

Current Status: *Active*



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Owner: Sierra Quarnstrom:
DIETETIC INTERNSHIP
PROGRAM MANAGER
Area: Clinical Nutrition Services
Regulatory Tag:
Applicability: *CentraCare - Saint Cloud
Hospital*

Reporting Concerns

PURPOSE

To provide a procedure for St. Cloud Hospital dietetic interns to formally report incidents which deviate from CCH, SCH and/or SCH DI policies, procedures, rule, and/or regulations.

CentraCare adopts the following Policy/Procedure for:

St. Cloud Hospital

POLICY

- A. CentraCare and their affiliates strive to provide the best possible care to patients, residents, and families in a manner that is in accordance with all applicable rules, regulations, and laws. In the event of any deviation from CCH, SCH, and/or SCH DI policies, procedures, rules, and/or regulations, interns have the right and the responsibility to notify those in leadership positions of the concerns and work with Program Leadership to resolve these concerns. Interns will acknowledge in writing their understanding of this agreement.

PROCEDURES

- A. Interns may direct internship related concerns to the Program Manager. The Program Manager will communicate with the intern to develop an action plan to resolve issues.
- B. There will be no retaliation from Program Leadership or preceptors for reports of grievances.
- C. Significant concerns from interns involving a specific preceptor will be addressed within 7 business days. Interns are directed to take the following actions:
1. Discuss the concern with the preceptor in question. If unable to resolve,
 2. Submit the concern in writing to the Program Manager. If unable to resolve, the Program Manager will
 3. Submit the concern in writing to the Program Director. If unable to resolve, the Program Director will
 4. Submit the concern in writing to the Section Director of Medical Specialties.
- D. Significant intern complaints or concerns about the internship program will be addressed within 7 business days and are to be addressed by taking the steps listed below.
1. Contact Program Leadership informally about the concern to clarify the situation

2. Submit a significant concern to the Program Manager, in writing on the “Significant Concern” form, available in the student handbook or from the Program Manager.
3. If successful resolution of the problem is not made, the complaint must be submitted by the Program Manager to the Program Director in writing using the “Significant Concern” form.
4. If successful resolution of the problem is not made, the complaint must be submitted by the Program Director in writing to the Section Director for Medical Specialties, using the “Significant Concern” form.
5. As a last resort, if a satisfactory resolution is still not identified and the issue is related to ACEND’s standards, the intern may submit their complaint to ACEND.
6. Complaints will be filed and kept for a seven year period and available for ACEND to review during site visits or upon request.

REFERENCE CITATIONS

APPROVING COMMITTEE(S)

SCH DI Work Group

Attachments:

Approval Signatures

Approver	Date
Sierra Quarnstrom: DIETETIC INTERNSHIP PROGRAM MANAGER	07/2019

Applicability

CentraCare - St. Cloud Hospital