shall be assessed:

- A. subpart 1, \$250;
- B. subpart 2, \$100;
- C. subpart 3, \$300;
- D. subpart 4, \$100; and
- E. subpart 5, \$250.

Statutory Authority: *MS s 144A.752*

History: *28 SR 1639*

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