

FAQ's



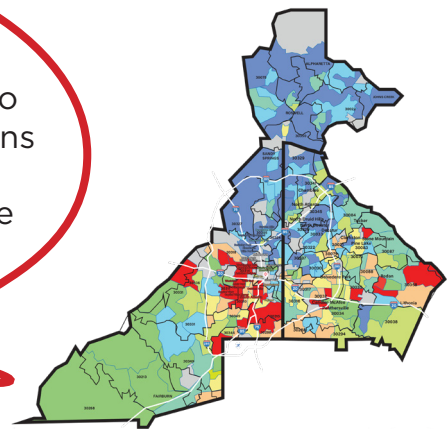
What to Expect During the Joint Commission Visit

The **one-day survey** will include individual patient tracer activities. The surveyor will visit inpatient units, review the charts of admitted patients, and ask questions of their treatment teams.

The Office of Health Equity

Q: Does Grady have a strategic focus on Health Equity at the organizational level?

A: Yes, Health Equity is a strategic focus for Grady. Grady utilizes data to inform community-based interventions that reduce health disparities and decrease the health equity gap of the patients we are privileged to serve.



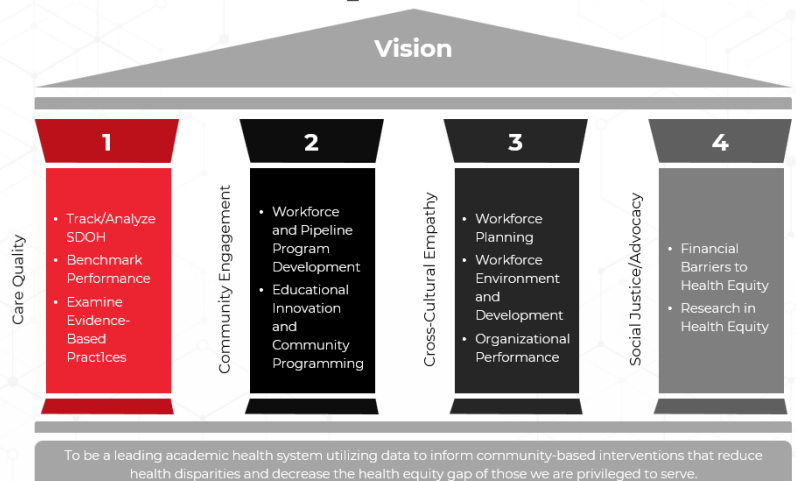
Q: Who is Grady's Chief Health Equity Officer?



A: Dr. Yolanda Wimberly is the Chief Health Equity Officer.

Q: Does the Office of Health Equity have a strategic plan?

A: Yes, the Office of Health Equity strategic plan focuses on four pillars: **Care Quality, Community Engagement, Cross-Cultural Empathy, and Social Justice/Advocacy**



Patient Care and the Survey



Q: What may the surveyor ask me?

A: The surveyor will ask you about your daily routine at work providing high-quality, equitable care. They want you to share how you care for people with different needs and experiences. When in doubt, say that you would ask your supervisor for assistance.

Q: Does Grady provide interpreter services for patients whose preferred language is not English?

A: Yes. Grady's Language Interpretive Services department is comprised of a team of Nationally Certified Medical Interpreters and Translators who are dedicated to serving Grady with all its communication needs. From tips on how to communicate with patients who read lips, to finding interpreters for extremely rare languages, to providing the highest quality medical interpretations and translations in the industry, we are here to support you, our patients, and their families!



To request an interpreter, please call (404) 616-9626 or dial extension 5-9626 and follow the prompts.



Q: How should I address a patient's health-related social needs?

A: Social Determinants of Health (SDOH) screenings are performed on all inpatients by trained Grady staff. Patient social needs are referred to Case Management or Social Work.

Q: What accommodations do we provide for patients with physical, communication, or cognitive disabilities?

A: The following accommodations are available for your patients:

Physical/Mobility

- Assistive devices for ambulation, transport, and reaching items safely
- Safety bars and accessible structures

Communication

- Free assistive devices to help patients effectively communicate such as hearing amplifiers, communication boards, and hands-free call light devices.
- Qualified spoken, sign language, and tactile interpreters
- Written information in other languages and formats including large print, audio, accessible electronic formats, real-time speech to text transcription and other formats

Cognitive

- Quiet areas/rooms when available
- Calming sound and visual image machines
- Eye masks and ear noise reducers
- Family/friends can remain with patients

Q: Where do patients report a complaint?

A: If a patient has a concern about the quality of care or service they received or other issues, they may submit a complaint in person, by phone, or in writing to:



Grady Health System

Patient & Family Experience Department
80 Jesse Hill Jr. Drive, SE
Box 26249
Atlanta, Georgia 30303
(404) 616-3500
Email: patientexperience@gmh.edu

A: GHS's Compliance Hotline is available for GHS Workforce Members and others to confidentially and anonymously disclose any allegations of unethical or non compliant behavior.

Compliance Hotline Number
800-349-4098

Compliance Hotline Website
<https://gradyhealth.org/hotline>

Q: How do employees file a complaint?

