

§484.50(e)(1) The HHA must—

(iii) Take action to prevent further potential violations, including retaliation, while the complaint is being investigated.

Interpretive Guidelines §484.50(e)(1)

The HHA should have systems in place to record, track and investigate all complaints. Written policies and procedures on the acceptance, processing, review, and resolution of patient complaints should be developed and communicated to staff. These policies should include intake procedures, timeframes for investigations, documentation, and outcomes and actions that the HHA may take to resolve patient complaints. Complaint investigations should be incorporated into the agency's Quality Assurance Performance Improvement program.

The HHA should be able to produce documentation for each complaint received that confirms that an investigation was conducted and records the investigation findings as well as the ultimate resolution of the complaint. The documentation should also describe any actions taken by the HHA to remove any risks to the patient while the complaint was being investigated.