



The Renal Network 9/10

2010 Trends Data

Patient Complaints, Grievances,
And Facility Concerns

Types of Calls to the Patient Services Department

Patients

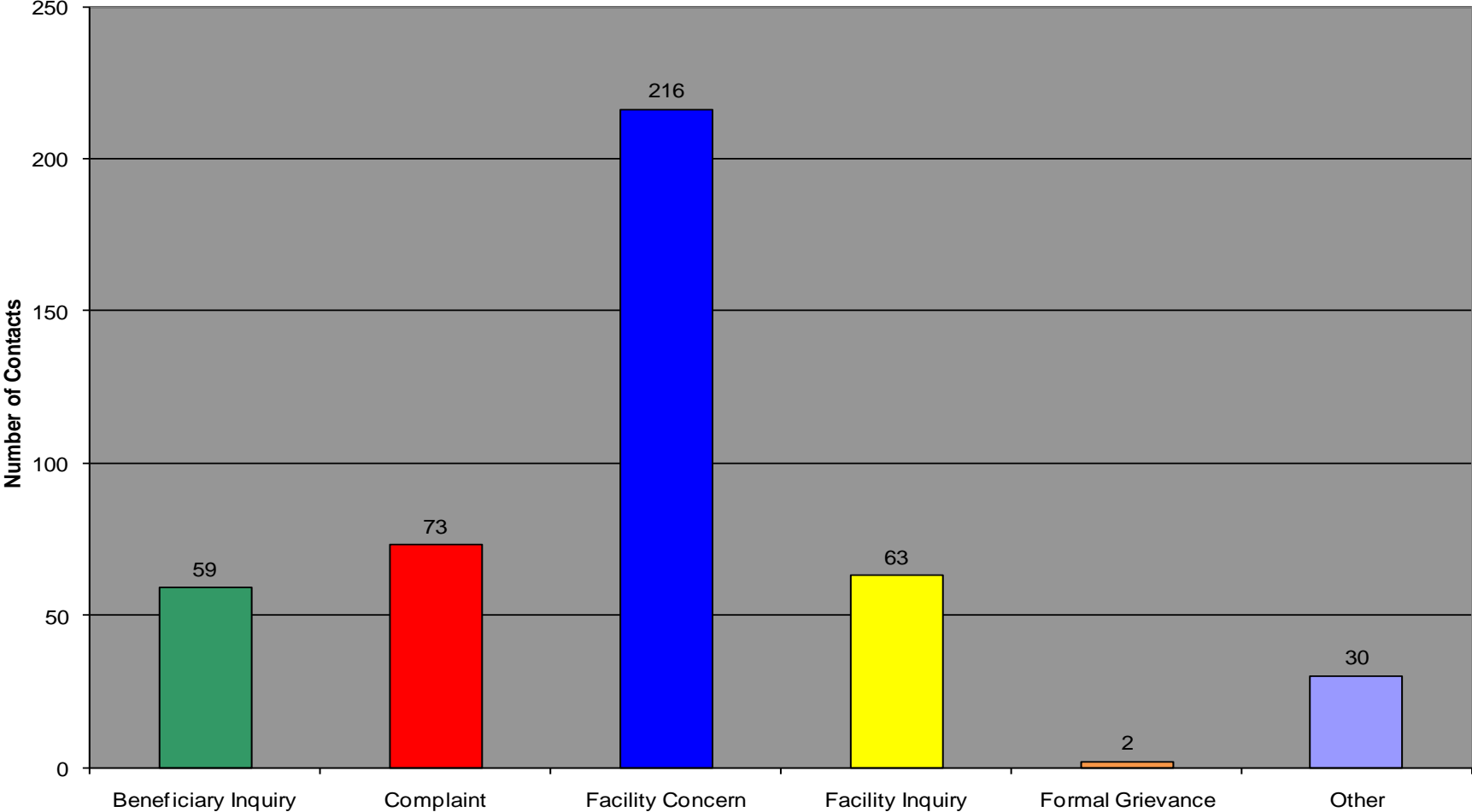
- Inquiries and Requests: Information & educational resources about such topics as kidney disease and financial issues
- Complaints: Primarily related to staff issues, such as professionalism, and quality of care issues, such as access issues and safety
- Grievances: Primarily staff and treatment-related concerns

Facility Staff

- Inquiries and Requests: Information & educational resources about such topics as the Conditions for Coverage & access material
- Concerns: Primarily non-adherent patients, disruptive & abusive patients, patients at-risk for discharge, patients being discharged, and patients who have barriers to placement

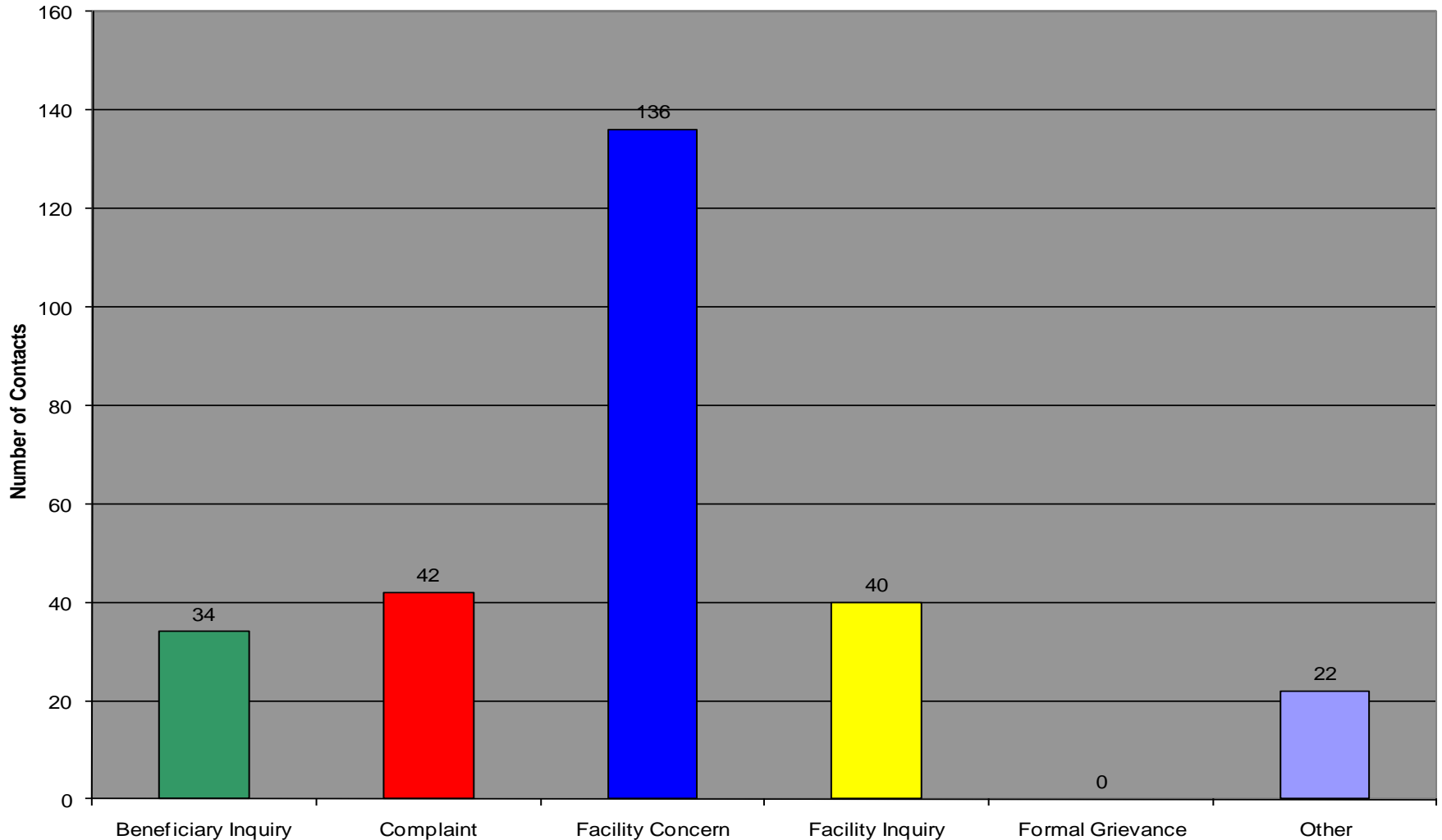
Types of Patient Services Contacts 2010

Network 9: n = 443



Types of Patient Services Contacts 2010

Network 10: n = 274



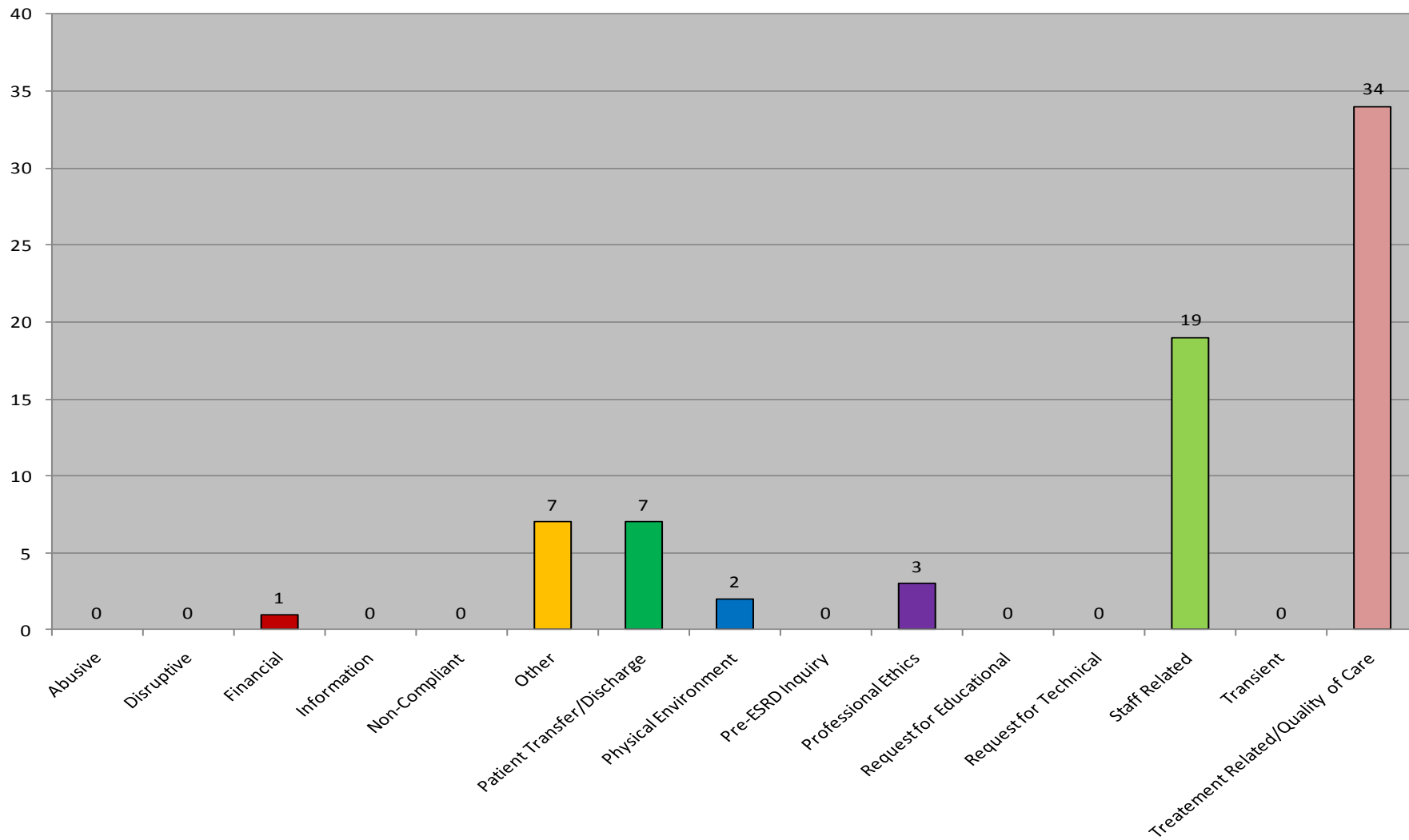
Total 2010 Beneficiary Complaints, Facility Concerns, Grievances, and Involuntary Discharges

	Complaints	Facility Concerns	Grievances	Involuntary Discharges
Network 9	73	216	2	24
Network 10	42	136	0	10

COMPLAINTS & GRIEVANCES FROM PATIENTS

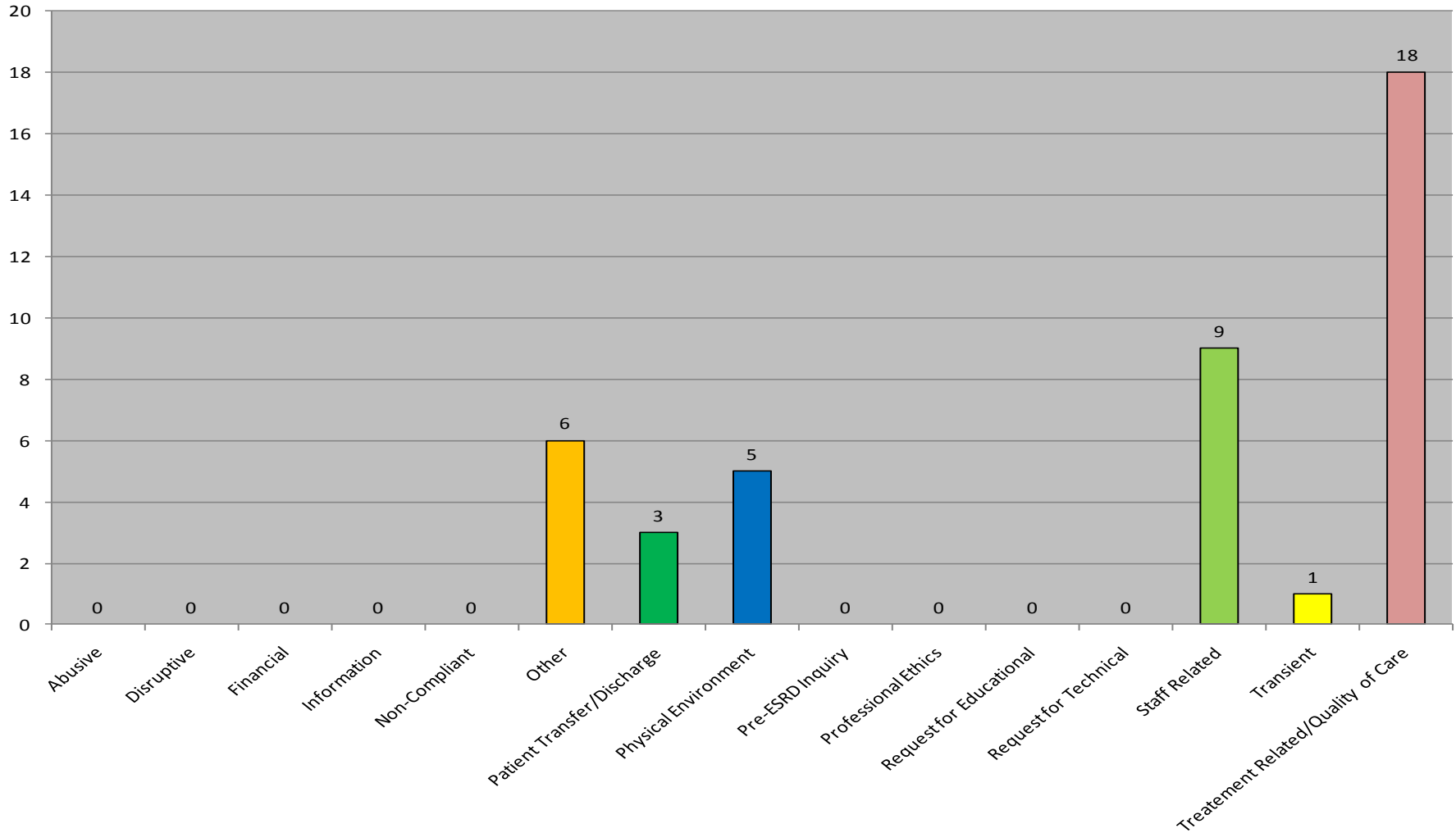
Complaints 2010

By Area of Concern –
Network 9: n = 73



Complaints 2010

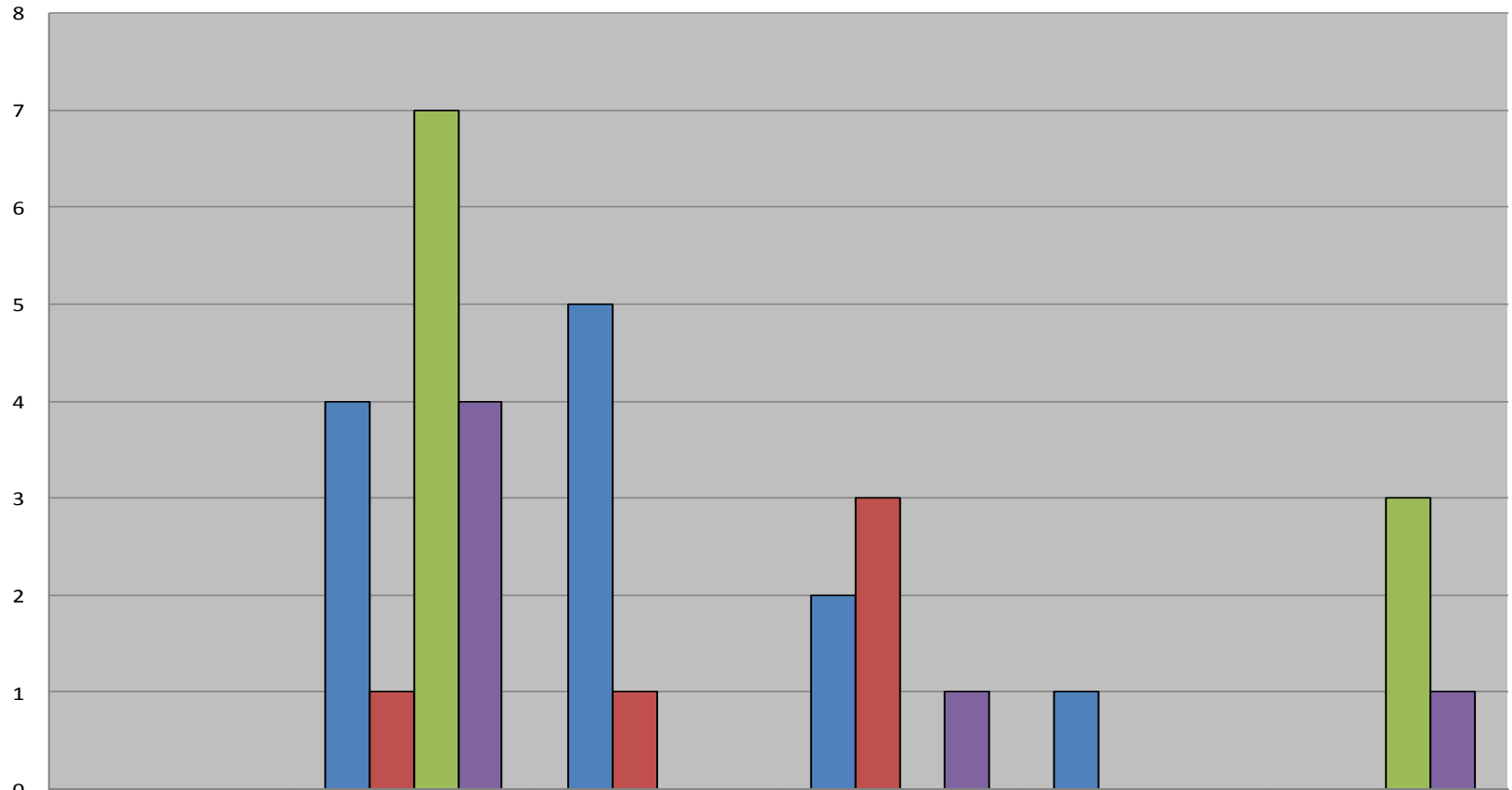
By Area of Concern –
Network 10: n = 42



2010 Quarterly Staff – Related Complaints

Network 9: n = 35 (Primary and Secondary Categories)
 (Breakdown by Sub-Categories)

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

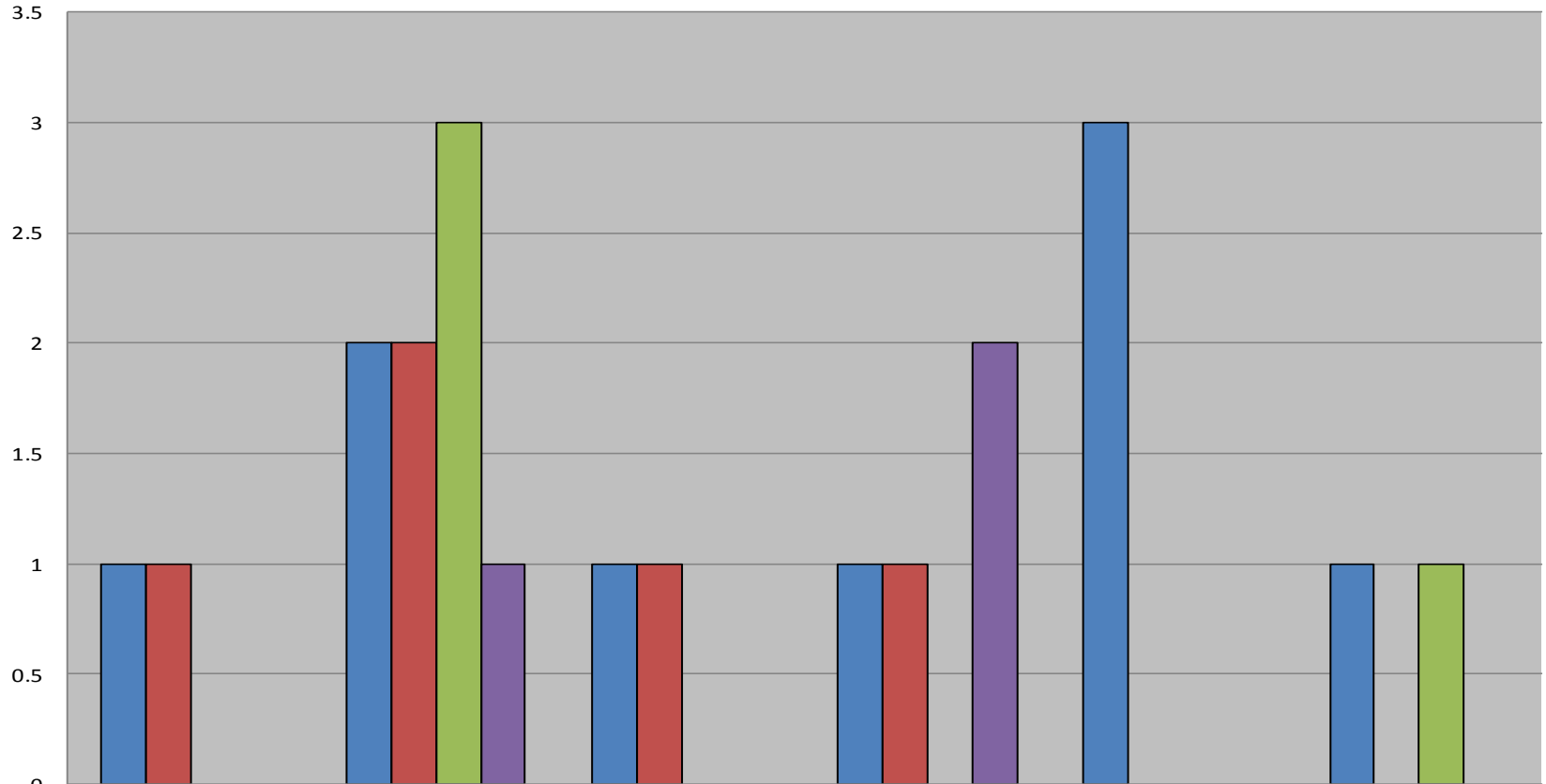


	Doesn't Provide Information/Help	Professionalism/Communication Issues	Particular Staff Member	Competency	Adherence to Facility Policies/Pts. Rights	Other
1st Quarter	0	4	5	2	1	0
2nd Quarter	0	1	1	3	0	0
3rd Quarter	0	7	0	0	0	3
4th Quarter	0	4	0	1	0	1

2010 Quarterly Staff – Related Complaints

Network 10: n = 19 (Primary and Secondary Categories)
 (Breakdown by Sub-Categories)

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

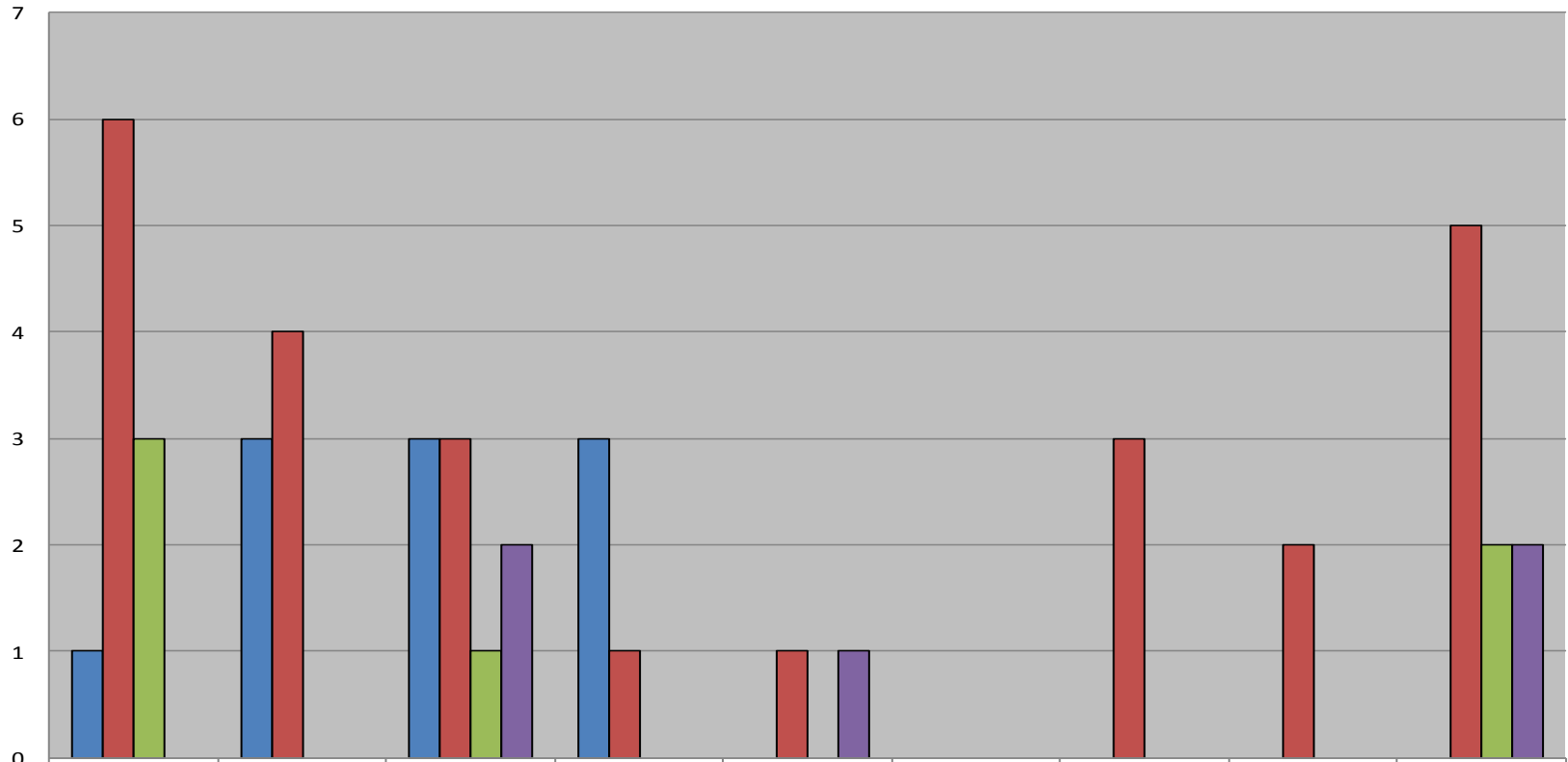


	Doesn't Provide Information/Help	Professionalism/Communication Issues	Particular Staff Member	Competency	Adherence to Facility Policies/Pts. Rights	Other
■ 1st Quarter	1	2	1	1	3	1
■ 2nd Quarter	1	2	1	1	0	0
■ 3rd Quarter	0	3	0	0	0	1
■ 4th Quarter	0	1	0	2	0	0

2010 Quarterly Treatment Related/Quality of Care Complaints

Network 9: n = 47 (Primary and Secondary Categories)
 (Breakdown by Sub – Categories)

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

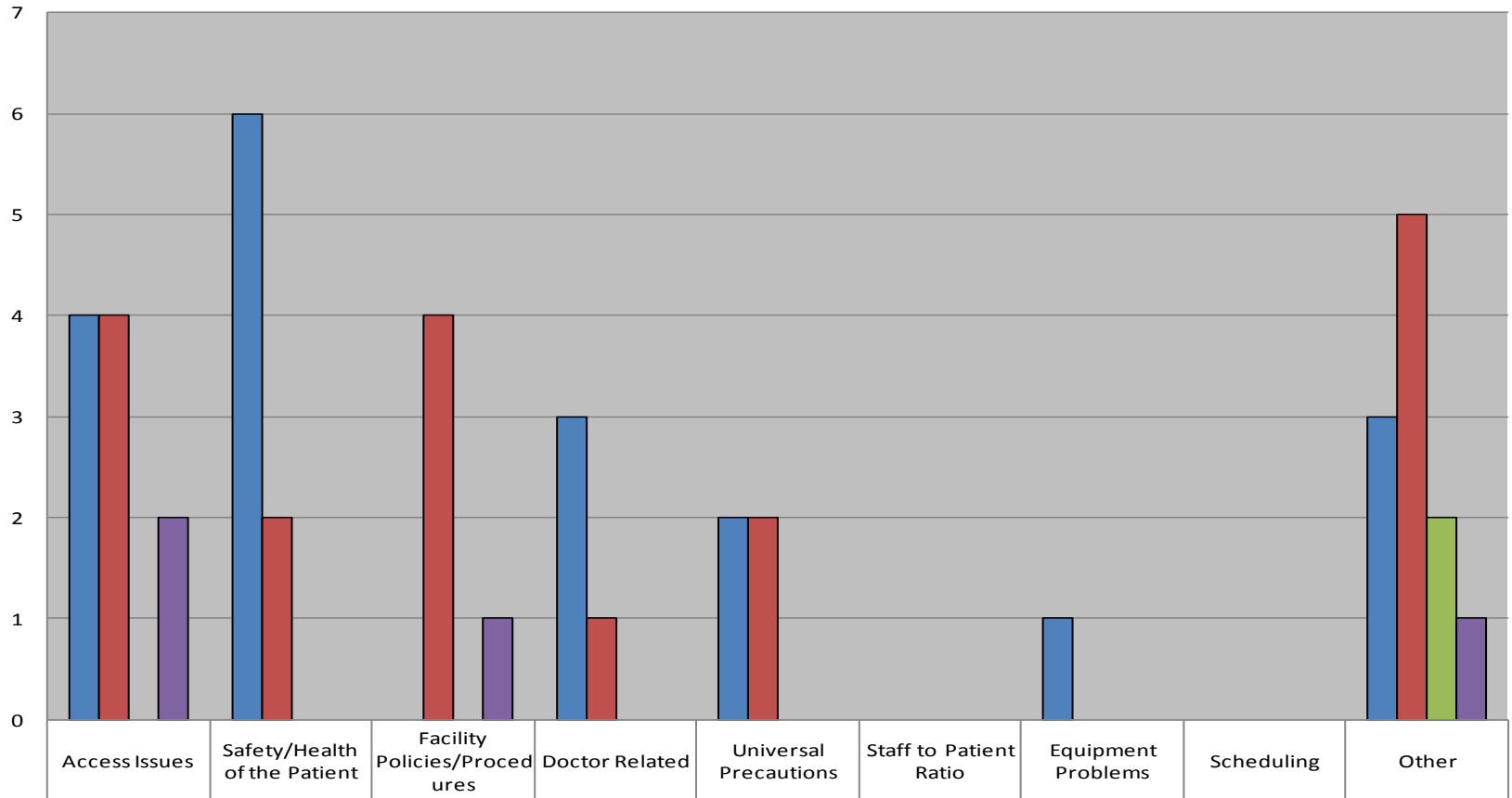


	Access Issues	Safety/Health of the Patient	Facility Policies/Procedures	Doctor Related	Universal Precautions	Staff to Patient Ratio	Equipment Problems	Scheduling	Other
1st Quarter	1	3	3	3	0	0	0	0	0
2nd Quarter	6	4	3	1	1	0	3	2	5
3rd Quarter	3	0	1	0	0	0	0	0	2
4th Quarter	0	0	2	0	1	0	0	0	2

2010 Quarterly Treatment Related/Quality of Care Complaints

Network 10: n = 24 (Primary and Secondary Categories)
 (Breakdown by Sub – Categories)

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



1st Quarter	4	6	0	3	2	0	1	0	3
2nd Quarter	4	2	4	1	2	0	0	0	5
3rd Quarter	0	0	0	0	0	0	0	0	2
4th Quarter	2	0	1	0	0	0	0	0	1

Examples of Network Assistance to Patients

- Assist patients in clarifying their concerns
- Coach patients on ways to approach staff
- Discuss communication skills
- Mediate with facility
- Assist patient in identifying coping skills they can use and resources available to them
- Provide resources and answer questions

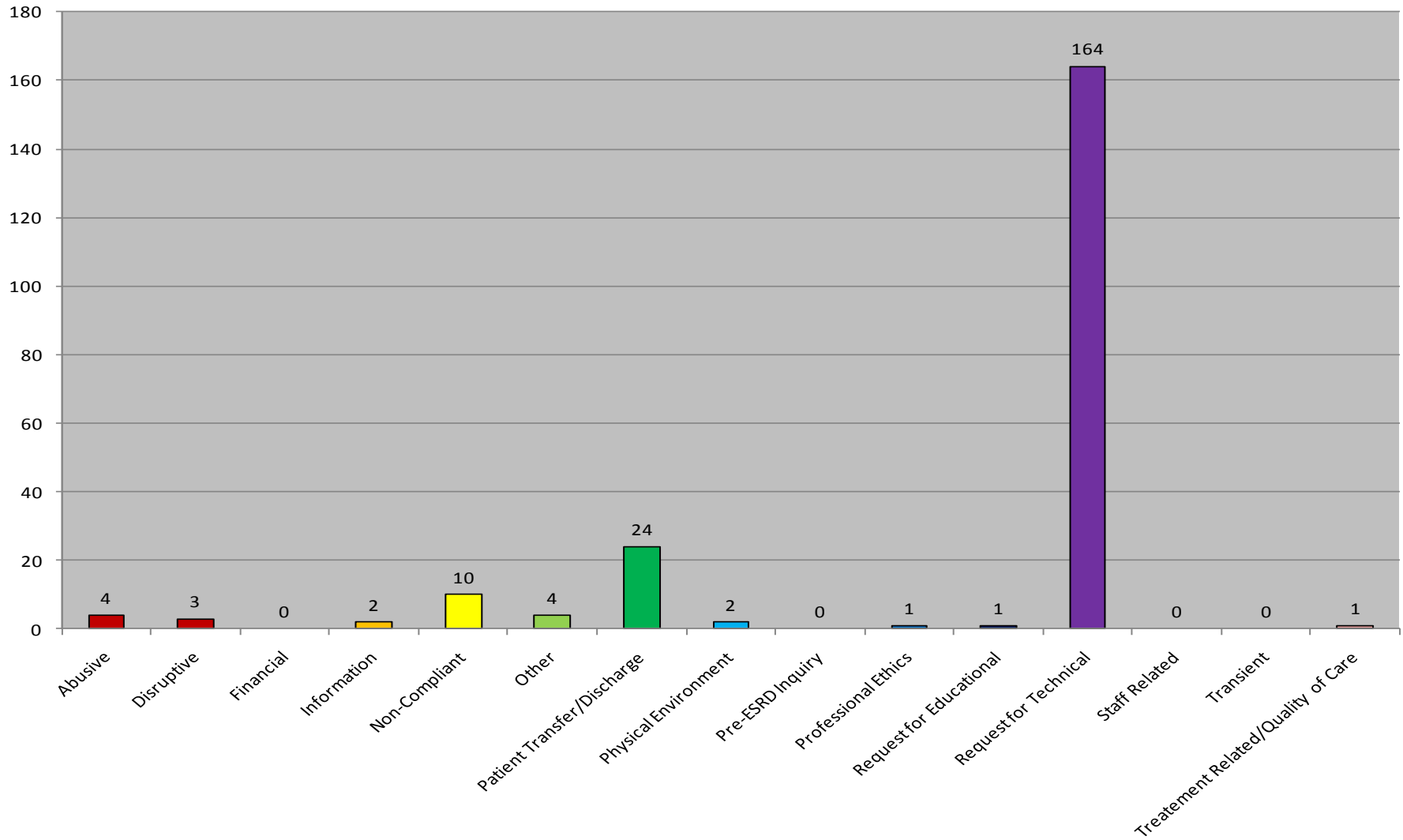
Top Grievance Comparison 2006 -2010

Year	Number of Grievances		Staff Related		Patient Transfer/Discharge		Treatment/Quality of Care	
	9	10	9	10	9	10	9	10
Network	9	10	9	10	9	10	9	10
2006	0	2	0	1	0	0	0	0
2007	1	2	0	2	0	0	0	0
2008	0	2	0	1	0	0	0	1
2009	2	0	1	0	0	0	1	0
2010	2	0	1	0	1	0	0	0

FACILITY CONCERNS

Facility Concerns 2010

By Area of Concern –
Network 9: n = 216

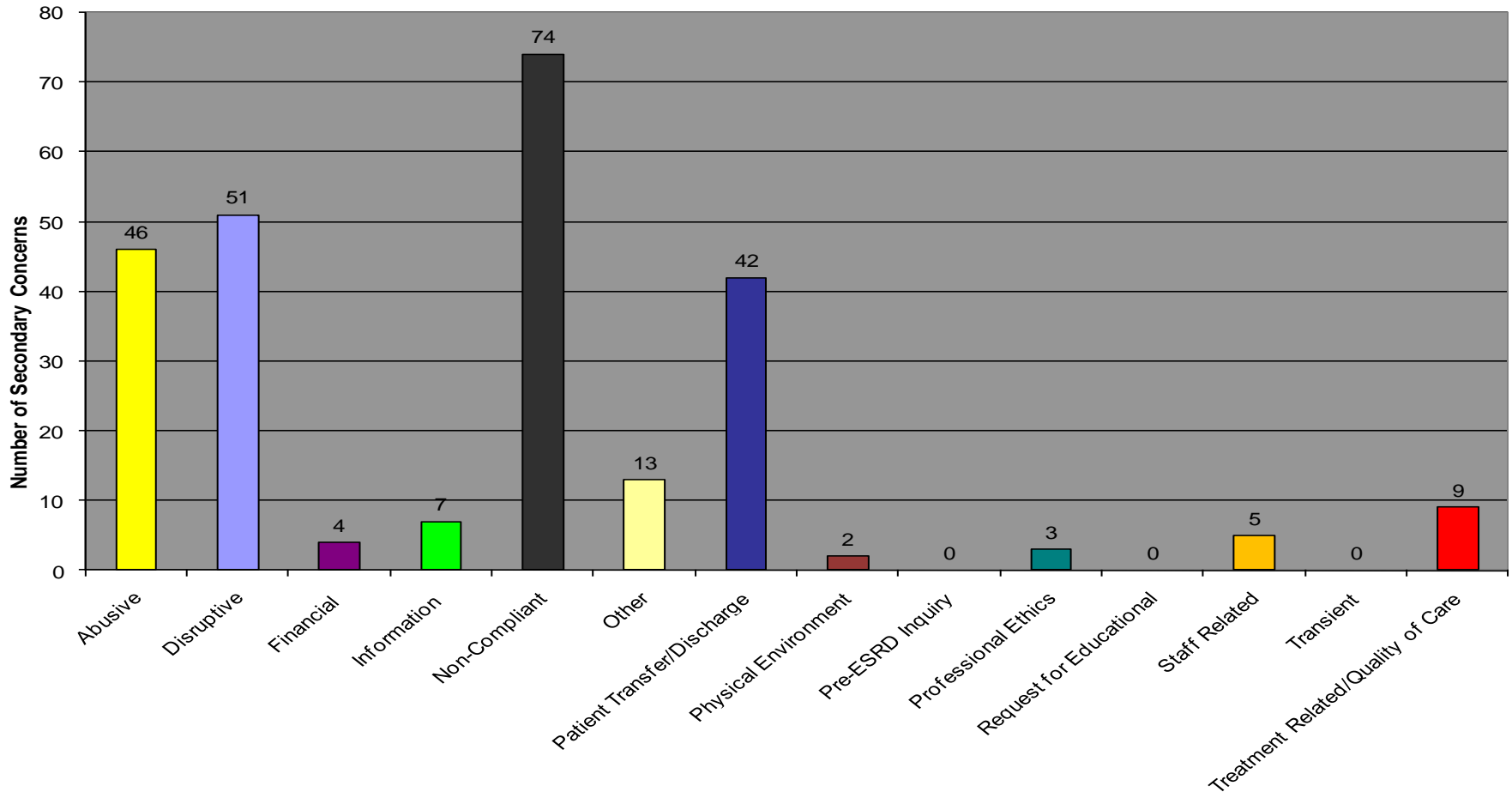


2010 – Facility Concern Technical Assistance

Network 9: n = 164

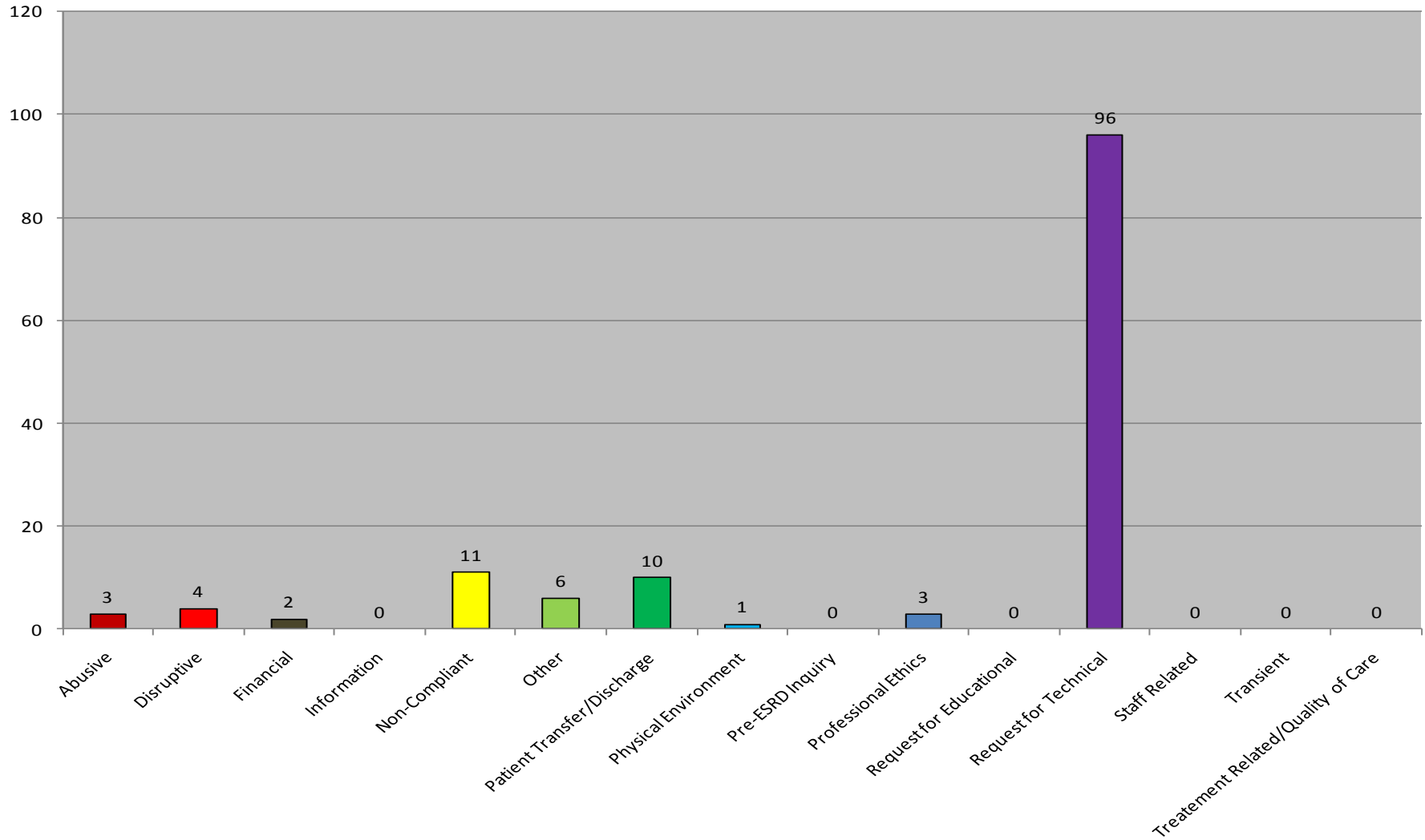
Breakdown by Secondary Concern

* Numbers do not reflect categories as some Contacts have more than one secondary concern



Facility Concerns 2010

By Area of Concern –
Network 10: n = 136

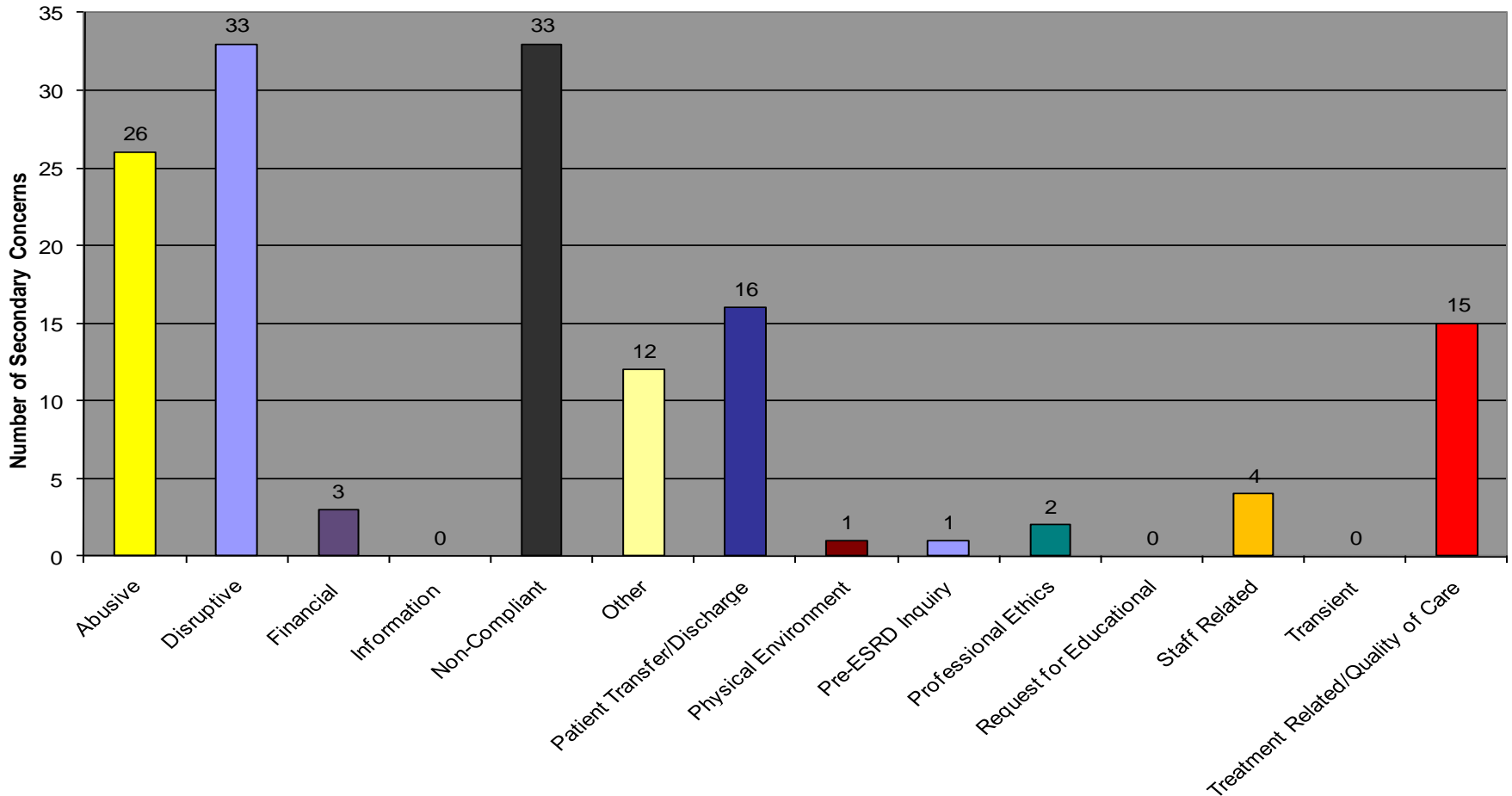


2010 – Facility Concern Technical Assistance

Network 9/10: n = 96

Breakdown by Secondary Concern

* Numbers do not reflect categories as some Contacts have more than one secondary concern



Examples of Network Assistance to Facility Staff

- Provide suggestions and resources for non-adherence
- Provide suggestions and resources for professionalism, communication skills
- Assist with challenging situations and patients at-risk for discharge
- Review documentation of patients being discharged
- Review health care team agreements (behavior contracts)
- Follow up with facilities to provide support and additional interventions

Patients At-Risk for Discharge

Facility that contact the Network when patients are at-risk for discharge frequently do not discharge the patient

Network Intervention for Patients At-Risk for Discharge

Network 9/10 Project

Year	# Pts at Risk for IVD	% Pts discharged within the first 3 months after NW intervention
2009	65	7%
2010	49	0%
Total	114	4%

*Data for January – October 2010

NW Interventions for At-Risk Patients

- Discuss adherence issues
- Mental health issues
- Coping skills for patients
- Anger management
- Discussed Conditions for Coverage
- Staff education
- Follow up with facilities

Examples of Network Resources to Assist Staff for Challenging Situations

- Adherence Toolkit

<http://www.therenalnetwork.org/services/non-adherence.php>

- Patient Whisperer

http://www.therenalnetwork.org/services/PSDtraining_PtWhisperer.php

- Safety in the Dialysis Unit

http://www.therenalnetwork.org/services/PSDtraining_PtSafety.php

- Dialysis Patient/Provider Conflict Toolbox

<http://www.therenalnetwork.org/services/dpc.php>

- Health Care Team Agreements

http://www.therenalnetwork.org/services/behavior_contacts.php