


Name of Policy:	Communication: Risk Management and Patient Information Advocate	 Effective Date: 10-4-2019 Initial Effective Date: 10/1988
Policy Number:	3364-103-CCC-02	
Department:	Service Excellence - Customer Call Center	
Approving Officer:	Chief Experience Officer	
Responsible Agent:	Service Excellence, Operations Manager	
Scope:	UTMC Customer Call Center	
<input type="checkbox"/> New policy proposal <input type="checkbox"/> Major revision of existing policy		<input type="checkbox"/> Minor/technical revision of existing policy <input checked="" type="checkbox"/> Reaffirmation of existing policy

(A) Policy Statement

Formal and informal lines of communication exist between Risk Management, Legal and the Patient Information Advocate. Communication between these two areas helps to promote patient satisfaction, helps reduce conflict before it arises, and helps resolve unavoidable conflicts that develop.

(B) Purpose of Policy

Establish systematic methods of communication between the Risk Management, Legal and the Patient Information Advocate in order to promote high-quality care, to address patient concerns and to identify / reduce risk exposures for the UT Medical Center.

(C) Procedure

The UT Medical Center’s Risk Management Program, in conjunction with the Patient Information Advocate will operate under the premise that early patient contact will identify special needs and concerns for resolution of problems. The Patient Information Advocate will seek support of the Manager of Risk Management and Legal for the following situations:

1. Notification of or involvement with patients who are seriously injured as a result of being a patient at UT Medical Center.
2. Notification of or involvement with circumstances resulting in lost / damaged personal belongings of patients.
3. Notification of or involvement with events where resolution is not possible and hostile behavior is exhibited by the patients or significant others (Campus Security may also be contacted).
4. Notification of or involvement with patient complaints perceived to be potentially compensable events or where there are verbalized threats to file a lawsuit.
5. Notification of or resolution of cases where certain circumstances (ex: misdiagnosis) are communicated initially.

Approved by:	Review/Revision Date:
<i>/s/</i>	10/90 9/06
_____	10/93 8/2008
Mario Toussaint	9/96 2/2013
Chief Experience Officer	12/98 2/2016
	2/02 10/4/2019
	4/04
<i>Review/Revision Completed By:</i> <i>Service Excellence Department</i>	Next Review Date: 10/4/2022
Policies Superseded by This Policy: None	

It is the responsibility of the reader to verify with the responsible agent that this is the most current version of the policy.