

Patient Advocacy



**Jewish
Family
Service**

*Moving Forward
Together*

Resolution of Grievances

San Diego County Beneficiary Complaint/Grievance and Appeals Resolution Process

When a grievance or complaint is filed with the Jewish Family Service Patient Advocacy Program regarding behavioral health services provided by inpatient facilities or other behavioral health residential facilities in San Diego County, Patient Advocates must follow State and Federally required procedures to investigate and resolve the issues.

The process may include:

- Obtaining written consent from the client to release information from treatment providers to Patient Advocates
- Contacting the provider to notify them about issues and to work collaboratively with them to resolve those issues

(Process continues on reverse)



Information and Assistance

Jewish Family Service Patient Advocacy Program
619-282-1134 | 1-800-479-2233
www.jfssd.org/patientadvocacy

Patient Advocacy

Resolution of Grievances



(Process, continued from front)

- Attempting to resolve the issue at the lowest possible level
- Investigating issues through interviews, medical chart review, and if necessary, clinical consultation by an independent clinical reviewer

Resolution of Grievances

- Resolution of the grievance must occur within 60 days from the initial request
- A one-time 14-day extension of the 60-day deadline may be approved by the client if good cause to do so exists
- Resolution of the grievance will result in a letter summarizing the investigation process and will be sent to the client, San Diego County Health and Human Services (Quality Improvement), and the treatment provider
- If the investigation reveals a violation of patients' rights, the Patient Advocacy Program may make a request to the County, asking them to work with the facility (through a Plan of Correction) to create changes which will ensure compliance with patients' rights statutes.

The Patient Advocacy Program
is funded by the county of San Diego



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