

**PASHRM Member Survey
January 2006
Employee Complaints and Grievances**

- 1) Do you have a formal employee grievance policy / procedure?
- 2) For facilities without standard grievance procedures, if an employee is unhappy with a decision from their supervisor, how is it handled? (IE denied first choice of vacation days)
- 3) Are you a union facility?
- 4) For those of you with policies, have they helped with employee and/or union relations?

| | Do you have a formal employee grievance policy / procedure? | How is it handled if you do not have a formal procedure? | Are you a union facility? | Have formal policies helped with employee and/or union relations? | Comments |
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| Rose Ann Kavetski Vice President for Legal Services Riddle | Yes. We do have a formal process. It is in the HR policy manual. It is also what we extend to the Health Professional Affiliates and Allied Health members who are not our employees, rather than giving them rights under the medical staff Fair Hearing Plan | N/A | We are not unionized, although we've had significant activity to change that at two different times in the last year. Right now it's quiet. | I can't really say that they help with employee relations. If the end result pleases the employee, then it improves relations. If not, then it doesn't! | |
| Sheila M. Stieritz, BSN Director of Patient Safety Abington Memorial Hospital | We do have a formal policy in the HR department, since 1986, which also allows for a committee comprised of fellow employees to hear and adjudicate/resolve employee grievances. | N/A | We are not a union facility | The fact that a problem has been heard by a peer group is often very useful if the situation progresses. | |
| Pamela J. Schultz Corporate Risk Management Mercy Health | We have a formal grievance committee which is made up of HR as well as peers. | N/A | We are only union in some of our hospitals with the nursing. | | |
| Pam Martin Director, Risk Management The Children's Hospital of Philadelphia | We have a formal policy managed through our HR department that applies to non- | N/A | yes | I have no involvement with the grievance procedure | |

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| | bargaining unit employees. We are a union facility and as I understand it the collective bargaining agreement addresses grievances for those employees. | | | so do not know how effective it is. | |
| Shannon Bristow Director Risk/Quality/Safety/Education Cancer Treatment Centers of America | We do have a formal employee grievance process. | N/A | We are not a union facility. | The policy has been helpful in resolving grievances but only if the policy has been followed consistently across the board | |
| John Sheptak Holy Redeemer | Holy Redeemer has a formal policy. | N/A | no union | HR believes that it helps with employee relations | |
| Eileen Jaskuta Mercy Health | Yes | NA | Licensed staff only | Yes | |
| Nancy Young Crozer | We do have a formal grievance policy. | N/A | We are a union facility. | I believe it's beneficial to employees union and non-union to have a formal policy | |
| Sandy Fida Director, Risk Mgt Montgomery Hospital Medical Center | Yes, we have a formal grievance procedure. | Though a procedure is in place, most employees, if unhappy with a decision, will approach HR with their concerns after speaking to their immediate supervisor. | We have no unions. | As indicated, most employees do not see the need to use the formal grievance procedure. Issues are handled without having to go that formal route. | In the past year there were only 2 formal grievances presented to HR out of an employee base of 1250 |
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