

POLICIES AND PROCEDURES

SUBJECT: NO-RETALIATION POLICY

ISSUE DATE: May 2013

POLICY

As an organization participating in the CRSPS research project, XXXXXXXX is committed to conducting its affairs honestly, ethically and in compliance with applicable all laws and regulations. Patients of XXXXXXXX are encouraged to report good faith concerns about the quality and safety of the care provided by XXXXXXXX.

Retaliation against a patient of XXXXXXXX for making a good faith report about a negative effect or potential medical mistake (or someone making such a report on behalf of a patient) is prohibited and will not be tolerated.

DEFINITIONS

- Good Faith Report: A report made with the honest and reasonable belief that the reported negative effect or potential medical mistake might be related to care received at XXXXXXXX.
- Retaliation: Materially adverse action against a patient because of the patient's good faith report.

NO RETALIATION

In the context of the CRSPS research project, the good faith reporting of a negative effect or potential medical mistake will not reflect negatively on the patient or the person submitting a report on the patient's behalf or affect their health care. Retaliation of any kind will not be tolerated. Any staff member who retaliates against someone for reporting a good faith concern or for cooperating with an investigation will be subjected to disciplinary actions as defined by the participating organization.