

Facility Name			
Subject: Service Recovery Program		Written By: (department name)	
Distribution: System Wide		Effective	Policy Book
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Revised:			
Reviewed:			
Resident Care Policy Committee Approval Dates:			
Medical Director Signature:		Date:	
Executive Director Signature:		Date:	

Core Value: Integrity: Inspiring trust through personal leadership.

Purpose: To respond to the dissatisfaction of residents, family members and visitors who experience inconvenience in accessing the services at **(facility name)**.

Policy Statement: Facility employees will respond to signs of dissatisfaction from residents, families and visitors by trying to resolve concerns “on the spot”. In instance of inconvenience or a situation meeting the definition of a complaint, facility employees will apologize and utilize the service recovery program as a tool to decrease dissatisfaction.

Procedure:

1. The service recovery program may be utilized by any **(facility name)** employee without management approval as indicated in the purpose of this policy.
2. It will be the responsibility of the facility administrator to designate a secure accessible area for all employees affiliated with the facility to access the service recovery tools.
3. When the service recovery program is used, documentation on the Service Recovery Log **must** be completed.
4. When a packet needs to be replenished, the **(facility department)** will contact the Risk Management Department to request replacements.
5. Service Recovery Logs and the department distribution record will be maintained in the Risk Management Department.
6. Service recovery efforts will be monitored through the quality improvement process. The Risk Management Coordinator will provide Service Recovery Report to the Quality Committee at each scheduled meeting for trending and evaluation of effectiveness.

Related Policies

- Resident Complaint & Grievance Policy