



Guam Memorial Hospital Authority Aturidåt Espetåt Mimuriåt Guåhan

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BOARD OF TRUSTEES Official Resolution No. 2018-08

“RELATIVE TO THE DELEGATION OF COMPLAINT RESOLUTIONS TO THE PERFORMANCE IMPROVEMENT COMMITTEE”

WHEREAS, the Guam Memorial Hospital Authority is a component unit of the Government of Guam whose sole responsibility is to provide and deliver quality health care to the people of Guam; and

WHEREAS, the Hospital’s policy on Grievances/Complaints states that data collected on patient complaints and grievances will be reported to the Performance Improvement Committee on a quarterly basis; and

WHEREAS, it is necessary for the Hospital to review complaints and grievances in order to identify any trends, patterns and developments, and to develop processes to address the areas where improvements are needed; now, therefore, be it

RESOLVED, that Board of Trustees hereby delegates the Performance Improvement Committee to serve as the Complaint Resolution Committee; and, be it further

RESOLVED, that any significant findings found as a result of the review of complaints/grievances be reported to the Board of Trustees for review and action when necessary; and be it further

RESOLVED, that the Chairman certifies and the Secretary attests to the adoption of this resolution.

DULY AND REGULARLY ADOPTED ON THIS 8th DAY OF MARCH, 2018.

Certified By:

Eloy S. Lizama
Chairman , Board of Trustees

Attested By:

Melissa Waibel
Secretary, Board of Trustees