

# Response to Complaints of Medical Care Availability and Reduction of Error (MCARE) Compliance

Effective Date: June 24, 2021

Last Revised:

Policy Owner: Patient Safety Authority Board of Directors

## Policy

The Patient Safety Authority (PSA) shall follow the process outlined below to ensure appropriate disposition of complaints it receives related to MCARE compliance. It will keep a confidential written record of the same. All confidentiality provisions afforded by the MCARE Act shall apply to such records.

## Process

Scenario 1 - A healthcare worker (HCW) informs Patient Safety Authority (PSA) staff a serious event occurred that was not reported into PAPSRS.

1. PSA staff asks if they should consider the verbal report of the event an anonymous report.
  - a. If yes – PSA staff documents the relevant information on an anonymous report form and submits it to the executive director to initiate the anonymous report investigation process.
  - b. If no – PSA staff encourages the healthcare worker to file an anonymous report with PSA within 5 business days and provides a link to the anonymous report form.
2. PSA staff notifies the executive director immediately upon learning of the event from the HCW.
3. If no anonymous report is filed within 5 business days of notification, the executive director will follow up with the healthcare worker to review the event.
  - a. If the executive director is satisfied that a serious event did not occur or that the serious event was reported then the matter shall be closed.
  - b. If the executive director believes that a serious event occurred that was not reported, she shall report it to the Pennsylvania Department of Health, Division of Acute and Ambulatory Care.

Scenario 2 - The PSA receives a complaint from a member of the public.

PSA shall forward the complaint to the appropriate agency or organization to investigate. Examples of appropriate agencies/organizations include the Pennsylvania Department of Health, the Pennsylvania Department of Human Services, and state licensing boards. The complainant’s contact information shall be included, if available. PSA will provide the complainant with the name and contact information of the agency to which the complaint was forwarded.

Policy History

Date	Revised By	Approved By	Description of Changes
6/24/2021		Board of Directors	New Policy