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AMERICAN PHYSICIANS

The Ins and Outs of Managing Patient Complaints

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Today's Panelists



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The Patient Experience

The Physician-Patient Relationship and
Setting Expectations



The Patient Experience

Customer Service

- Begins with the First Encounter
- Setting the Scene
- Inform Patients of The Office Protocols, Policies, and Practices



Setting Expectations

Engage patients to take an active role in their Healthcare

- Effective Communication - Listening, Educating, Listening
- Physician-Patient Collaboration



Partnership Plan

- Provide the patient with a written plan of the physician's role and what is expected of *them* with regards to their continued care.
- Let the patient know that *they* are a partner with you in their health and well-being.



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Managing Difficult Patients and Situations

Understanding the Grievance
Process

A photograph of a doctor in a white lab coat and glasses, with a stethoscope around his neck, sitting at a desk and talking to a patient. The patient is a man in a green shirt, holding his head with both hands, appearing to be in pain. The background shows a blurred office or clinic setting with shelves.

Managing Patient Complaints

- Identify Unhappy Patients
- Don't Avoid the Patient
- Do Something for the Patient
- Involve the Patient in the Process

Health Plan Grievances

- Do Not Ignore it
- Respond to the Health Plan
- The Health Plan Responds to the Patient





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What happens when a
patient complains to the
Medical Board?





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Discontinuing the Physician-Patient Relationship

When to Consider and
Understanding the Process



Discontinuing the Physician-Patient Relationship

- When to Consider Ending the Relationship
- Why is it Necessary?
- Avoiding Abandonment Allegations



The Discontinuation Process

- How should my practice notify the patient?
- How long do I need to be available?
- What do I need to provide during the interim period?
- Can the patient end the relationship?



Special Considerations

- When Discontinuation is not Possible
- High Risk Patients
- Health Plan Patients



Question & Answer

- Send us your questions via the Q&A box.
- We will do our best to answer as many questions as possible in the allotted time.





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Thank You

For guidance on how best to handle an adverse event, reduce exposure, or manage the risks involved,

CAP Members may contact CAP's Risk Management Hotline for 24/7 support at 800-252-0555.

