

**LSUHS HEALTH CARE SERVICES DIVISION
COMPLAINT SUMMARY**

Monthly Report

Complaints/Concerns	HCSD OPA	CHABERT	EAC	LALLIE KEMP	EARL K. LONG	HUEY P. LONG	MCLNO	MOSS	UMC	WST	LSUMC-S	TOTAL
Employee Rudeness / Inappropriate Attitude, Actions or Behavior												
Safety and Security Issues (includes Property Loss)												
Insufficient Instructions or Directions												
Physician Rudeness / Inappropriate Attitude, Actions or Behavior												
Clinical Issues - Diagnosis or Treatment												
Systems Problem (lost med records, rad down, surg cx, etc.)												
Long Wait for Appt Date - Diagnostic Test or Clinic Visit												
Long Wait to See MD in Clinic or ER												
Quality of Care Provided by Caregivers												
Confidentiality Issues / Privacy Concerns												
Unavailable Services												
Unsubstantiated Complaints (includes vague or non-specific)												
Other (Explanation on attached sheet)												
TOTAL												

() Indicates Previous Month Total

* Indicates Year to Date Total

