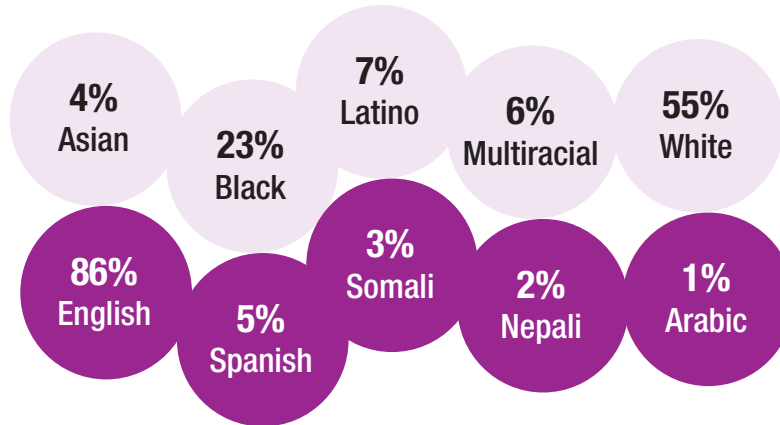


Project GRACE: Understanding Grievances and Complaints in the Pediatric Emergency Department

Overview: Identify disparities in perceived health care quality and patient experience by race, ethnicity and language through evaluation of the complaint and grievance (CG) process in the pediatric emergency department.

Patient Population at a Glance



Project Goals:



Complete a journey-map of the CG process and evaluate the system for process improvement



Thematically analyze CG data across the pediatric emergency department



Stratify CG data by race, ethnicity, language and geographic location

Our hospital's CG process is one mechanism by which patient experiences are measured, and have been included as an important element of our SCOPE (Safety, Clinical Outcomes, Population Health, Equity, Experience) patient safety framework.

Gaps We Hope to Address



The correlations between CGs and cultural or social factors (like race, ethnicity, language and geographic location) that can influence patient experience are inconsistently measured.



The need for wider education around the CG process for faculty and staff and dissemination of our findings to the community.