

**4680.1100 REPORTS.**

Every hospital and every outpatient surgery center shall, on or before each February 1, submit to the commissioner of health a report on the experience of their respective grievance mechanisms during the immediately preceding calendar year. Such reports shall include at least the following information:

- A. the name and location of the reporting institution;
- B. the reporting period in question;
- C. the name of the individual(s) responsible for the operation of the grievance mechanism;
- D. the total number of complaints filed with the facility pursuant to part 4680.0500;
- E. the total number of complaints, according to classification under part 4680.1000;
- F. the total number of any other complaints;
- G. the number of patients by whom or for whom more than one complaint was made and the total number of such complaints; and
- H. the total number of complaints resolved to the patient's apparent satisfaction.

**Statutory Authority:** *MS s 144.691*

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