

Annual Report on Complaints and Grievances
Calendar Year 2015

Introduction:

Life Alliance welcomes feedback from our consumers, employees, and stakeholders. We have policies and procedures in place regarding the submission of formal complaints, grievances, and suggestions, as well as a strict non-retaliation policy. All complaints and grievances are reviewed quarterly by the Quality Management Committee.

Formal Complaints:

Life Alliance received eight formal complaints during the calendar year. As discussed in the Annual Report on Quality Management and later in this document, the uptick in complaints is at least partially due to our new policy of treating all complaints that cannot be immediately resolved as formal complaints.

The only identified trend was an issue that leadership has long been aware of: difficulty in replacing staff for cases in rural areas. All complaints regarding inefficiency in rural staff replacement were resolved and are now fully staffed. However parent/guardians were rightfully frustrated with the delays.

Leadership has developed a more aggressive staff recruitment program in these areas and identified key sites to place flyers and advertisements.

Plans of Correction:

Life Alliance received one Plan of Correction for the calendar year. The findings were presented to Life Alliance on February 19th, 2015. All corrective action steps were completed by March 1, 2016. An implementation review was conducted on April 20, 2016 and all items were met

Actions taken based on the POC include:

- All Life Alliance supervisors completed Clinical Supervision training hosted by UNC-Greensboro

- Life Alliance policy requires all complaints to be treated as formal and documented and tracked as such (note the informal complaint portion of this analysis has been removed)
- On occasions where five or more back-up staffing incident reports are filed for one consumer in a single month the President/Owner and Quality Assurance Director are notified so that corrective measures can be taken

Additional Information:

A Program Integrity audit conducted in February, 2015 resulted in a Report of No Findings.

A Focused Monitoring on September 28, 2015 resulted in Technical Assistance.