



## *Dialysis Patients* – Grievance Toolkit Summary

The grievance process provides a method for patients to voice their concerns about the services received by a provider that did not meet care standards with respect to safety, civility, patients' rights, and/or clinical standards of care.

To help guide patients through the grievance process, the Forum of ESRD Networks' Kidney Patient Advisory Council (KPAC) developed an educational toolkit. This toolkit was developed BY patients FOR patients! This summary explains what is in each chapter of the patient toolkit. If you need assistance with understanding the toolkit, you can ask your social worker to help you!

### **What is the Dialysis Patient Grievance Toolkit?**

A guidebook designed by patients for patients to help explain the grievance system.

**Chapter 1: Utilizing the Grievance Toolkit**-Explains how the toolkit can be used to create a safe dialysis setting for all patients. It can be downloaded as one guidebook or by each chapter.

**Chapter 2: Definitions**-Describes words and terms that are used during the grievance process. To make sure patients understand what is happening, learn these words and key terms.

**Chapter 3: Recommended Patient Rights and Responsibilities**-Outlines the patients' responsibilities and explains what patients can expect from their health care team.

**Chapter 4: Grievances in a Patient Centered Care (PCC) Environment**-PCC is care that is focused on patients' values and preferences and involves sharing information and active shared decision making with patients.

**Chapter 5: Barriers to a Successful Grievance Experience**-Identifies some common barriers patients may face through the grievance experience. It is never too late to file a grievance.

**Chapter 6: What do Patients do If They Have a Concern or Grievance**-Discusses steps patients can take if they have a concern or grievance, and explains patients' rights.

**Chapter 7: The Network's Role in the Grievance Process**-The ESRD Network's role is to serve as an investigator, facilitator, referral agent, coordinator, and/or educator.

**Chapter 8: Document Before Proceeding with a Grievance**-Before filing a grievance, it is important to organize your thoughts about the grievance. The toolkit provides patients with optional resources to assist them in organizing and recording their concerns.

To view or print a chapter, visit [The National Forum of ESRD Networks'](http://www.esrdncc.org/GrievanceToolkit) website at [www.esrdncc.org/GrievanceToolkit](http://www.esrdncc.org/GrievanceToolkit)