Complaint Survey Process for Residential Service Agency (RSA) Overview

Complaints regarding Residential Service Agencies (RSA) from any source are reported to the Office of Health Care Quality (OHCQ). When reporting a complaint, the complainant can choose to remain anonymous. Once the complaint is received by OHCQ, it is triaged to determine the severity of the allegations and then is assigned to a surveyor to investigate. The assigned surveyor conducts an unannounced onsite survey of the provider that includes both record reviews and interviews. When the survey is completed, OHCQ will inform the provider of any deficiencies cited through the Statement of Deficiencies. Once the Statement of Deficiencies is issued, the provider is required to provide OHCQ with an acceptable Plan of Correction (POC) detailing the method and timeframes for correcting the deficient practices cited. Figure 1 shows OHCQ’s Complaint Survey Process.

Figure 1: OHCQ Complaint Survey Process

QUESTIONS

Please visit the OHCQ RSA Dashboard (https://app.smartsheet.com/b/home?ix=Wl2JkCnl1Ng9CuRw1DP7ynUXphoZCJbZcV5Sw9DPzl) for additional information and questions related to this application.