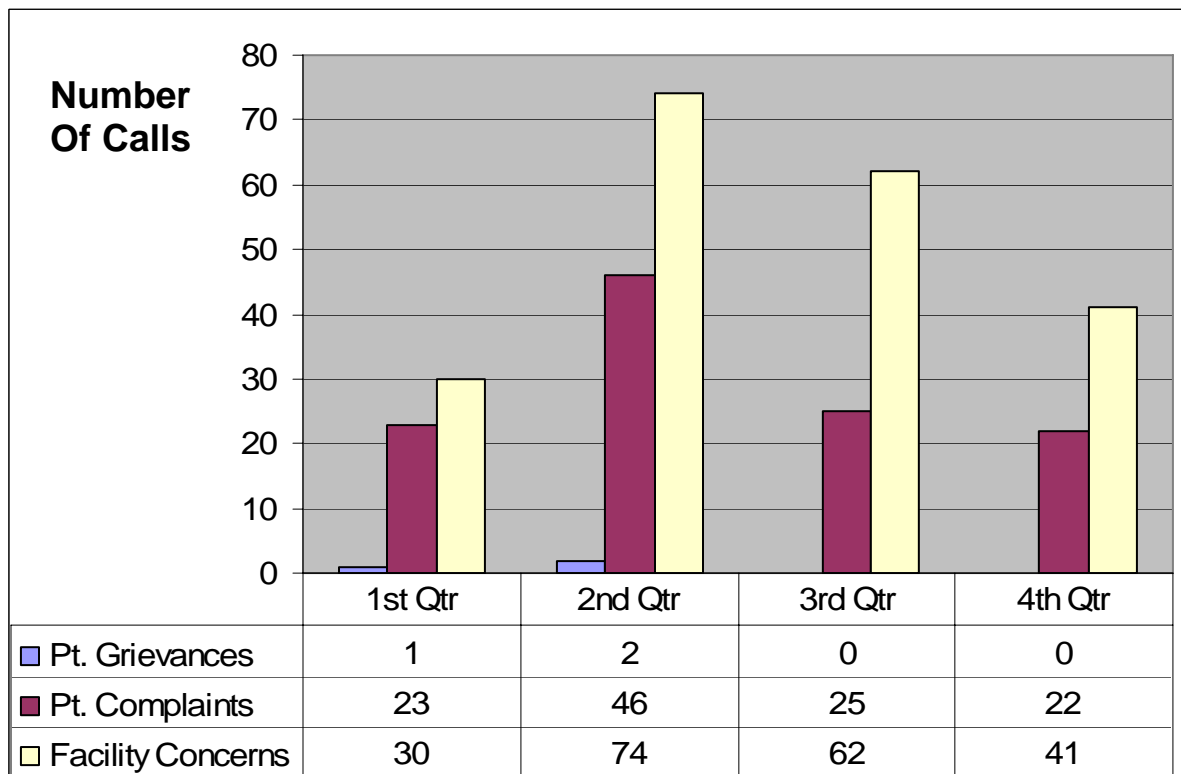


Grievances, Complaints & Concerns - 2005 Trends

During 2005, the Network received 533 calls which were documented as patient complaints, grievances or facility staff concerns. Of the 116 calls regarding patient complaints, only three evolved into formal grievances. A total of 207 facility concerns were received from facility staff.

The following graph offers a breakdown of the calls received by quarter.



The type of patient concerns that the Network receives include calls about the quality of care received during dialysis, staff professionalism and other staff-related issues, such as being inappropriately discharged from a unit, and concerns about not being able to find placement in a dialysis facility.

The Network staff members who receive these calls assist patients by 1) working with them to develop a plan of action for their concern; 2) suggesting different ways to talk to staff about their concerns; 3) providing additional resources; 4) helping them understand federal and facility guidelines and policies; and 5) contacting the facility staff, as needed and requested.

The following chart provides an overview of the top three issues identified by callers.

Top Three Issues		
Patient Grievances	Patient Complaints	Facility Concerns
Discharge/Transfer	Staff Related	Discharge/Transfer
Staff Related	Treatment/Quality of Care	Non-Compliance
Scheduling	Discharge/Transfer	Abusive

The type of facility concerns that the Network receives center on working with patient and staff challenging situations.

The Network assists facilities by offering staff:

- Approaches to use for compliance
- Transfer, discharge, and admission guidance
- Development of behavioral contracts
- Reinforce effective communication techniques
- Offer alternative approaches to the problem
- Review of letters to patients
- Provide in-service topics
- Provide patient education topics
- Provide resources
- Mediation and mediation training