

B. 2009 Formal Grievances:

Grievances are formal, written complaints filed by patients or their representatives, or by facility staff members. A special subcommittee of the MRB is designated to review grievances and make recommendations to the facilities and patients. Over the years, the number of grievances has decreased or remained at a relatively low number. Of the 107 complaints filed

in 2009, only two proceeded to the formal grievance phase. Complaints, grievances and facility concerns have been trended over the past six years. The number of complaints has remained relatively consistent and the number of grievances has remained consistently low the past five years. See Figure 118 and Figure 119.

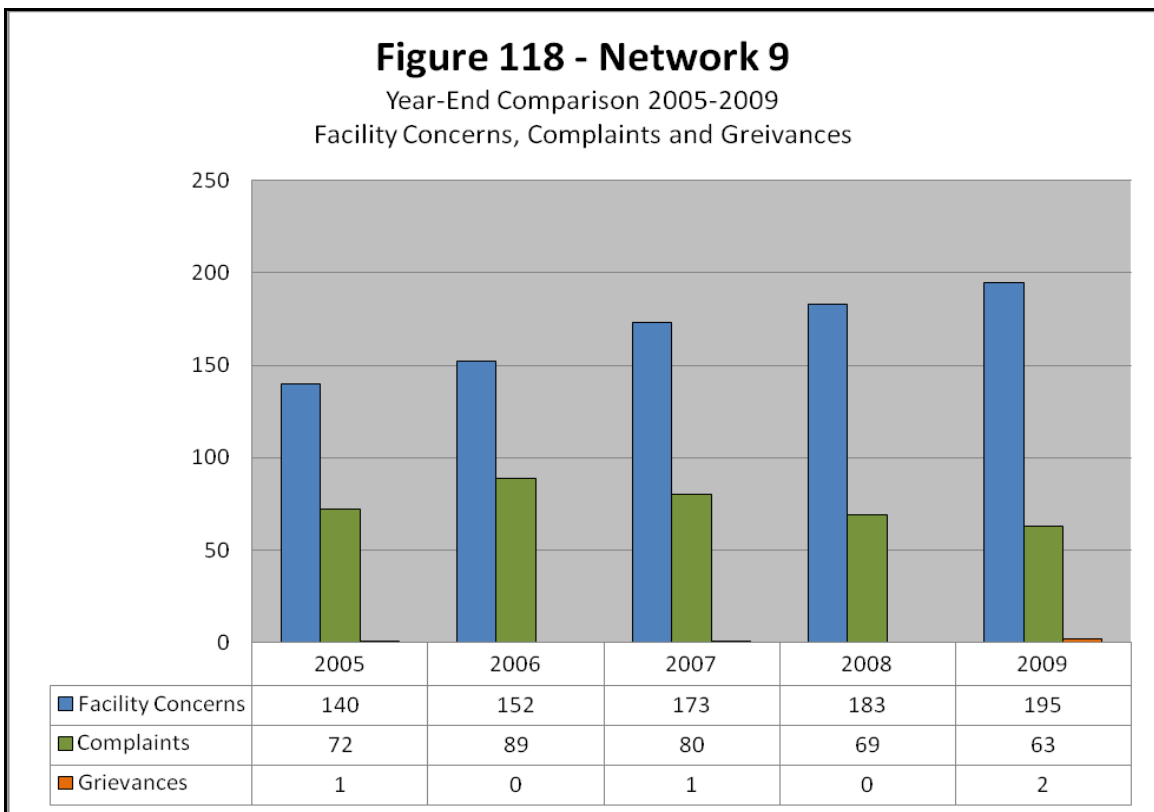
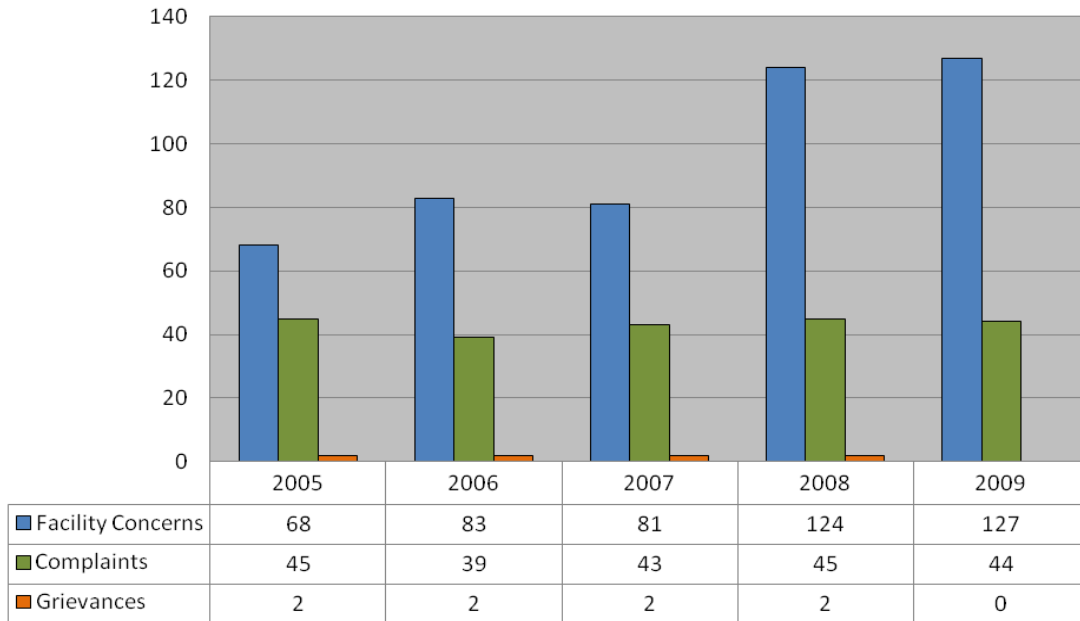


Figure 119 - Network 10

Year-End Comparison 2005 - 2009

Facility Concerns, Complaints and Greivances



One of the grievances for 2009 was filed by a daughter (who held the Power of Attorney) of a patient whose needle had become dislodged and the patient had to be admitted to the hospital due to the amount of blood lost. The grievance involved the quality of care of the patient and that the machine alarm should have alerted staff to the problem. The MRB substantiated the grievance and the facility developed an action plan to include educating patients about their access sites and keeping them uncovered, reviewing the taping procedures with all staff, and auditing the alarm response time of staff. The facility was given

suggestions to improve communication between staff and patient/family during stressful incidents and suggestions to improve chart documentation.

The other grievance was filed by a nephrologist who was concerned about the treatment/quality of care of patients at a facility where the medical director had suddenly died. The nephrologist believed there was no back-up plan and that no nephrologist was overseeing the dialysis treatment of patients at that facility. The grievance was not substantiated by the MRB but the

facility was requested to provide a plan for medical coverage in the event of an emergency. The facility

complied and submitted the plan, which was approved by the Grievance Committee.