

Kidney Chronicles

IPRO END-STAGE RENAL DISEASE NETWORK PROGRAM

2018 ISSUE 1



Better healthcare,
realized.

What is a Grievance?

A grievance is defined as a reason for reporting an issue that you may have. Patients, family members, loved ones, dialysis staff members, or anyone else who has concerns about a facility may submit a grievance. Patients and/or caregivers may request an investigation of a complaint about a possible risk to the health, safety, or well-being of a patient.



YOU have Options!

As a dialysis patient, if you are not satisfied with the care you receive there are several ways that you can share your concerns:

1. Attend a patient care plan meeting
2. Speak to members of your care team
3. File a complaint with your facility
4. Contact the State Department of Health
5. Contact the IPRO ESRD Network Program (see page 2 for info)

Tips for sharing your concerns

- Write down your concerns (this will help you to organize your thoughts).
- Remain calm (avoid using foul language).

HELPFUL TIPS
TO EMPOWER
ESRD PATIENTS
AS CONSUMERS

How the Network Serves You

- Advocates for you;
- Answers your questions about treatment, modality choices or other issues;
- Develops and provides educational materials for you and your family;
- Works with renal professionals to improve the care given to you;
- Helps keep you informed and supports your active participation in your care and
- Evaluates and resolves grievances.

In an emergency,
if you can't reach
your facility, contact
your Network.

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- Always keep in mind the point of view of others.
- If you prefer, ask to file a grievance anonymously.

Filing a Grievance with the ESRD Network

If you'd like, the Network will act on your behalf in resolving and addressing your grievance. Network staff will make sure there is an open



communication between you and your ESRD healthcare providers to help you feel comfortable about any of your concerns.

When the Network is contacted regarding a concern or grievance, the following takes place:

- With permission from the patient, the Network may contact the

facility directly to gather information and attempt to resolve the matter.

- The Network will protect your rights as a patient.
- The Network will make suggestions/recommendations to both the patient and the dialysis facility.
- The Network will follow-up, as needed, to make sure recommendations are followed.
- Please note, choosing to file anonymously, may limit the Network's ability to investigate your concern.

The Network *cannot*:

- Order a physician or dialysis facility to accept a patient.
- Fire or discipline a facility staff member.
- Request that a specific staff member provide your care.
- Change or direct dialysis facility policies or procedures.
- Override federal regulations.

If you have a concern, but you are uncomfortable talking to a facility staff member, you may call your ESRD Network at:

IPRO End Stage Renal Disease Network of New England (CT, MA, NH, RI, VT)

1952 Whitney Avenue, 2nd Floor
Hamden, CT 06517
Patient Toll-Free: 1 (866) 286-ESRD (3773)
Fax: (203) 389-9902
E-mail: info@nw1.esrd.net

IPRO End Stage Renal Disease Network of New York

1979 Marcus Avenue
Lake Success, NY 11042
Patient Toll-Free: 1 (800) 238-3773
Fax: (516) 326-8929
E-mail: info@nw2.esrd.net

IPRO End Stage Renal Disease Network of the South Atlantic (GA, NC, SC)

606 Aviation Parkway, Suite 30
Morrisville, NC 27560
Patient Toll-Free: 1 (800) 524-7139
Fax: (919) 388-9637
E-mail: info@nw6.esrd.net

IPRO End Stage Renal Disease Network of the Ohio River Valley (IN, KY, OH)

3201 Enterprise Parkway, Suite 210
Beachwood, OH 44122
Patient Toll-Free: 1 (844) 819-3010
Fax: (216) 593-0101
E-mail: info@nw9.esrd.net

The Network will accept grievances by phone, fax, email or postal mail.

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The IPRO End-Stage Renal Disease Network Program, ESRD contractor for Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont (NW1), New York (NW2); Georgia, North Carolina, South Carolina (NW6) and Ohio, Indiana and Kentucky (NW9) developed this material under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy. CMS Contract Numbers: NW1: HHS-500-2016-00019C; NW2: HHS-500-2016-00020C; NW6: HHS-500-2016-00006C; and NW9: HHS-500-2016-00009C