



Lesson Plan: Complaint Investigation, Due Process and Disciplinary Procedures

West Michigan Regional Medical Consortium

<b>Topic:</b>	MCA 204: Complaint Investigation, Due Process and Disciplinary Procedures
<b>Presenter:</b>	West Michigan Regional Medical Consortium Education Staff
<b>Location:</b>	<a href="https://wrmcc.thinkific.com/">https://wrmcc.thinkific.com/</a>
<b>Credit Category:</b>	Preparatory
<b>License Level:</b>	MFR, EMT, SPEC, MEDIC
<b>Credits:</b>	0.5
<b>Format:</b>	0.5 hour lecture

**Objectives:** Upon completion of this CE, the participants will be able to:

Cognitive

1. Identify what constitutes a complaint, how investigations work and incident classifications.
2. Identify processes of complaint investigation.
3. Identify Due Process and Integration of Just Culture
4. Identify investigation outcomes

Psychomotor

None

Affective

None

**Outline for Presentation:**

1. Introduction to Complaint Investigations
2. Identify Incident classifications per protocol 8-28
3. Agency Level Investigation
4. Formal Inquiry by PSRO
5. Sentinel Event Review by PSRO
6. Investigation Process
7. Investigation Documentation
8. 5 behaviors of Just Culture
9. 3 duties of Just Culture
10. Define how Just Culture produces an outcome to an investigation.
11. Define Order for Disciplinary Action
12. Identify Remediation and Discipline
13. Identify Disciplinary Action Appeal Process

**Student Evaluation Method:** Students will complete a 10-question quiz based on content of course and must achieve a 70% or higher grade on quiz for course completion.