



Saint Thomas Health

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Owner:	Cynthia Figaro: V.P. Corporate Compliance
Section/Dept:	Corporate Responsibility
References:	
Applicability:	Saint Thomas Health

Grievance Procedure To Address Complaints Regarding Discrimination CRP-14

PURPOSE:

It is the policy of Saint Thomas Health not to discriminate on the basis of race, color, national origin, sex, age or disability. Saint Thomas Health has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794) and 1557 of the Affordable Care Act (42 U.S.C. 18116) and its implementing regulations at 45 CFR part 92, issued by the U.S. Department of Health and Human Services. Section 1557 prohibits discrimination on the basis of race, color, national origin, sex, age or disability in certain health programs and activities. Sections 504 and 1557 and its implementing regulations may be examined in the office of the Corporate Responsibility Officer, 2000 Church Street, Nashville, TN 37236, Telephone 615-284-5488, TTY number—711, Fax 615-284-5497, cfigaro@sth.org, who has been designated to coordinate the efforts of Saint Thomas Health to comply with the applicable sections.

Any person who believes he or she has been subjected to discrimination on the basis of race, color, national origin, sex, age or disability may file a grievance under this procedure. It is against the law for Saint Thomas Health to retaliate against anyone who opposes discrimination, files a grievance, or participates in the investigation of a grievance.

PRIMARY AREAS AFFECTED:

All Saint Thomas Health facilities.

PROCEDURE:

1. A complaint or grievances must be submitted to the Corporate Responsibility Officer within 60 days of the date the person filing the grievance becomes aware of the alleged discriminatory action. The Saint Thomas Health Corporate Responsibility Officer shall serve in the role of the Sections 504 and 1557 Coordinator.
2. A complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.
3. The Corporate Responsibility Officer (or her/his designee) shall conduct an investigation of the complaint. This investigation may be informal, but it must be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. The Corporate Responsibility Officer will maintain the files

and records of Saint Thomas Health's facilities relating to such grievances. To the extent possible, and in accordance with applicable law, the Corporate Responsibility Officer (Sections 504 and 1557 Coordinator) will take appropriate steps to preserve the confidentiality of files and records relating to grievances and will share them only with those who have a need to know.

4. The Corporate Responsibility Officer will issue a written decision on the grievance, based on a preponderance of the evidence, no later than 30 days after its filing, including a notice to the complainant of their right to pursue further administrative or legal remedies.
5. The person filing the grievance may appeal the decision of the the Corporate Responsibility Officer by writing to the President/Chief Executive Officer or designee of Saint Thomas Health's respective facility within 15 days of receiving the Corporate Responsibility Office's decision. The President/Chief Executive Officer or designee shall issue a written decision in response to the appeal no later than 30 days after its filing.
6. The availability and use of this grievance procedure does not prevent a person from pursuing other legal or administrative remedies, including filing a complaint of discrimination on the basis of race, color, national origin, sex, age or disability in court or with the U.S. Department of Health and Human Services, Office for Civil Rights. A person can file a complaint of discrimination electronically through the Office for Civil Rights Complaint Portal, which is available at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201.
7. Saint Thomas Health will make appropriate arrangements to ensure that individuals with disabilities and individuals with limited English proficiency are provided auxiliary aids and services or language assistance services, respectively, if needed to participate in this grievance process. Such arrangements may include, but are not limited to, providing qualified interpreters, providing taped cassettes of material for individuals with low vision, or assuring a barrier-free location for the proceedings. The Corporate Responsibility Officer will be responsible for such arrangements.
8. Complaint forms are available at: <http://www.hhs.gov/ocr/office/file/index.html>. Such complaints must be filed within 180 days of the date of the alleged discrimination.

REFERENCE:

Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794)

Section 1557 of the Affordable Care Act (42 U.S.C. 18116)

All revision dates:

10/2016, 07/2016, 12/2015, 12/2015

Attachments:

No Attachments

Approval Signatures

Committee	Approver	Date
	Cynthia Figaro: V.P. Corporate Compliance	10/2016