

# SCASHRM+AHQ

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## SC CHAPTER OF AMERICAN SOCIETY OF HEALTHCARE RISK MANAGEMENT +HEALTHCARE QUALITY

**SC ASHRM + AHQ Virtual Coffee & Conversation**  
**From Concern to Resolution:**  
**Complaints & Grievances**  
**April 17<sup>th</sup>, 2026 – 9:30 am – 10:30 am**

### Target Audience

Risk Manager	Physician Leaders
In House Council	Human Resources
Defense Attorneys	Physician Office Managers
Patient Safety Officers	Safety Officers
Quality Directors & Managers	Compliance Officers
Nurse Leaders	Health System Pharmacists
Patient Advocates	

This session will be focused on achieving compliance with the CMS Conditions of Participation (COP) related to complaints/grievances.

### Objectives:

- Brief overview of Spartanburg Regional Healthcare System
  - Size of system and quantity of complaints and grievances
  - My role and dept structure (it's always interesting to hear how different systems do things. For example, some have grievances managed by Risk, others are Pt Relations/Guest Services)
- CMS COPs
  - Defining complaints vs grievances
  - Evolution of our policy as related to COPs
    - surrogate verification / consent
- Intake process and response
  - Our former state and current state of managing intakes
  - Relationships with other departments
  - Consulting with Risk
- Grievance resolution letters
  - Incorporating recommendations from Risk
  - Practice of writing acknowledgement letters
- Opportunities
  - What we continue to work on as a system

**Speaker:**

Amy Knight, LISW-CP, Manager, Spartanburg Medical Center Guest Services

Amy Knight joined Spartanburg Regional Healthcare System in 2018 and has spent the past four years leading Guest Services. She is a licensed clinical social worker with twenty years of experience across the healthcare continuum including skilled nursing and rehabilitation, hospice and bereavement services, case management, and as a counselor serving patients supported by Ryan White funding. In her current role as Guest Services Manager, Amy chairs the system's Patient and Family Grievance Committee and manages a team of twenty outstanding people. A patient advocate at heart, she believes deeply in giving one another grace, and that, in this human experience, we all have far more in common than we do differences.

**GENERAL INFORMATION:****Registration & Fees**

No registration fee for current paid SC ASHRM+AHQ members, non-members & guest \$20. You must register to receive the log in information. To register for this or other meetings, visit the [SCHA web calendar of events](#), select this event, view the agenda, and register online.

**CEU's:**

This program has been submitted for 1 contact hour of continuing education credit toward fulfillment of the requirements of ASHRM designations of Fellow (FASHRM) and Distinguished Fellow (DFASHRM) and towards Certified Professional in Healthcare