



# Patient Services Department

2009 Contact Trends for Grievances,  
Complaints and Facility Concerns

In 2009, the main complaints involved:

- a) Staff-related concerns
- b) Quality of care issues

The staff-related concerns were primarily about :

- a) professionalism,
- b) particular staff members,
- c) and communication problems.

The treatment-related issues primarily involved:

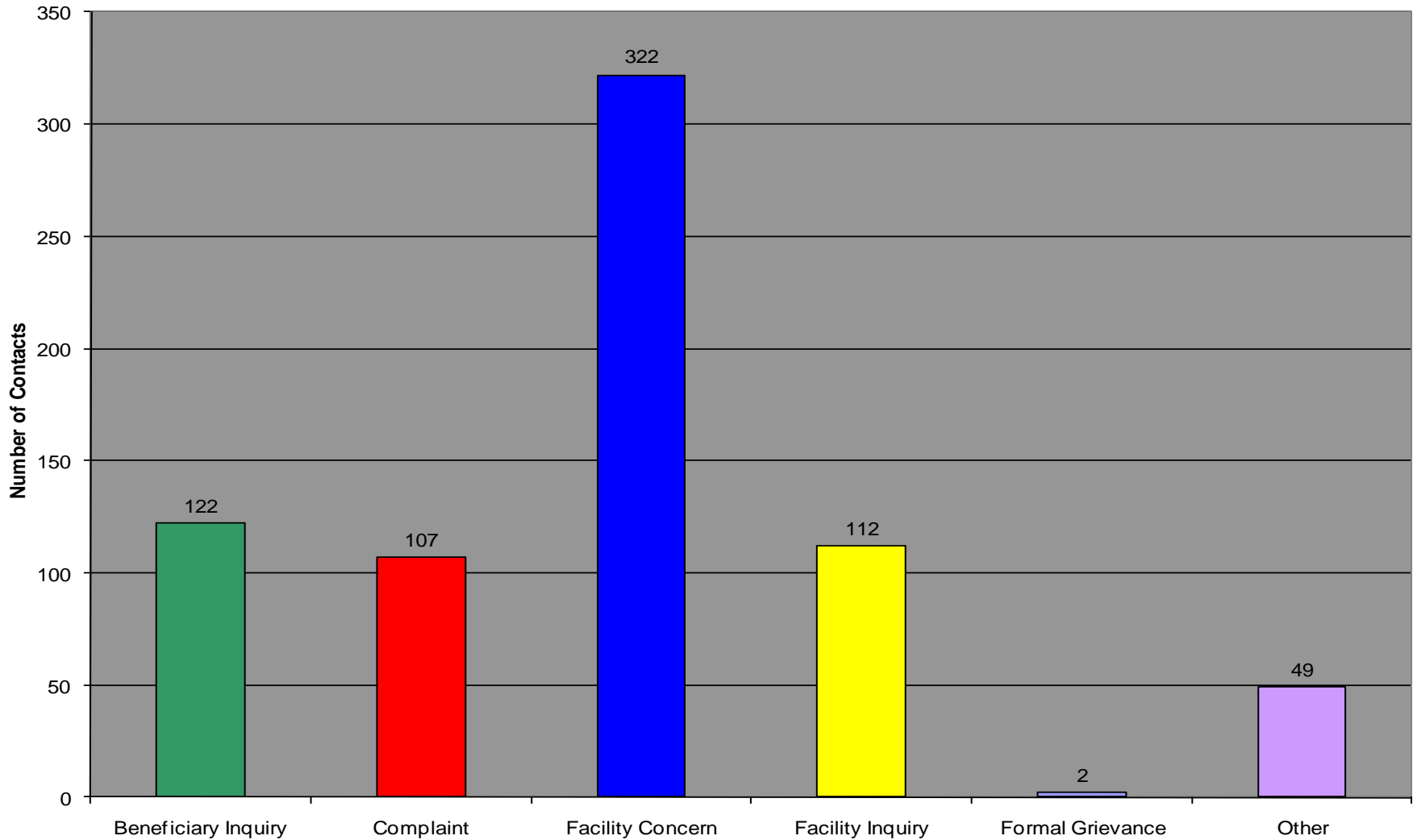
- a) the health and safety of the patients and
- b) facility rules and procedures.

Two of the complaints in the above two areas became grievances which involved the input of the Network Medical Review Board.

The facility concerns were primarily about patients who were at risk for being discharged or who were being discharged. Non-compliance and disruptive and abusive patients were other areas of concern for which dialysis staff sought Network assistance.

# Types of Patient Services Contacts 2009

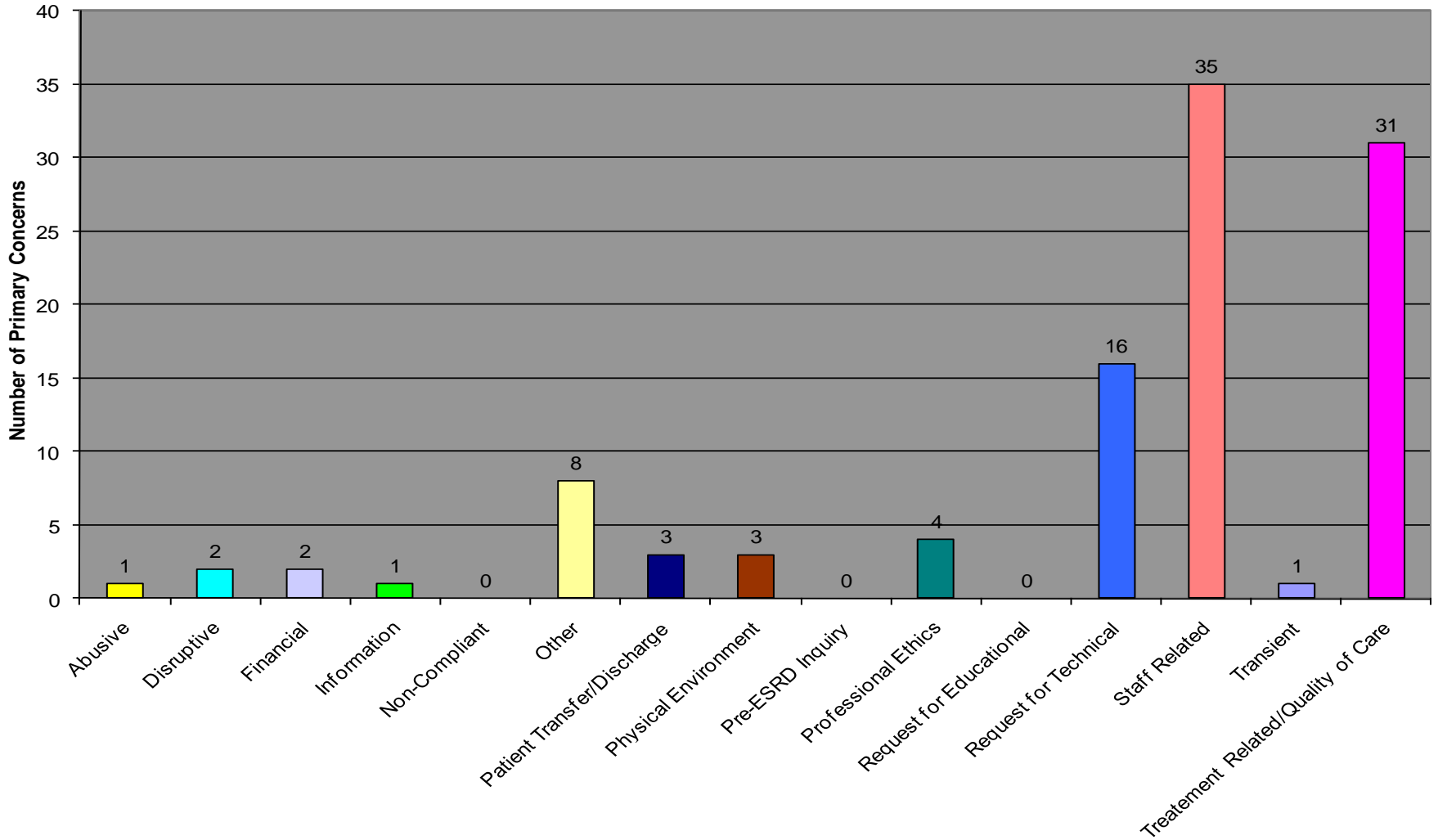
n = 714



# Complaints 2009

(By Area of Concern – Network 9/10)

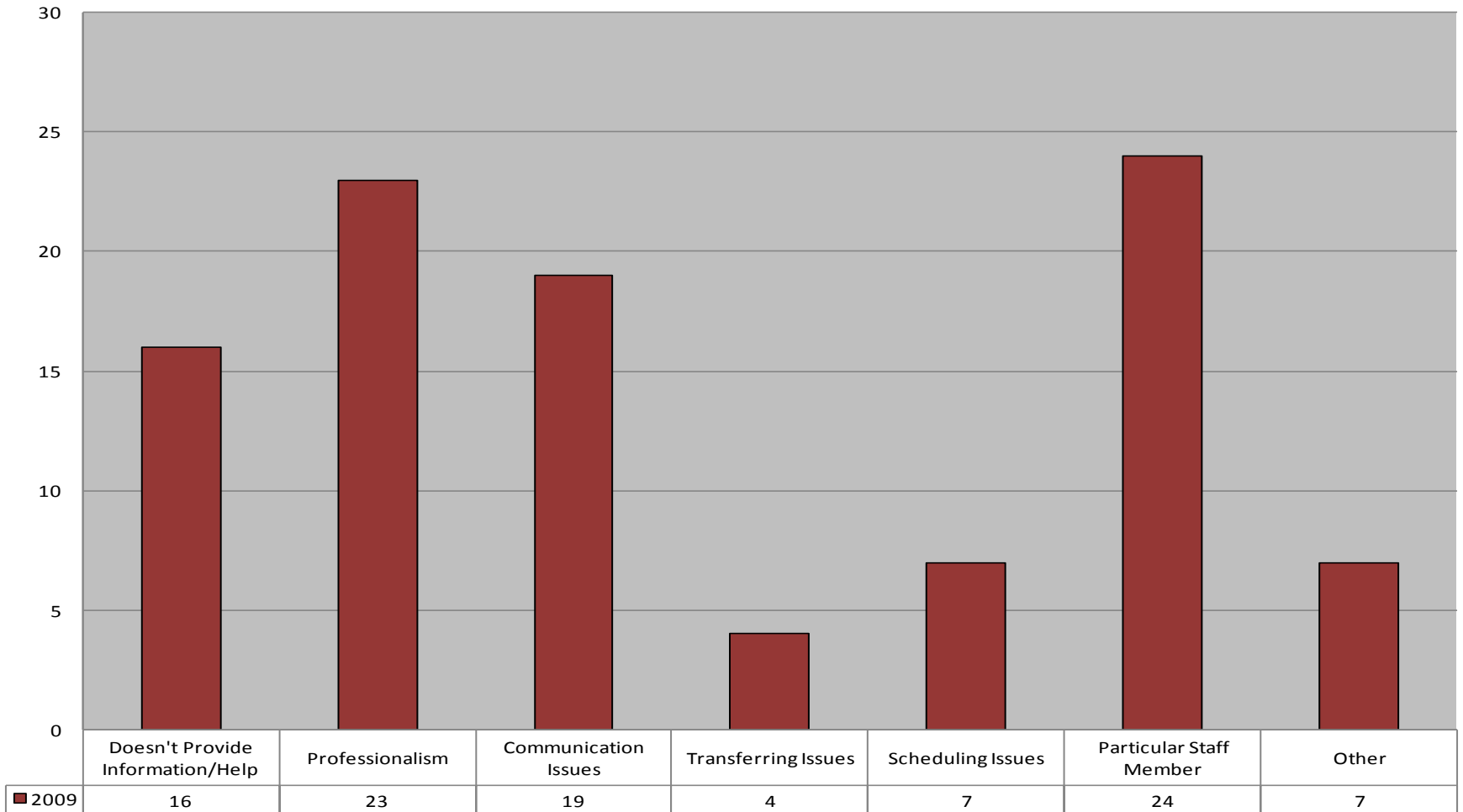
n = 107



# 2009 Staff – Related Contacts

n=69 (Primary and Secondary Categories)  
(Breakdown by Sub-Categories)

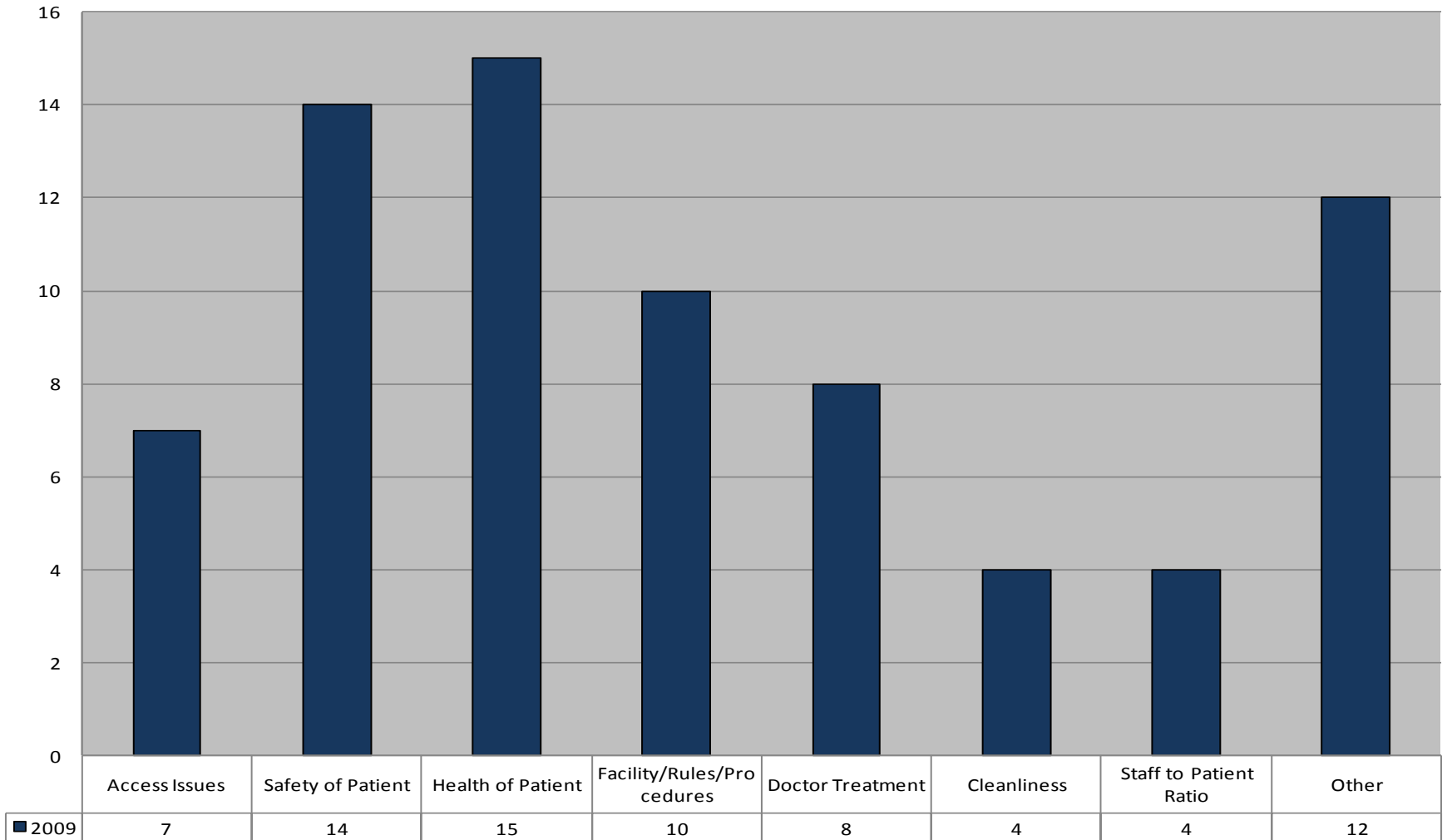
\*Numbers do not reflect categories as some Complaints have more than one category



# 2009 Treatment Related/Quality of Care Contacts

n= 74 (Primary and Secondary Categories)  
(Breakdown by Sub – Categories)

\*Numbers do not reflect categories as some Contacts have more than one category



# Top Complaints Comparison 2005 - 2009

Year	Number of Complaints	Patient Transfer/Discharge	Staff Related	Treatment Related/Quality of Care	Request for Technical Assistance
2005	97	21	36	24	0
2006	128	20	30	40	7
2007	123	8	60	26	3
2008	114	6	31	36	15
2009	107	3	35	31	17

# Top Grievance Comparison 2005 -2009

Year	Number of Grievances	Staff Related	Patient Transfer/Discharge	Treatment/ Quality of Care
2005	3	1	1	0
2006	2	1	0	0
2007	3	2	0	0
2008	2	1	0	0
2009	2	1	0	1

# Top Facility Concerns Comparison 2005 – 2009

Year	Number of Facility Concerns	Patient Transfer/ Discharge	Non-Compliant	Disruptive	Abusive	Request for Technical Assistance
2005	208	61	39	18	16	4
2006	235	76	39	27	8	30
2007	254	84	41	33	23	30
2008	307	70	37	33	28	91
2009	322	89	34	28	20	111

# Involuntary Discharge Demographics 2005-2009

YEAR	TOTAL	<18-44	45-64	65-74	>74	Male	Female	Black	White
2005	44	10	23	7	4	26	18	21	22
2006	53	18	29	4	3	40	12	36	16
2007	72	23	38	8	3	53	19	43	28
2008	68	18	36	8	6	52	16	39	30
2009	62	28	26	6	2	41	21	36	26

# Involuntary Discharge Percentages 2005-2009

YEAR	<18-44	45-64	65-74	>74	Male	Female	Black	White
2005	23%	52%	16%	9%	59%	41%	48%	50%
2006	34%	55%	7%	5%	75%	23%	68%	30%
2007	32%	53%	11%	4%	74%	26%	60%	39%
2008	26%	53%	12%	9%	76%	24%	57%	44%
2009	45%	42%	10%	3%	66%	34%	58%	42%
Network	14%	40%	23%	23%	55%	45%	37%	61%