



ESRD
Network 6
tracks and
trends
complaints
and grievances
reported by ESRD
patients and family
members.

Based on contacts
received by the
Network from
01/01/2010 -
06/30/2010, the
most common
complaint received
from ESRD
beneficiaries were:

- **Delivery of Care**
- **Treatment Times**
- **Lack of Professionalism**



Each facility
should track
and trend patient
satisfaction.
Discuss this at your
next CQI meeting!

If you need one on
one assistance in
any of these areas,
please contact the
Network at (919)
855-0882 or
info@nw6.esrd.net
We are here to help
YOU!



ESRD Network 6 Presents: Facility Complaint and Grievance Report & Tips

Delivery of Care Tips:

- Patients have the right to know what medications they are given or about changes in their treatment. It is your duty to inform them.
- Make sure you are following all policies and procedures to give patients the best care possible. If a patient notices that you are not following policies and/or procedures, and informs you of what they have observed; acknowledge their concerns in a respectful manner and rectify the situation.
- Patients have the right to terminate their treatment early. Calmly confirm with the patient they want to end treatment early; respect their decision and ask them if they would like to talk privately with the Social Worker to discuss their issues. Remember to have them sign the appropriate facility-specific documentation.

Treatment Time Tips:

- Be consistent. Do not call patients in early when you have an opening. This just causes unreasonable expectations.
- If your facility deems it necessary to permanently change treatment times, patients must be given advanced notice.
 - Post information in the patient waiting area
 - Personally hand each patient a letter informing them of the schedule change and the reason for the change
 - Work with patients on an individual basis (remember transportation issues, employment, etc.)

Professionalism Tips:

- Give direct eye contact when speaking to a patient.
- Keep personal banter down and do not “air dirty laundry” on the treatment floor. This gives patients a sense of unprofessionalism and undermines the relationship.
- Don’t accept gifts or make exceptions for patients. This could cause unreasonable expectations, and may be viewed as favoritism or inconsistency.
- Don’t bring your personal issues to work. Remember this is a professional environment and should be treated as such.