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.

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**Patient Population at a Glance**

- **4%** Asian
- **86%** English
- **23%** Latino
- **5%** Spanish
- **5%** Somali
- **6%** Multiracial
- **55%** White
- **2%** Nepali
- **1%** Somali
- **1%** Arabic

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**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

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**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.

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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.

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When your child needs a hospital, everything matters.