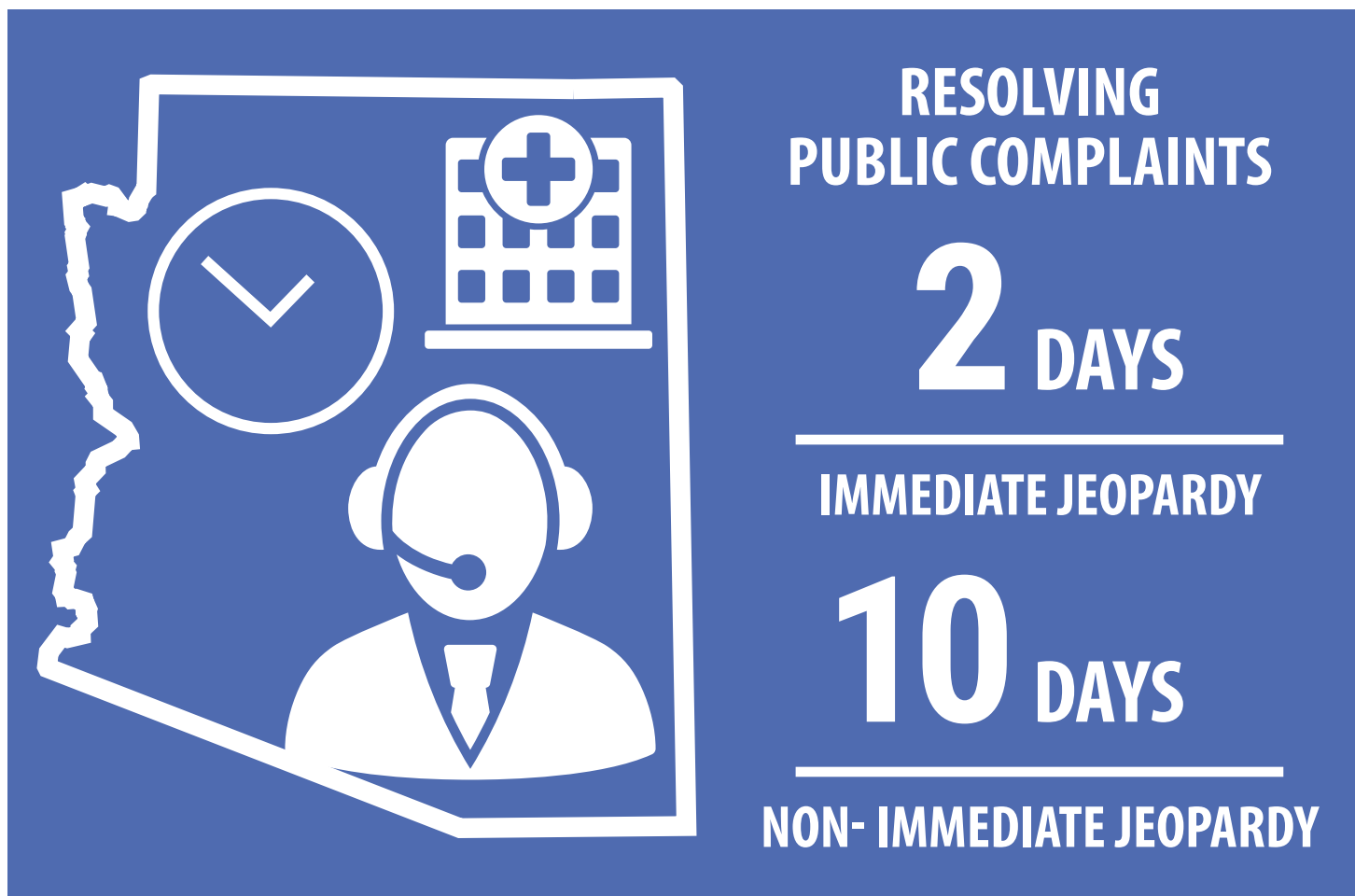


ARIZONA MANAGEMENT SYSTEM SUCCESS REPORT

DEPARTMENT OF HEALTH

Health Services Ensures On Time Response to Public Complaints



The Department of Health Services streamlined its assignment process to ensure that staff are on site to investigate 100% of priority public complaints about licensed facilities such as hospitals, nursing homes and child care facilities within specified timeframes, i.e., **two days for priorities deemed “immediate jeopardy”** and **10 days for “non-immediate jeopardy.”** Previously only about half of complaint investigations were begun within specified timeframes. The improvement resulted as staff created standard work between bureaus for assigning priority and designating specific teams to address high priority complaints by facility type.