

Chart 3. Goal 3.A-1b Network 10
Top Complaint Trends 2007

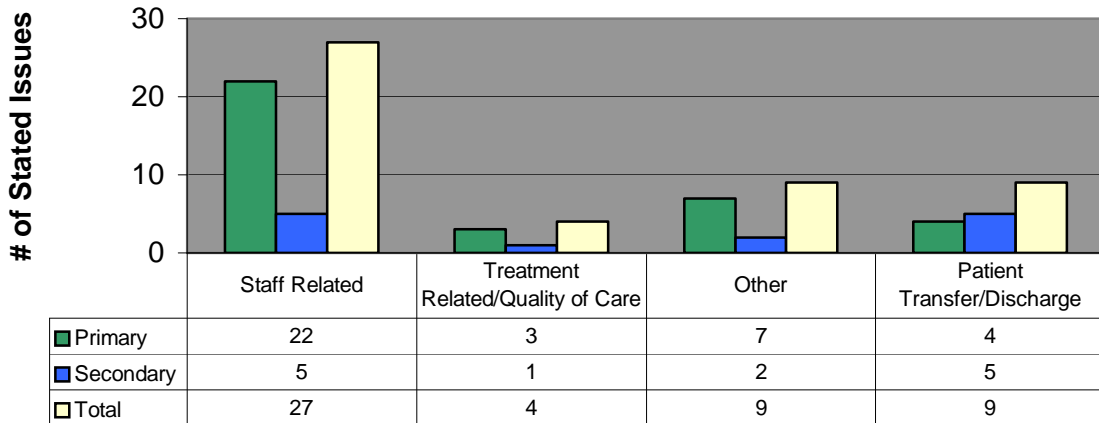


Chart 3. Goal 3.A-2a Network 9
Top Primary Complaints 2002 - 2007

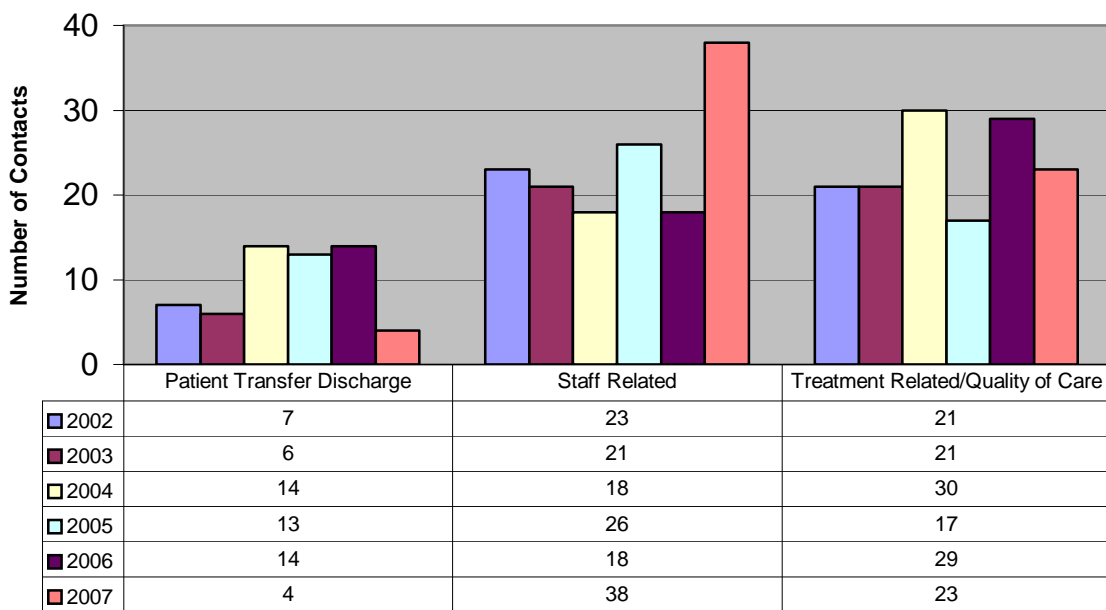
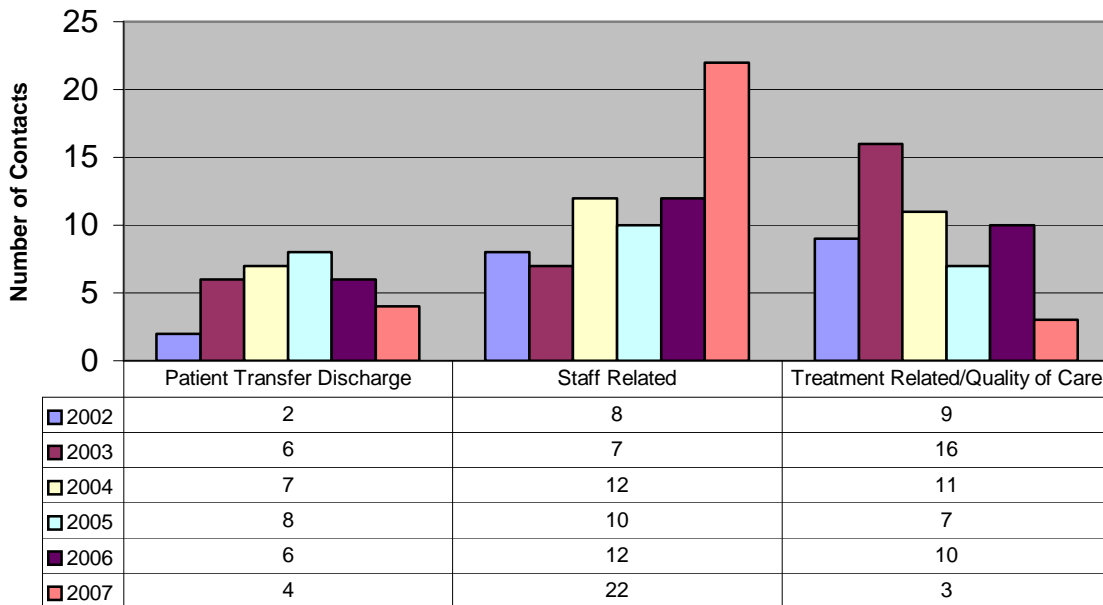


Chart 3. Goal 3.A-2b Network 10
Top Primary Complaints 2002 - 2007



The Network looked in-depth at the quality of care concerns and staff-related concerns as the staff-related complaints doubled during the past year and the quality of care concerns decreased by one-third. Often, if one category was the primary reason for the complaint, the other one was the secondary area of concern and reviewing sub-categories for each provided the network with more information to identify and address the issues. For quality of care complaints, facility or staff issues were overwhelmingly the main sub-category. See Chart 3.Goal 3.A-3a and Chart 3. Goal 3.A-3b. Within the area of staff-related concerns, lack of professionalism was cited as a primary concern. In addition, in 2007 more patients complained about specific staff members and schedule changes. This is detailed in Chart 3. Goal 3.A-4a and Chart 3. Goal 3.A-4b.

In order to address the issue of professionalism, the network will conduct training programs on professionalism for dialysis staff in 2008. These programs also will address the topic of changing patients' dialysis schedules. A new resource also will be developed to help staff address issues of adherence in a professional manner.

Chart 3. Goal 3.A-3a Network 9
Treatment Related/Quality of Care
Contact Comparison 2006/2007
(Breakdown of Sub-Categories)

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

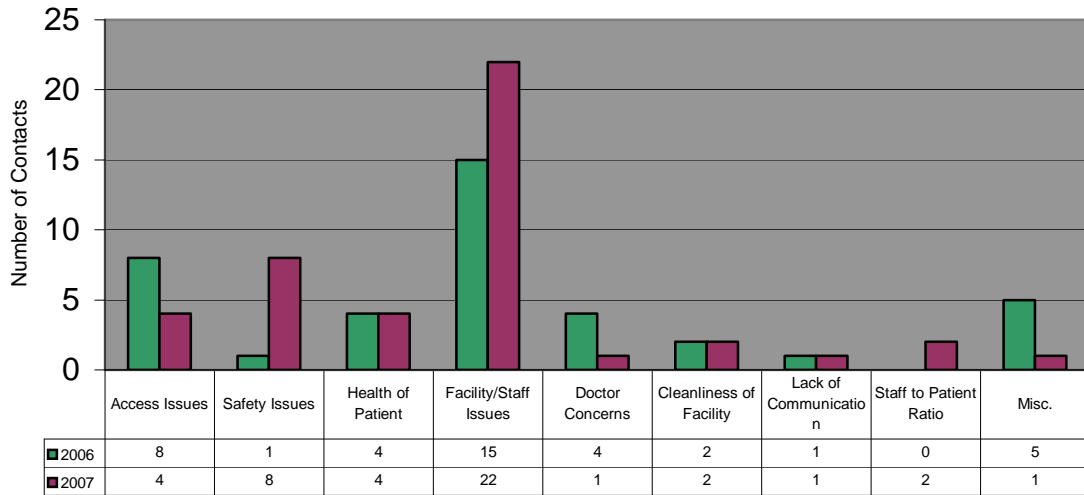


Chart 3. Goal 3.A-3b Network 10
Treatment Related/Quality of Care
Contact Comparison 2006/2007
(Breakdown of Sub-Categories)

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

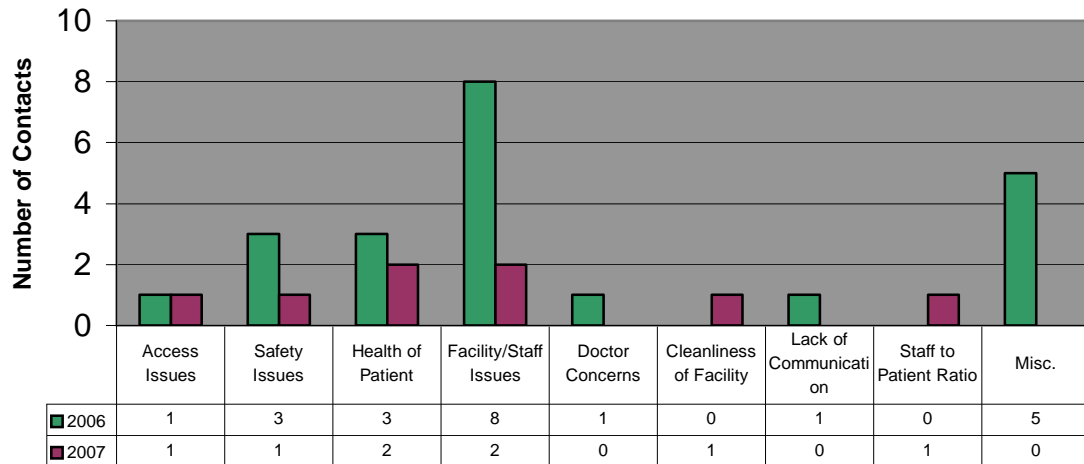


Chart 3. Goal 3.A-4a Network 9 Staff Related Contact Comparison 2006/2007 (Breakdown of Sub-Categories)

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

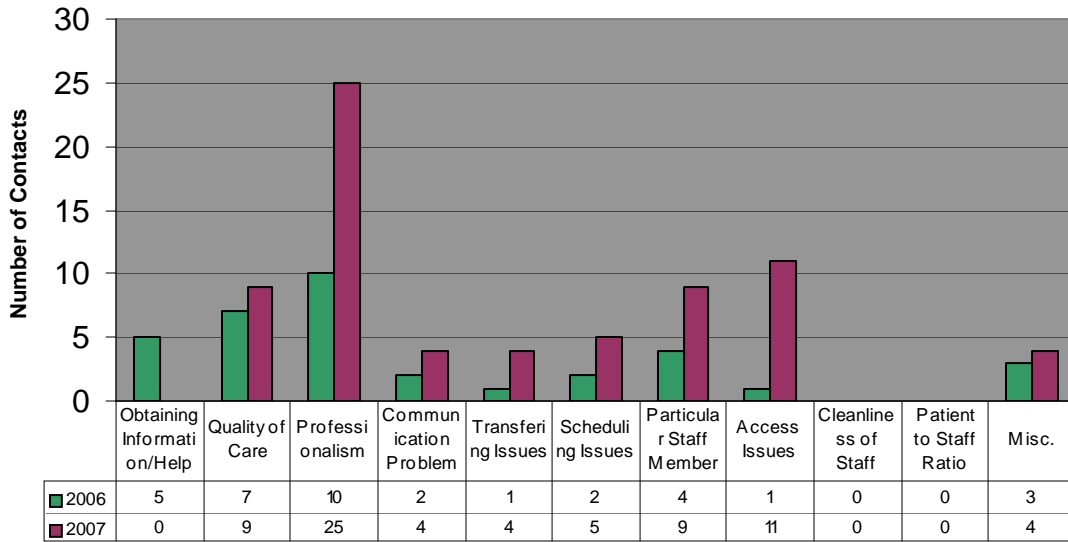
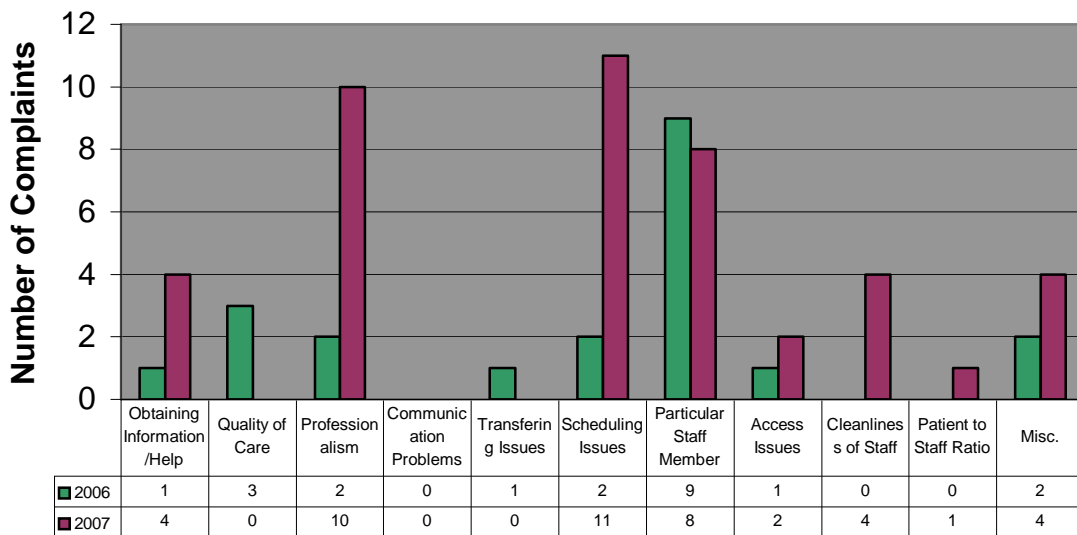


Chart 3. Goal 3.A-4b Network 10 Staff Related Contact Comparison 2006/2007 (Breakdown of Sub-Categories)

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



Through the MRB, The Network analyzes facility-specific complaints/grievance data to identify patterns of concerns at the facility or Network level. No specific patterns were detected in the 2007 complaint / grievance data, either by facility or LDO affiliation. All facilities were below 5% of complaints from their patient population. The Network sent each facility a trend letter indicating the number of complaints and grievances that had been filed against that facility for a 1½-year time span. Included in the letter were suggestions on ways to decrease complaints and the availability of the Network staff to assist with challenging situations.

Network staff also assisted facilities with their concerns about patient issues. Staff helped facilities understand patient issues from different viewpoints, identified alternative approaches to resolve issues, and provided tools and additional resources to assist staff to resolve challenging situations. Network staff provided technical assistance for a number of areas including behavioral agreements, conflict management, communication skills, professionalism, and staff boundaries. The Network received 252 facility concerns in 2007. The top primary and secondary concerns involved patient transfer/discharge, non-compliance, abusive, and disruptive behaviors. See Chart 3.Goal 3.A-5a and Chart 3. Goal 3.A-5b. The top primary facility concerns have remained consistent over time with calls regarding discharging patients being the highest category. It is noted that the facility contacts regarding discharging patients have increased by 60% since 2004. Although the increase may reflect more patients being discharged, it also suggests that more facilities are calling the network to seek assistance with challenging patients and to document patient discharges at the network level. See Chart 3.Goal 3.A-6a and Chart 3. Goal3.A-6b. During 2007, the network requested funding through CMS for the second phase of a special project, Barriers to Outpatient Dialysis Placement that would have addressed involuntary discharges across the country. The network staff updated and completed a standardized Discharge Information Form for all patients discharged from facilities and thus identified non-adherence as the primary behavioral reason for discharge. In 2008, the network will develop a new resource on adherence solutions to assist staff on adherence issues.

Chart 3. Goal.A-5a Network 9
Top Facility Concern Trends 2007

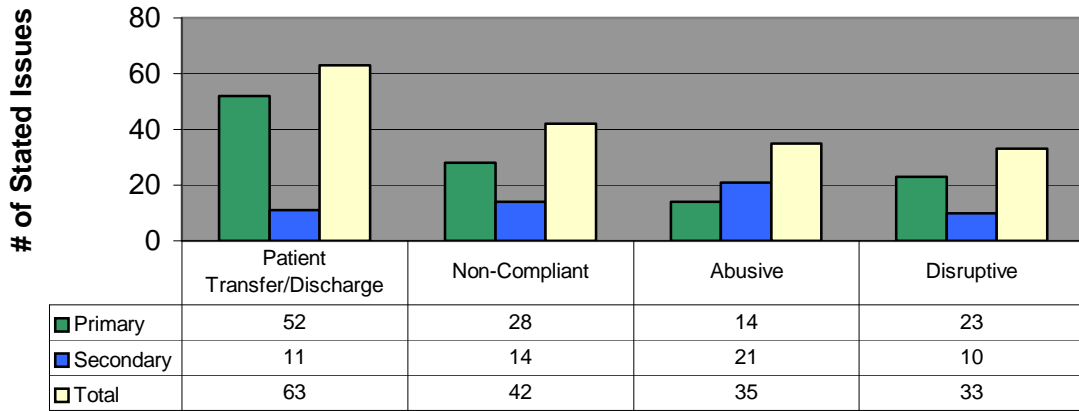


Chart 3. Goal.A-5b Network 10
Top Facility Concern Trends 2007

