



Huddle Up

Improving the Grievance Process - Series #2

8 Steps to Address a Patient Grievance

- 1 No issue (concern/complaint) is too small to be taken seriously and documented as a grievance.
- 2 Listen to the patient without judgment. Do not argue or get angry.
- 3 Validate the patient's feelings. "I hear that you are upset about getting on the machine late."
- 4 Encourage the patient to use the clinics' process to address his/her concern. "Thank you for telling me about your concern. I want to help you get this issue addressed."
- 5 Explain the process to the patient, including who handles grievances at your facility, and that you will pass along their concerns to that person. "I will fill out a grievance log about your concerns, and give it to _____."
- 6 Explain the next steps in the process. "They will get back to you after they investigate within (# of days). If you are not satisfied with the results, then your grievance would move up to _____ the (ex. Regional Director)." You have the option to contact the Network about your concerns at any time.
- 7 After investigation, follow up with the patient to let them know the steps taken, any actions that will follow, and ask about their level of satisfaction with the process. "How do you feel things are going since we addressed your concern(s)?"
- 8 If unsatisfied, move to next step in process, until all are exhausted.

Grievance Process

It is important that every staff member be aware of the facility's policy and procedure on addressing complaints and grievances.

When all staff are aware and familiar with the process, they can respond appropriately. This will ensure that patients feel comfortable sharing their concerns and will know what to expect next as their grievance is addressed.

In addition to these quick tips, a review of the facility grievance policy and procedure and the [Network Grievance Process Flow Chart](#) is recommended.

For more information, contact:

ESRD Network 10:
317-257-8265 press option 1
ESRD Network 12:
816-880-9990 press option 2
or visit esrd.qsource.org

esrd.qsource.org

This material was prepared by Qsource, an End-Stage Renal Disease (ESRD) Network under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services (HHS). Views expressed in this material do not necessarily reflect the official views or policy of CMS or HHS, and any reference to a specific product or entity herein does not constitute endorsement of that product or entity by CMS or HHS. 24.ESRD.01.021

