

Grievance Process Q&A

All patients, family members, and care partners have the right to file a grievance, internal or externally, without fear of retaliation.

What is a grievance?

According to the Centers for Medicare & Medicaid Services, a grievance is defined as:

“A written or oral communication from an ESRD patient, and/or an individual representing an ESRD patient, and/or another party, alleging that an ESRD service received from a Medicare-certified provider did not meet the grievant’s expectations with respect to safety, civility, patient rights, and/or clinical standards of care.”

Who should be responsible for receiving and documenting a grievance?

Everyone. Any staff person who receives a grievance is responsible for documenting the grievance in the grievance log and reporting the concern to the Facility Administrator/Clinic Manager for follow up. Patients, family members and care partners should be able to report any problems and/or concerns to anyone at the unit without complication. As care providers it is our obligation to create an environment that fosters open communication and patient engagement with a willingness to take every opportunity available to improve care.

Who is responsible for carrying out an investigation of a grievance?

The Facility Administrator/Clinic Manager should take the lead on investigating and resolving all grievances. If the grievance involves the Facility Administrator/Clinic Manager, the grievance should be investigated by that individual’s direct supervisor. This helps to create a process that is easy for the grievant to understand as well as eliminates questions about who they should follow up with if questions arise.

What fosters an environment that encourages patients, family members and care partners to voice their concerns?

- Ensure that all patients, family members and care partners are aware of the option to file a grievance internally at your unit, with Network 18 and with the Department of Health Services (DHS).
- Hang Network 18 grievance posters in an area that is visible to all patients and visitors.
- Place Network 18 grievance brochures in an area that is accessible to all patients and visitors.
- Consider making your own grievance materials that provide patients and family members with information about your internal grievance process. This may encourage the grievant to work with you prior to taking the concern to outside agency like Network 18 or DHS.

I have read the above statements and agree to create an environment that encourages patients, family members and care partners to voice their concerns without fear of retaliation. I will uphold my duty to receive and document any grievance that is reported to me.

Signature: _____ Date: _____