



*Borinquen Medical Centers of Miami Dade,  
Inc.*

**COMPLAINT/GRIEVANCE/COMPLIMENT**

**USER GUIDE**

Powered By

[RiskQual Technologies, Inc.](#)





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The HAS system is to be used to track all incidents affecting patients and non patients, as well as near misses or “good catches”. It is to also be used to document complaints or grievances and compliments, as well as quality reviews and employee Incidents.

If you have a question as to what is reportable or not, contact your Risk Management department.

## **Login**

To login to HAS to enter an incident or issue, click on your HAS desktop icon or the link/choice on your internal web page.

The link will take you to this site: <https://borinquen.riskqualhosting.net/has/Login.aspx>

The following login page will display:



Borinquen Medical Centers of Miami Dade, Inc.

Welcome to HAS

Event Reporting System

Please enter your UserID and Password

User ID

Password

You should have your Pop Up Blocker Turned Off for the HAS Web Site. [Click HERE To Follow Instructions To Turn Your Pop Up Blocker OFF](#), If you have any questions ----- Please contact IT Help Desk or E-mail [helpdesk@ks.org](mailto:helpdesk@ks.org)  
v.=31219

**LOGIN With Your Borinquen Network ID/Password -- Contact Borinquen IT Help Desk For Password Issues at Ext. 3575 or email [IT@borinquenhealth.org](mailto:IT@borinquenhealth.org) --Contact Risk Management for System Questions/Issues**

[\[Contact RiskQual Technologies\]](#)



RiskQual Technologies, Inc.  
[Contact Risk Management](#)  
[Contact RiskQual Support](#)

Enter your assigned User ID and Password.

Your user ID and password is the same as your Borinquen Network login user ID and password.

## **Problem Logging In**

If you have a problem logging in or once you click LOGIN, and message states “User not found in LDAP – Contact Your System Administrator” – you have not entered your correct Borinquen network User ID and/or Password. Please contact the IT Help Desk as instructed above

Please Call Ext. 3575 or email [IT@borinquenhealth.org](mailto:IT@borinquenhealth.org)..

If you receive an error “Invalid Username/Password”, then your User ID is not setup as entered in the HAS system. Please contact RiskQual Support at [support@riskqual.com](mailto:support@riskqual.com) for assistance.

**IF you are exited from the login page upon entering your User ID and password**, your Pop Up Blocker settings are most probably turned ON on your computer’s Internet Explorer settings.



Go to your Internet Explorer icon . Click on Tools – Pop Up Blocker – Turn OFF Pop Up Blocker. This is a temporary measure to allow you to enter your Occurrence/Incident.

Go back to the link for the Event system and login.

\*\*Contact your IT Help Desk so that they can ensure that the Pop Up Blocker is turned OFF only for this website and this does not occur again\*\*

Any other questions – contact your Risk Manager/Designated System Administrator as advised internally by your risk management/nursing direction.

### **Entering a New Complaint/Compliment**

When entering a Complaint/Compliment, all required questions must be answered at a minimum before you can SAVE. If you do not save your Complaint/Compliment, it will not be saved automatically.

Upon Login to the system, you are presented with a selection to “Select Entry Type”

<b>- Select Entry Type -</b>
Complaint/Grievance
Incident
Quality Review
W/Comp Employee Incident

Click to select Complaint/Compliment to report a Complaint/Grievance or Compliment.

The following options display to the right:

Complaint/Grievance	▼	<b>- Select Complaint/Grievance Type -</b>
Complaint/Grievance		
Compliment		

Complaint/Grievance– Select if the issue you are reporting is a Complaint or a Grievance.

Compliment – Select if the issue you are reporting is a Compliment to an Employee from a Patient, Physician, another Employee or visitor/family.

Click to make the appropriate selection.

Click **New** to enter a new Complaint/Grievance

You will be taken to the entry screen for a Complaint/Grievance or Compliment respectively based on your selection.

\*\*\* NOTE \*\*\* When entering a Complaint/Grievance, all required questions must be answered at a minimum before you can SAVE. If you do not save your Complaint/Grievance, it will not be saved automatically.

## Complaint/Grievance

When selecting Complaint/Grievance in the “Select Event Type” prompt, the following sets of questions will display. Questions will include/exclude themselves according to logic built into the screens that your facility risk manager designed. Those options are reviewed in the various screenshots below.

The issue entry questions will display to the right one at a time for you to begin answering them. As you answer each question, the responses will display on the grid to the left and the Edit link will display to the right in case you need to navigate back to change your response prior to saving the event. You can always navigate and Edit above of where you are currently answering questions.

### Location/Site Where Complaint Originated

#### Location/Site

\* Required

ADM.....	(Administrative Building)
BHR.....	(Behavioral Health Resource Center)
BFL.....	(Borinquen Medical Centers at Flagami)
CMC.....	(Carrie Meek - Villa Patricia Towers)
OUT.....	(Drop-In Education & Access Center)
MAI.....	(Main Office)
NMP.....	(North Miami Pediatric Center)
WEL.....	(Wellness & Specialty Care Center)
SWT.....	(West Dade/Sweetwater Center)
WHC.....	(Women's Center)

The facility where the complaint originated is displayed as your facility. Click NEXT to continue to next question.

If you have access to more than 1 facility, click on the drop-down arrow to view & select appropriate facility.

## Primary Department Involved

### Primary Department Involved

---

\* Required

ADULTMED... (Adult Medicine)  
BEHAVIOR... (Behavioral Health)  
DENTAL..... (Dental)  
EDUCATION.. (Education Department)  
EXECUTIVE.. (Executive)  
FACILITIES. (Facilities)  
FINANCE.... (Finance)  
HCIOSCHL... (HCIOS Schools)  
HUMANRES... (Human Resources)  
INFOTECH... (Information Technology)  
LABS..... (Labs)  
MAINADULT.. (Main - Adult Medicine)  
MAINCSUITE. (Main - C-Suite)  
MAINDENT... (Main - Dental)  
MAINGERI... (Main - Geriatric)  
MAINLAB.... (Main - Lab)  
MAINOBGYN.. (Main - OB-GYN)  
MAINOTRCH.. (Main - Outreach)  
MAINPATSV.. (Main - Patient Services)  
MAINPED.... (Main - Pediatric)  
MAINPHAR... (Main - Pharmacy)  
MAINRAD.... (Main - Radiology)  
MENTAL..... (Mental)  
OBGYN..... (OB/GYN)  
PEDIATRIC.. (Pediatrics)  
REFERRAL... (Referrals)  
REGISTRAT.. (Registration/Records)  
SPECPOPUL.. (Special Population)  
UNSPECIF... (Unspecified)

Select the Department for the complaint/grievance from the dropdown

## Location

### Location

---

RESTROOM...	(Bathroom/Restroom)
ELEVATOR...	(Elevator)
EMPLOUNGE...	(Employee Lounge)
EXAMROOM...	(Exam Room)
GROUNDS....	(Grounds)
HALLWAY....	(Hallway)
LOBBY.....	(Lobby Area)
ENTRANCE...	(Main Entrance -Exterior)
NURSING....	(Nursing Station)
OTHER.....	(Other)
PARKINGLOT.	(Parking Lot)
REGISTRATI.	(Registration Area)
SIDEWALK...	(Sidewalk)
STAIRWELL...	(Stairwell)

## Room Number

### Room #

---

[Prev](#)[Next](#)

Ex: Enter Room # if applies

## Issue Type

### Issue Type

---

\* Required

COMPLAINT..	(Complaint (verbal))
GRIEVANCE..	(Grievance (written))

[Prev](#)[Next](#)

Ex: COMPLAINT (Minor issues that can be resolved promptly or within 24 hours and addressed without extensive investigation)

GRIEVANCE (Formal or Informal Written or Verbal Complaints made by patient or Patient Representative and cannot be resolved by staff present or requires further investigation)

## Complaint/Grievance about a Patient?

### Complaint/Grievance About A Patient?

---

\* Required

Yes  No

[Prev](#)

[Next](#)

Ex: Was Complaint/Grievance About A Patient (Y/N)?

If YES, the Patient Visit Search question displays:

## Patient Visit Search

### Patient Visit Search

---

\* Required

#### Search

Select Field      Value

Patient Name

patient

[Search](#)

[Add Patient](#)

1 (s) Records Found.

Visit Number	Patient ID	Patient Name	Admit Date
PATMA112345	PATMA1111	Patient, Testing	12/30/2018
1			

Please Select a page number to view more records

[Prev](#)

[Next](#)

Ex: Enter Patient Last Name, First Name To Search

IF NOT FOUND - Click ADD PATIENT to Add Patient/Visit

Enter the Patient's Last Name and click SEARCH. A listing of patient visits for that patient last name displays.

Highlight the respective patient visit associated with the event and click to select it.

The respective patient's demographics display on the grid and system advances to the next

Upon selection of a patient, the demographics entered for the patient display on the grid on the left for viewing as example below:

### PATIENT/PERSON RELATED TO COMPLAINT

* Complaint/Grievance About A Patient?	Y
* Person Type	<b>PATIENT</b>
* Patient Visit Search	<b>PATMAI12345</b>
* Org/Per ID	<b>PATMAI1</b>
Patient ID	<b>PATMAI111</b>
Patient Name	<b>PATIENT, TESTING</b>
Patient Age at time of Visit	<b>0</b>
Patient Age Unit	

### Enter New Patient

IF the patient is not found when searching, click ADD PATIENT button to add the patient to the system. The Add New Patient screen displays so you can create the new patient and enter the demographics information you have:

#### \* Required

The minimum required items to save a new patient are First Name, Last Name, Patient ID, Visit # as noted in the Add Patient screen below with a Red Asterisk:

**Add New Patient**

* Required		
Person Type: <input type="text" value="PATIENT"/>	Birth Date: (mm/dd/yyyy) <input type="text"/>	Gender: <input type="text" value=" - Select -"/>
TaxID Type: <input type="text" value=" - Select -"/>	TaxID: <input type="text"/>	MarStatus: <input type="text" value=" - Select -"/>
First Name: * <input type="text"/>	Middle Initial: <input type="text"/>	Last Name: * <input type="text"/>
Address		
Address Type: <input type="text" value="HOME"/>	Address: <input type="text"/>	
Zip Code: <input type="text"/>	City: <input type="text"/>	State: <input type="text"/>
Account Group Name: <input type="text" value="BQ"/>	Account Name: <input type="text" value="MAI"/>	
Patient Information		
PATIENT ID * <input type="text"/>	Master Patient Index: <input type="text"/>	
VISIT NUMBER * <input type="text"/>	Admit Date: (mm/dd/yyyy) <input type="text"/>	
Age <input type="text"/>	AgeUnit: <input type="text" value="Years"/>	
Admit Bed: <input type="text" value=" - Select -"/>	Admit Phys: <input type="text" value=" - Select Practitioner -"/>	
Admit Room: <input type="text"/>	Admit Date: <input type="text"/>	
ADMIT ICD9 <input type="text"/> <input type="button" value="Search"/> (enter either Diag. Code or a portion of description)	Admit Loc: <input type="text" value=" - Select -"/>	
ADMIT ICD9 DESC <input type="text"/>		

## Type of Person Issuing Complaint/Grievance

### Type of Person issuing Complaint/Grievance

\* Required

CONTRACT...	(CONTRACT/AGENCY)
EMPLOYEE...	(EMPLOYEE)
OTHER.....	(OTHER)
PATIENT....	(PATIENT)
PHYSICIAN..	(PHYSICIAN)
VISITOR....	(VISITOR)
VOLUNTEER..	(VOLUNTEER)

Grievance

Choose the type of person issuing the complaint/grievance from the dropdown. The system will advance to the next question.

If PATIENT – the Patient Search Question displays.

### Complainant Search

#### Patient Complainant SEARCH

\* Required

#### Search

Select Field      Value

Patient Name	▼	PAT
--------------	---	-----

Search

Add Patient

2 (s) Records Found.

Patient ID	Visit Number	Patient Name	Visit Date	Org/Person ID
PATMAI111	PATMAI12345	Patient, Testing	12/30/2018 12:00:00 AM	PATMAI1
PAT0292929	PAT12345888	PatientTooMAI, Testing	1/1/1900 12:00:00 AM	OP00000038
1				

Please Select a page number to view more records

Prev

Next

Ex: Enter Last Name, First Name of Patient Making Complaint

IF NOT FOUND - click ADD PATIENT to add the Patient

If Patient is NOT FOUND, click ADD PATIENT button to add the patient. The Add patient screen displays for you to enter the new patient (see above section on Add Patient screen).

If Employee or Physician is selected, the respective search question will display.

If Complainant is a Visitor, or Family, other than Patient, Physician or Employee, you will be asked to provide the name of the complainant (LAST, FIRST)

### Person Name

\* Required

 XPrevNext

Ex: Enter Person's Name (LAST, FIRST) To Whom Complaint Is Related

### Complainant Number

#### Enter Complainant Phone Number

 XPrevNext

Ex: Enter Phone Number As Example: 9545552222 No Spaces, Dashes, Parenthesis

Enter the complainant phone number if available.

### Date Complainant Reported issue

#### Date Complainant Reported Issue

\* Required

November 2019						
S	M	T	W	T	F	S
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
1	2	3	4	5	6	7

PrevNext

Ex: Select Date Complaint/Grievance Was Reported by Complainant

## Relationship to Patient

### Relationship to Patient

\* Required

CAREGIVER.. (Caregiver)  
DAUGHT..... (Daughter)  
EMPLOYEE... (Employee)  
FATHER..... (Father)  
FRIEND..... (Friend)  
GRANDCHILD. (Grandchild)  
GRANDPAREN. (Grandparent)  
LIFEPARTNR. (Life Partner)  
MOTHER..... (Mother)  
NEICENEPHE. (Neice / Nephew)  
NEIGHBOR... (Neighbor)  
OTHER..... (other)  
PARENT..... (Parent)  
SELF..... (self)  
SON..... (son)  
SPOUSE..... (spouse)  
STEPCHILD.. (step child)  
UNKNOWN.... (Unknown)

Choose the relationship to the patient from the dropdown. The system will advance to the next question.

## Source of Complaint/Grievance

### Source Of Complaint/Grievance

REG AGENCY. (DOH; TJC; CMS, AHCA)  
EMAIL..... (Email)  
INCIDENT... (Incident Report)  
LETTER..... (Letter)  
PHONE..... (Phone Call)  
SOCMEDIA... (Social Media)  
SURVEY..... (Survey)  
VERBAL..... (Verbal)  
MAIL..... (Via Mail)

Choose the source of the complaint/grievance from the dropdown.

## Complaint/Grievance Desc

### Complaint/Grievance Desc

---

\* Required

Prev

Next

Ex: Enter Description Of Complaint/Grievance/Concern

Enter a description of the complaint/grievance and click Next.

## Date Issue Occurred

### Date Issue Occurred

---

\* Required

≤ November 2019 ≥

S	M	T	W	T	F	S
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
1	2	3	4	5	6	7

Prev

Next

Ex: Date Issue Occurred

Select the date when the issue occurred related to the complaint.

## Complaint Time

### Time Issue Occurred - Military Format

---

12:15

Prev

Next

Ex: Enter Time Issue Occurred (i.e., 23:00)

Enter the complaint time, if applicable and click Next.

---

## Party Directly Involved?

Other Party Directly Involved (Y/N)?

\* Required

Yes  No

[Prev](#)

[Next](#)

Ex: Was Any other Party Directly Involved/Associated with this issue?

If another party is directly involved in the complaint (i.e, employee or physician, click Y and questions will follow to enter the other party directly involved)

Reporter information will display at the left-hand side of the screen.

### REPORTER DETAILS

Reports?	<b>Y</b>
Complaint/Grievance Entered	<b>11/13/2019</b>
Type Of Person Reporting	<b>USER</b>
Reported By	<b>WEBALL</b>
Reporter Number	<b>2522</b>
Reporter Name	<b>WEBUSER ALL PROFILE</b>

## Save Your Complaint/Grievance

At the end of the questions to be displayed for the type of complaint/grievance being entered, user is advised to Preview their work prior to saving by clicking PrevPage to move back through the entries and can make any modifications by clicking on the respective row to modify.

Preview your work prior to saving by clicking on PrevPage. Click **SAVE** at the top left corner when ready to **SAVE** your Event Entry.

Click  button at the top left corner of the Grid when ready to save the event.

Once **SAVE** is clicked, the initial complaint details will be saved and displayed per example below:

Save Cancel/Return Start New Entry

Entry Type: Complaint/Grievance (VIEW)

Num	Question	Response
1	* Acc Grp Code	BQ
2	Group Name	BORINQUÉN MEDICAL CENTERS OF MIAMI, INC.
3	Pt Relations Number	BQMA1201900002
4	Master Number	BQMA1201900002
<b>FACILITY/LOCATION DETAILS</b>		
6	* Facility Where Complaint/Grievance/Compliment Occurred	MAI
7	Facility Name	Main Office
8	* Primary Department Involved	DENTAL
9	Location	OTHER
10	Location Name	Other
11	Room #	123
12	* Issue Type	GRIEVANCE
<b>PATIENT/PERSON RELATED TO COMPLAINT</b>		
14	* Complaint/Grievance About A Patient?	Y
15	* Person Type	PATIENT
16	* Patient Visit Search	PATMA112345
17	* Org/Per ID	PATMA11
18	Patient ID	PATMA111
19	Patient Name	Patient, Testing
20	Patient Age at time of Visit	0

Thank You for Reporting.. Your Complaint Entry Has Been Submitted

My Open Follow Up
<a href="#">Additional Complaint/Grievance Info</a>
<a href="#">Add</a>

[Click Here to add Follow Up](#)

You can click on the respective option under "Additional Complaint/Grievance Info" to add the additional information for the complaint/grievance, if applies.

Thank You for Reporting.. Your Complaint Entry Has Been Submitted

My Open Follow Up
<a href="#">Additional Complaint/Grievance Info</a>
<a href="#">Add</a>

## Compliment Entry

If you select Compliment from "Select Complaint/Grievance/Compliment" drop down, you will be asked some of the same general questions and some different questions.

## Facility Where Complaint/Grievance/Compliment Occurred

\* Required

BHN.....	(3000 Building)
ADM.....	(Administrative Building)
BHR.....	(Behavioral Health Resource Center)
BFL.....	(Borinquen Medical Centers at Flagami)
CMC.....	(Carrie Meek - Villa Patricia Towers)
OUT.....	(Drop-In Education & Access Center)
MAI.....	(Main Office)
NMP.....	(North Miami Pediatric Center)
WEL.....	(Wellness & Specialty Care Center)
SWT.....	(West Dade/Sweetwater Center)
WHC.....	(Women's Center)

## Primary Department Involved

### Primary Department Involved

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\* Required

ADULTMED...	(Adult Medicine)
BEHAVIOR...	(Behavioral Health)
DENTAL....	(Dental)
EDUCATION..	(Education Department)
EXECUTIVE..	(Executive)
FACILITIES.	(Facilities)
FINANCE....	(Finance)
HCIOSCHL...	(HCIOS Schools)
HUMANRES...	(Human Resources)
INFOTECH...	(Information Technology)
LABS.....	(Labs)
MAINADULT..	(Main - Adult Medicine)
MAINCSUITE.	(Main - C-Suite)
MAINDENT...	(Main - Dental)
MAINGERI...	(Main - Geriatric)
MAINLAB....	(Main - Lab)
MAINOBGYN..	(Main - OB-GYN)
MAINOTRCH..	(Main - Outreach)
MAINPATSV..	(Main - Patient Services)
MAINPED....	(Main - Pediatric)
MAINPHAR...	(Main - Pharmacy)
MAINRAD....	(Main - Radiology)
MENTAL.....	(Mental)
OBGYN.....	(OB/GYN)
PEDIATRIC..	(Pediatrics)
REFERRAL...	(Referrals)
REGISTRAT..	(Registration/Records)
SPECPOPUL..	(Special Population)
UNSPECIF...	(Unspecified)

Choose the Department involved in the compliment from the dropdown.

## Location

### Location

---

RESTROOM...	(Bathroom/Restroom)
ELEVATOR...	(Elevator)
EMPLOUNGE..	(Employee Lounge)
EXAMROOM...	(Exam Room)
GROUNDS....	(Grounds)
HALLWAY....	(Hallway)
LOBBY.....	(Lobby Area)
ENTRANCE...	(Main Entrance -Exterior)
NURSING....	(Nursing Station)
OTHER.....	(Other)
PARKINGLOT.	(Parking Lot)
REGISTRATI.	(Registration Area)
SIDEWALK...	(Sidewalk)
STAIRWELL..	(Stairwell)

Choose the location of the compliment from the dropdown.

**Room Number****Room #****Prev****Next**

Ex: Enter Room # if applies

**Person Type Complimented****Type of Person Complimented****\* Required**

EMPLOYEE... (EMPLOYEE)
PHYSICIAN.. (PHYSICIAN)

**Prev** **Next**

Ex: Select Type of Person Complimented

Choose the type of person that was complimented from the dropdown.

If PHYSICIAN or EMPLOYEE is selected, a Physician or Employee search will display.

**Employee Complimented SEARCH****\* Required****Search**

Select Field	Value
Employee Name	pat

1 (s) Records Found.

Org/Person ID	Practitioner ID	Pract/Phys Name
OP00000002	PHYTESTSCH	Physician, Testing
1		

Please Select a page number to view more records

**Prev****Next**

Ex: Enter Last Name of Physician/Provider Who Received Compliment &amp; Click SEARCH

Highlight and click to select the physician/provider

Enter the Name of the Employee and click search

If Physician was selected, the Physician Search question displays

## Physician/Provider Complimented SEARCH

\* Required

### Search

Select Field Value

1 (s) Records Found.

Org/Person ID	Practitioner ID	Pract/Phys Name
OP00000002	PHYTESTSCH	Physician, Testing
1		

Please Select a page number to view more records

Ex: Enter Last Name of Physician/Provider Who Received Compliment & Click SEARCH

Highlight and click to select the physician/provider

### Complimented By

#### Complimented By

\* Required

EMPLOYEE... (EMPLOYEE)  
OTHER..... (OTHER)  
PATIENT.... (PATIENT)  
PHYSICIAN.. (PHYSICIAN)  
VISITOR.... (VISITOR)  
VOLUNTEER.. (VOLUNTEER)

ed the Compliment to Employee

Choose the type of person issuing the compliment from the dropdown. If Employee, Physician or Patient is chosen, a search question will display. If another type of person, enter the last name, first name of the person.

## Name of Person Providing Compliment

\* Required

 XPrevNext

Ex: Enter Name of Person providing the Compliment (LAST, FIRST)

## Compliment Date

### Date Compliment was Reported

\* Required

November 2019						
S	M	T	W	T	F	S
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
1	2	3	4	5	6	7

PrevNext

Ex: Select Date Compliment Was Reported by Person Complimenting

## Source of Compliment

### Source Of Compliment

REGAGENCY.. (DOH, TJC, CMS, AHCA)
EMAIL..... (Email)
LETTER..... (Letter)
SOCIALMED.. (Social Media)
SURVEY..... (Survey)
VERBAL..... (Verbal/In Person)

Choose the source of the compliment from the dropdown.

### Compliment Date

#### Compliment Date

\* Required

November 2019						
S	M	T	W	T	F	S
<u>27</u>	<u>28</u>	<u>29</u>	<u>30</u>	<u>31</u>	<u>1</u>	<u>2</u>
<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>	<u>8</u>	<u>9</u>
<u>10</u>	<u>11</u>	<u>12</u>	<u>13</u>	<u>14</u>	<u>15</u>	<u>16</u>
<u>17</u>	<u>18</u>	<u>19</u>	<u>20</u>	<u>21</u>	<u>22</u>	<u>23</u>
<u>24</u>	<u>25</u>	<u>26</u>	<u>27</u>	<u>28</u>	<u>29</u>	<u>30</u>
<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>

Prev

Next

Ex: Date of Service Compliment is related to

### Compliment Desc

#### Compliment Desc

\* Required

The doctor was very helpful in explaining things and answered all of our questions. He was very polite and respectful.

^

v

Prev

Next

Ex: Enter Description Of Compliment

Preview your work prior to saving by clicking on PrevPage. Click SAVE at the top left corner when ready to SAVE your Complaint Entry.

## REPORTER DETAILS

Reports?	<b>Y</b>
Complaint/Grievance Entered	<b>11/13/2019</b>
Type Of Person Reporting	<b>USER</b>
Reported By	<b>WEBALL</b>
Reporter Number	<b>2522</b>
Reporter Name	<b>WEBUSER ALL PROFILE</b>

## **FOLLOW UP Entry**

Upon save of any Compliment/Grievance/Complaint, one or more automatic emails are generated to specific department managers/directors as designed by your facility Patient Relations Management team.

The email advises the particular manager that a Compliment/Grievance/Complaint has been entered for their area of responsibility. The auto email text example is below:

---

**From:** RiskQualHAS@borinquenhealth.org  
**Sent:** Friday November 8, 2019 4:14 PM  
**To:** deptmanagerx@borinquenhealth.org  
**Subject:** Follow up and review for Complaint #: BQMAI2019000003

THIS IS AN AUTOMATED EMAIL -- DO NOT REPLY

An Issue has been reported per the details above. You may review it by clicking on the link below and Login to the HAS system with your assigned User ID and Password.

What – Communication – Nursing

When – 11/08/2019

Where – MAIN OFFICE - Pediatrics

Once you have completed your review of the Complaint details, Click on "Click Here To Complete Your Follow-Up" in the MY OPEN FOLLOW UP section to document your follow-up.

THIS IS AN AUTOMATED EMAIL -- DO NOT REPLY -- If you have any questions - Please Contact your Guest Relations Department.

Please click [here](#) to login to the HAS system.

Thank you.

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To document any follow-up, click on "Click Here login to the HAS System" to document your follow-up.

The auto email above will have a link in the email that will allow supervisor/manager to click on the email link. Upon clicking on the link, the HAS Login page will display. Login

to HAS, and upon successful login, the system will display the specific Complaint/Grievance on the screen for which the follow up/auto email was generated.

You can review the details of the complaint/grievance or compliment by clicking on the link [Next Page >](#) at the bottom of the Grid containing all the complaint/grievance details.

### Completing Follow Up

Upon clicking on the link above to enter follow up, the follow up questions display:

The type of follow up is defaulted to Department Manager Follow Up automatically.

<b>FOLLOW UP DETAILS</b>	
Type of Follow-Up	<b>DEPTMGR</b>
Type of Follow-Up Desc	<b>DEPARTMENT MANAGER FOLLOW UP</b>

The system will prompt you to enter the follow up as follows:

#### Date of Follow Up

[Date of Follow Up](#)

\* Required

11/4/2019

<	November 2019	>				
<b>S</b>	<b>M</b>	<b>T</b>	<b>W</b>	<b>T</b>	<b>F</b>	<b>S</b>
<u>27</u>	<u>28</u>	<u>29</u>	<u>30</u>	<u>31</u>	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
1	2	3	4	5	6	7

[Prev](#)

[Next](#)

Ex: Select Date of Follow Up

## Follow Up Description

### Manager Follow Up Description

\* Required

TESTINGGG

Prev

Next

Ex: Enter general description of your follow up

Document specific Causes, Actions Taken in Next Questions

At the end of the follow up questions, the system prompts you to review the entry and SAVE to save the follow up.

**Preview your work prior to saving by clicking on PrevPage. Click SAVE at the top left corner when ready to SAVE your Additional Entry.**

Click **Save and Return** to save the follow up and return to the main Complaint/Grievance or Compliment entry.

**| Follow Up : Department Manager Follow Up - By: WEBUSER PROFILE - Entered: 11/04/2019**

The follow up entry is displayed in the Additional Complaint/Grievance Info section on the main Complaint/Grievance screen and can be viewed by any other manager/supervisor, etc., with access to search for existing Complaint/Grievances. Data can be viewed only, cannot be changed.

Click **Cancel/Return** to return to the main screen and enter another type of Complaint/Grievance if needed or review your other open/pending items to follow up.

Click **Start New Entry** to return to enter a new Complaint/Grievance for the same entry type

Click **Log Out** on the upper right corner of the system to Log Out of the System.

You can also click  the X on the upper right corner of your screen to EXIT the system.

## Completing All Open Follow Ups Assigned to You

If you have additional Complaint/Grievances/occurrences or complaints that are assigned to you for Follow Up, for which you would may have also received individual emails, you will see a listing of Open Follow Ups when you click on Cancel/Return from the Complaint/Grievance detail screen.

It will display a grid showing you the list of Open Follow Ups assigned to you as of today:

Open Follow Ups/Tasks List Assigned To: WEBUSER ALL PROFILE

Follow Up Number	Owner Number	Module	Follow Up Due	Created Date	Patient/Person Name	Follow Up Task	Category	Code	Dept	Location
View WKN0000060	BQMAI201900010	Incident	11/11/2019	11/11/2019	Patient, Testing	Department Manager Follow Up	FALL	CHAIR	MAINPED	EXAMROOM

(\*\*\*IF you are a department manager, and do not see this option below, you are not assigned to receive Open Follow Up queue. Contact your Risk Manager to advise them \*\*\*).

My Open Follow Up

Open Follow Ups/Tasks List Assigned To: WEB-PB-LMC PROFILE

Follow Up Number	Owner Number	Module	Follow Up Due	Created Date	Patient/Person Name	Follow Up Task	Category	Code	Dept	Location
View WKN0000247	PBLMC201500005	Incident	03/07/2016	03/07/2016	Patient, Mary T	Dept Manager Follow Up	HIPAAPI	IMPRODISP	643	OFFICE
View WKN0000236	PBLMC201500002	Patient Relations	03/04/2016	03/04/2016	Patient, Mary T	Dept Manager Follow Up	PAIN	MEDPAINMGM	604	PATROOM
View WKN0000237	PBLMC201600001	Patient Relations	03/04/2016	03/04/2016	Patient, Mary T	Dept Manager Follow Up	ADMITREG	DEADMIT	805	PATROOM
View WKN0000210	PBLMC201500008	Incident	03/01/2016	03/01/2016	Patient, Mary T	Dept Manager Follow Up	ADE	ALLERGY	606	PATROOM
View WKN0000212	PBLMC201600026	Incident	03/01/2016	03/01/2016	Patient, Mary T	Dept Manager Follow Up	SURGERY	FOREIGNBOD	606	OR

2

The grid shows the following information:

Open Follow Ups/Tasks List Assigned To: WEB 3804 PROFILE

Follow Up Number	Owner Number	Module	Follow Up Due	Created Date	Patient/Person Name	Follow Up Task	Category	Code	Dept	Location
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**Name of user** who's logged in for which open follow ups exist (You).

**Module** for which the follow up was assigned (i.e., Incident or Pt Relations (Complaints))

**Follow Up Due Date** – date the follow up was assigned to the user (same date Complaint/Grievance was entered)

**Created date** – date the follow up entry was assigned to the user

**Patient/Person Name** – name of the patient or person involved in the Complaint/Grievance to be followed up

**Follow Up task** – description of the follow up to be done by the user

**Category** – Category of the Complaint/Grievance for which the follow up was assigned (i.e., Incident Category, Complaint Category, etc.)

**Code** – Sub code of the Complaint/Grievance for which the follow up was assigned

**Dept** – Department involved in the Complaint/Grievance for which the follow up was assigned.

**Location** – Location involved in the Complaint/Grievance for which the follow up was assigned

## Open Follow Up Grid Options

Sort – The default sort order is by Follow Up Date in Descending Order (latest follow ups showing at the top).

User can click on the title of any column to sort all Open Follow Ups by that column (i.e., Inc Category)

## Select from My Open Follow Up List to Complete

Click VIEW link [View](#) in front of any Open Follow up task to open the Complaint/Grievance associated with that follow up task assigned to you.

Open Follow Ups/Tasks List Assigned To: WEBUSER ALL PROFILE											
Follow Up Number	Owner Number	Module	Follow Up Due	Created Date	Patient/Person Name	Follow Up Task	Category	Code	Dept	Location	
<a href="#">View</a> WKN0000060	BQMAI201900010	Incident	11/11/2019	11/11/2019	Patient, Testing	Department Manager Follow Up	FALL	CHAIR	MAINPED	EXAMROOM	

Upon clicking View in front of any record on the Open Follow Up grid [View](#), the particular record displays:

Save	Cancel/Return	Start New Entry	Entry Type: Patient Incident (VIEW)																																																									
<table border="1"><tr><th>Num</th><th>Question</th><th>Response</th></tr><tr><td>1</td><td>Facility Group</td><td>BQ</td></tr><tr><td>2</td><td>Occurrence Number</td><td>BQMAI201900010</td></tr><tr><td>3</td><td>Master Occurrence Number</td><td>BQMAI201900010</td></tr><tr><td>4</td><td>Near Miss - No</td><td>N</td></tr><tr><th colspan="3">FACILITY/LOCATION DETAILS</th></tr><tr><td>6</td><td>* Facility</td><td>MAI</td></tr><tr><td>7</td><td>Facility Name</td><td>Main Office</td></tr><tr><td>8</td><td>* Dept Where Incident Occurred</td><td>MAINPED</td></tr><tr><td>9</td><td>Dept Name</td><td>Main - Pediatric</td></tr><tr><td>10</td><td>Location Where Incident Occurred</td><td>EXAMROOM</td></tr><tr><td>11</td><td>Location Desc</td><td>Exam Room</td></tr><tr><td>12</td><td>Room #/Exact Location Desc</td><td>1234</td></tr><tr><th colspan="3">PATIENT INFORMATION</th></tr><tr><td>14</td><td>* Type of Person</td><td>PATIENT</td></tr><tr><td>15</td><td>* Patient Visit Search</td><td>PATMAI12345</td></tr><tr><td>16</td><td>Patient Number</td><td>PATMAI1</td></tr><tr><td>17</td><td>Patient ID</td><td>PATMAI111</td></tr><tr><td>18</td><td>Patient Full Name</td><td>Patient, Testing</td></tr></table>			Num	Question	Response	1	Facility Group	BQ	2	Occurrence Number	BQMAI201900010	3	Master Occurrence Number	BQMAI201900010	4	Near Miss - No	N	FACILITY/LOCATION DETAILS			6	* Facility	MAI	7	Facility Name	Main Office	8	* Dept Where Incident Occurred	MAINPED	9	Dept Name	Main - Pediatric	10	Location Where Incident Occurred	EXAMROOM	11	Location Desc	Exam Room	12	Room #/Exact Location Desc	1234	PATIENT INFORMATION			14	* Type of Person	PATIENT	15	* Patient Visit Search	PATMAI12345	16	Patient Number	PATMAI1	17	Patient ID	PATMAI111	18	Patient Full Name	Patient, Testing	<p><b>My Open Follow Up</b></p> <p><a href="#">Click Here To Complete Your Follow Up: Department Manager Follow Up - WKN0000060</a></p> <p><b>Additional Incident Info</b></p> <p><b>Add</b></p> <p><a href="#">Click Here to add Parties Involved</a> <a href="#">Click Here to add Follow Up</a> <a href="#">Click Here to add Additional Witnesses</a></p>
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FACILITY/LOCATION DETAILS																																																												
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8	* Dept Where Incident Occurred	MAINPED																																																										
9	Dept Name	Main - Pediatric																																																										
10	Location Where Incident Occurred	EXAMROOM																																																										
11	Location Desc	Exam Room																																																										
12	Room #/Exact Location Desc	1234																																																										
PATIENT INFORMATION																																																												
14	* Type of Person	PATIENT																																																										
15	* Patient Visit Search	PATMAI12345																																																										
16	Patient Number	PATMAI1																																																										
17	Patient ID	PATMAI111																																																										
18	Patient Full Name	Patient, Testing																																																										

Review the details of the Complaint/Grievance by scrolling down on the page to view the grid contents. Click Next Page link at the bottom of each page to advance to the next page of information for that Complaint/Grievance:

Once you have reviewed the details of the Complaint/Grievance, you can complete your follow up by clicking on “Click Here to Complete Your Follow Up” link on the upper right side of the screen

<p><b>My Open Follow Up</b></p> <p><a href="#">Click Here To Complete Your Follow Up: Department Manager Follow Up</a></p>
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Follow the prompts to complete your follow up as per the questions in Completing Follow Up in the section above.

**Cancel/Return**

Upon saving your follow up entry, you can click **Cancel/Return** to return to the main screen and the open follow up you just completed will no longer display on your Open Follow Up list because it has been closed/completed.

Once you're in the Open Follow Up list screen again, you can click on the next open follow up to view the next Incident or Complaint/Grievance and complete it same as above.

The My Open Follow Up grid will refresh itself for NEW follow ups assigned to you while you are logged into the same session of the system.

Click  the X on the upper right corner of your screen to EXIT the system or click Log Out.



**Contact your IT Help Desk for Login Issues/Questions**

Call Extention 3575 or email [IT@boringuenhealth.org](mailto:IT@boringuenhealth.org)

**Contact your Risk Management Department for System Questions/How To**

**Contact RiskQual Technologies Support Services – [support@riskqual.com](mailto:support@riskqual.com)**



***You Have Successfully Completed User  
Training on  
Complaint/Grievance/Compliment  
Reporting***

***Thank You for Training with Us!***

