

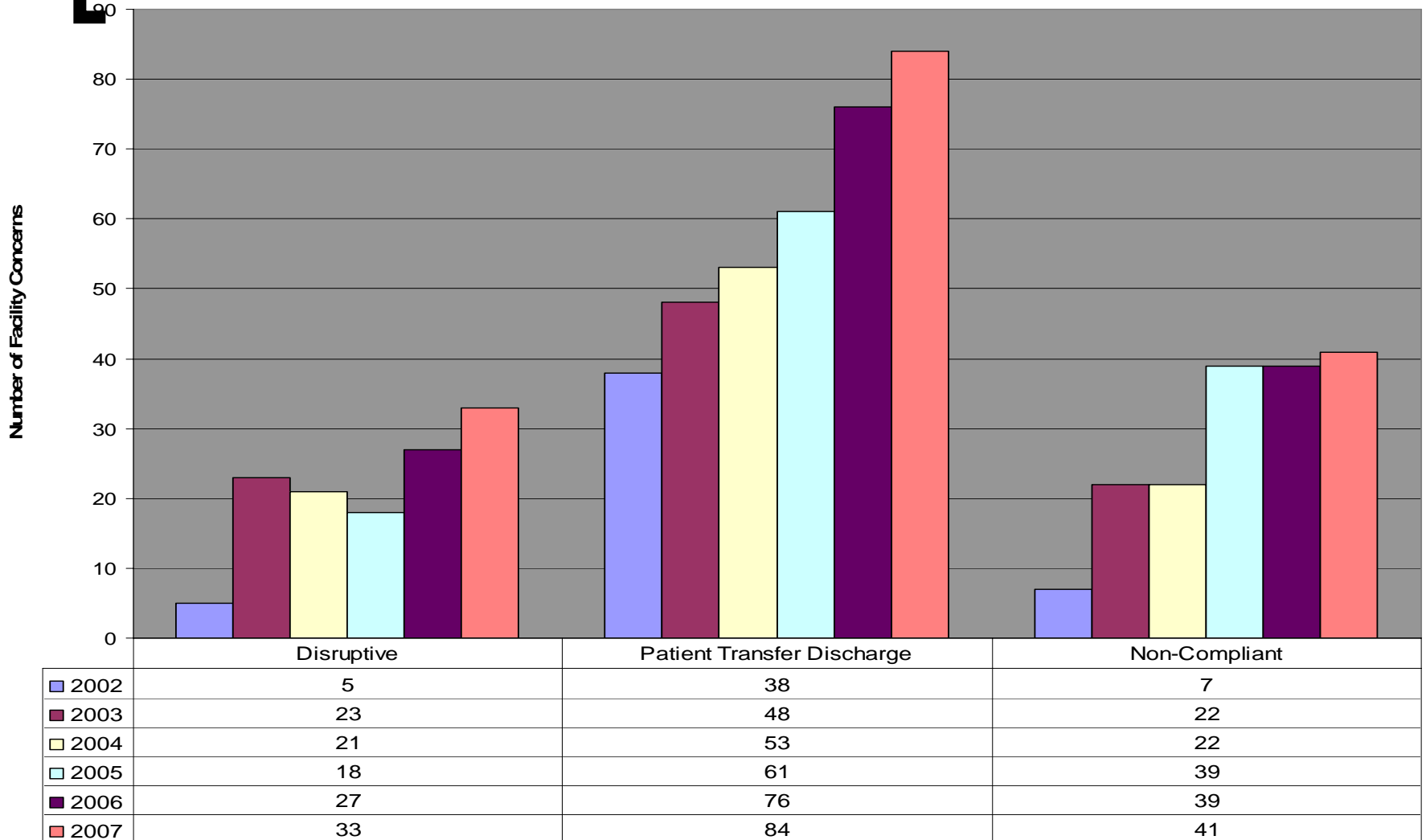
# 2007 Grievances, Complaints & Involuntary Discharges Trends

Kathi Niccum, Ed.D

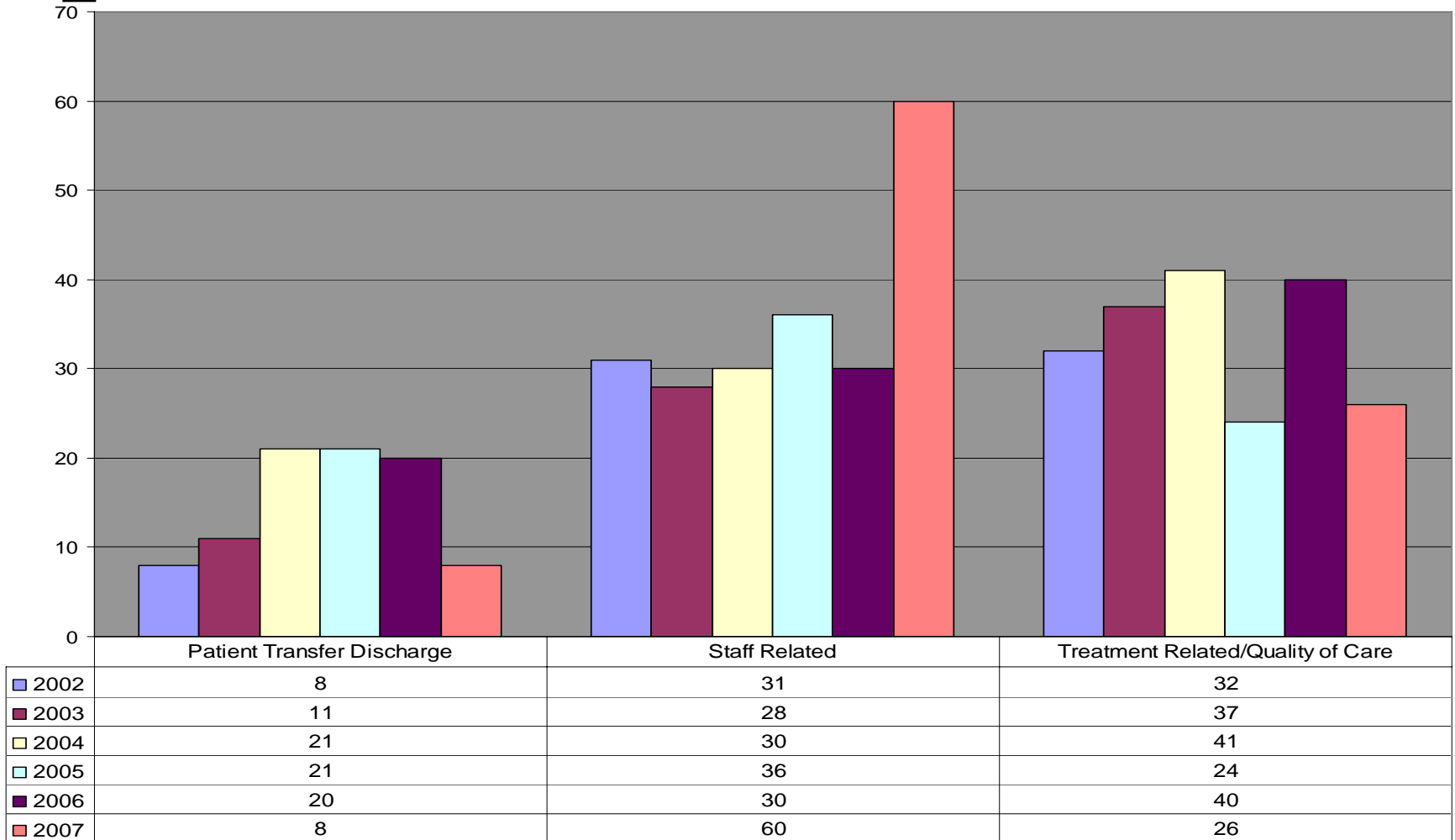
Director of Patient Services

The Renal Network, Inc.

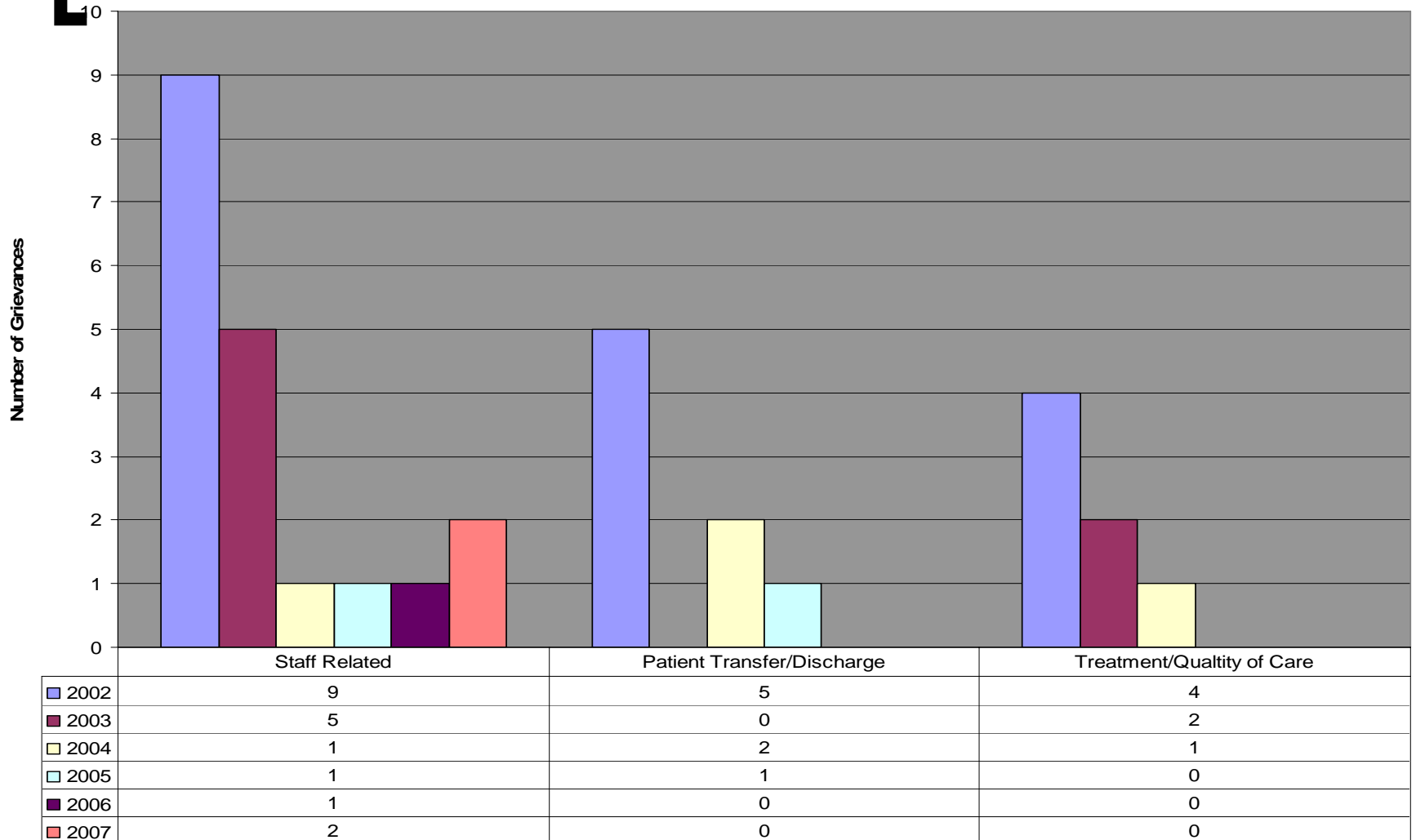
# Facility Concern Top Trend Comparison 2002 – 2007



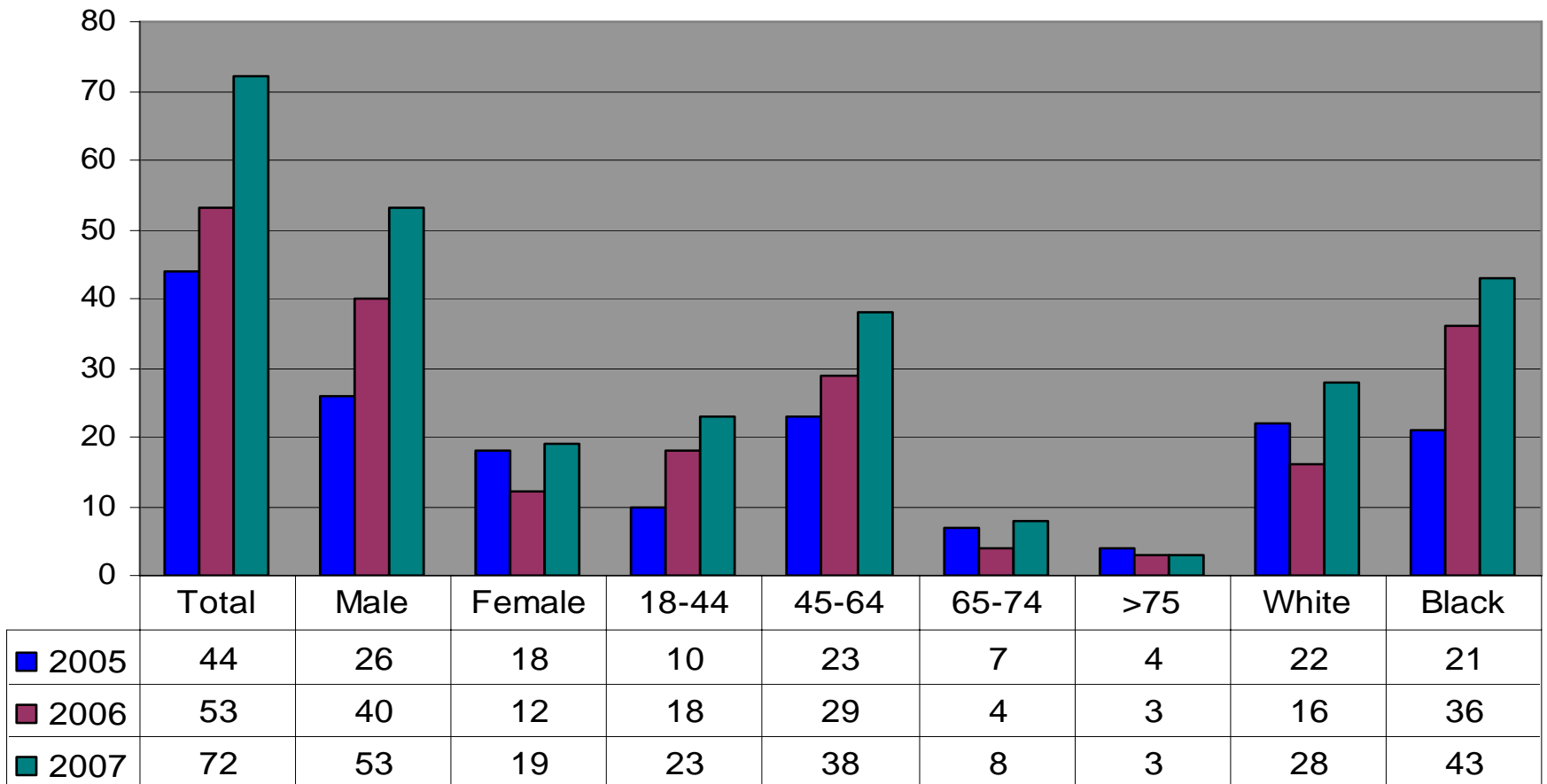
# Complaint Top Trend Comparison 2002 – 2007



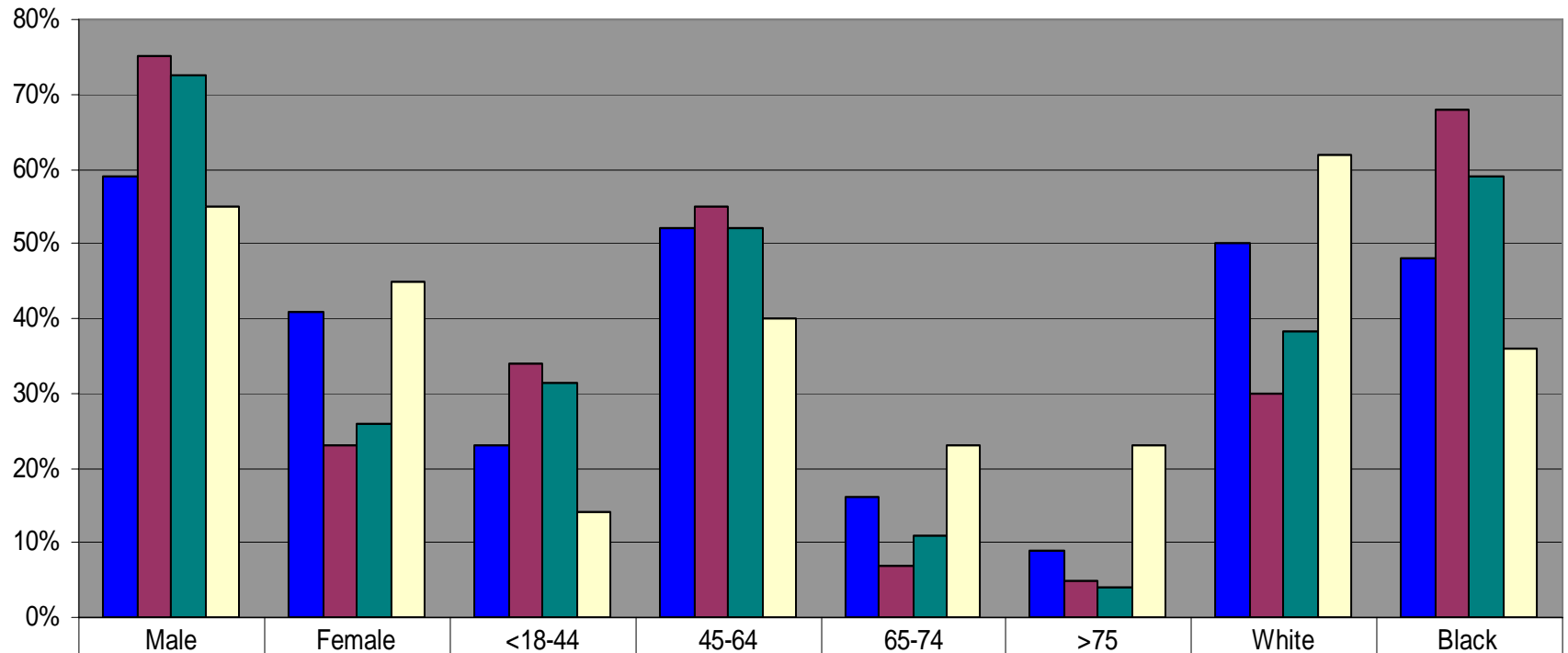
# Grievance Top Trend Comparison 2002 – 2007



# Involuntary Discharge Demographics Comparison 2005 – 2007



# Involuntary Discharge Demographic Percentages 2005-2007



■ 2005	59%	41%	23%	52%	16%	9%	50%	48%
■ 2006	75%	23%	34%	55%	7%	5%	30%	68%
■ 2007	73%	26%	32%	52%	11%	4%	38%	59%
■ Network	55%	45%	14%	40%	23%	23%	62%	36%

# Status of Involuntarily Discharged Patients in 2007

## Network 10

<b>Summary of Patients Current Status</b>	
1. Returned to discharge facility	0
2. Transferred to another facility	18
3. Deceased	3
4. Still needs a new facility	4
Total discharge events listed:	25

## Network 9

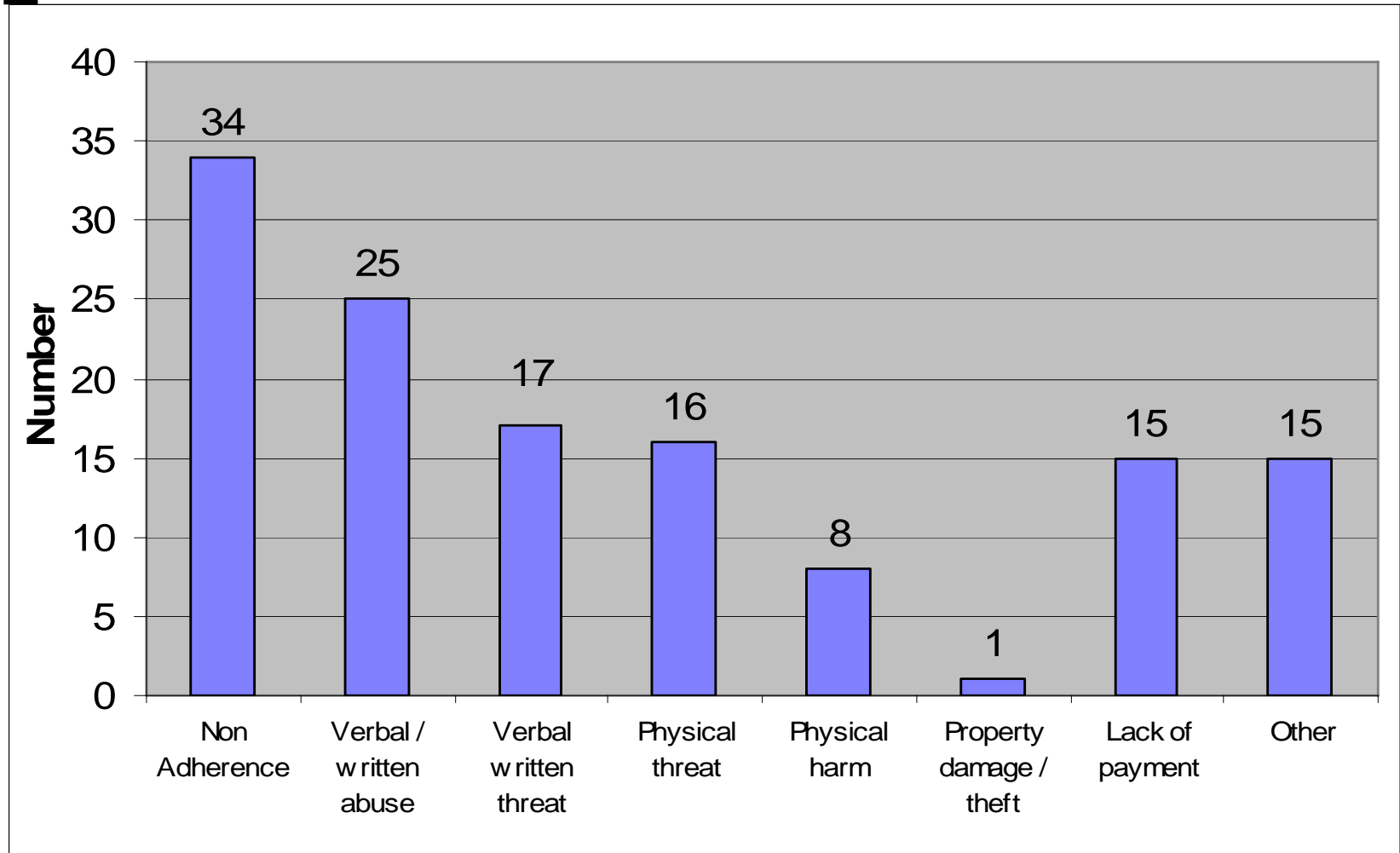
<b>Summary of Patients Current Status</b>	
1. Returned to discharge facility	0
2. Transferred to another facility	28
3. Deceased	9
4. Still needs a new facility	10
Total discharge events listed:	47

# Pilot Program: Barriers to Outpatient Dialysis Placement

- January – March 2007
- Participating Networks: 1, 9/10, 11, 14, 15, 16, and 18
- Used Contact calls and Patient Activity Reports
- Involuntary Discharge Forms: 87

# Reasons for Discharge

(More than one category could be chosen)



# Discharge Demographics By Age

## Age Breakdown (n=87)

Age	Forms	Percentage of Forms	Networks Percentage
< 18	0	0%	1%
<b>18 - 44</b>	<b>26</b>	<b>30%</b>	<b>14%</b>
<b>45 - 64</b>	<b>38</b>	<b>44%</b>	<b>41%</b>
65 - 74	6	7%	22%
75 - Up	5	6%	21%
Unknown	12	14%	0%

# Discharge Demographics By Gender

## Gender Breakdown (n=87)

Gender	Forms	Percentage of Forms	Networks Percentage
<b>Male</b>	<b>53</b>	<b>61%</b>	<b>55%</b>
Female	22	25%	45%
Unknown	12	14%	0%

# Discharge Demographics By Race

## Race Breakdown (n=87)

Race	Forms	Percentage of Forms	Networks Percentage
American Indian	1	1%	2%
Asian	1	1%	3%
<b>Black</b>	<b>38</b>	<b>44%</b>	<b>24%</b>
White	35	40%	69%
Other	0	0%	1%
Unknown	12	14%	0%