

# Tune Up to Speak Up!



## Grievance=

An objection, injustice, ax-to-grind, beef, hardship, injury

According to Medicare a grievance is:

“A written or oral communication from a patient, and/or an individual representing a patient, alleging that an ESRD service received from a provider

**did not meet the grievant’s expectations**

with respect to safety, civility, patient rights, and/or clinical standards of care.”

**\*\*No issue (concern/complaint) is too small to be documented as a grievance.\*\***

### Why is it important to document all concerns/complaints/grievances?

1. Patients need to feel safe sharing their concerns with staff. If you write it down with them it shows them that you care, are listening and will address their concerns. Building trust.
2. With this trust, if/when a bigger problem comes up they will feel comfortable sharing it because even the "little" things are taken seriously.
3. It builds a "culture of safety" at the clinic. State surveyors look at grievance logs as an indicator of a culture of safety. In the CORE Survey it states: “In the chronic dialysis setting where patients are encouraged to speak freely without fear of reprisal, patient voiced concerns, suggestions and complaints/grievances are expected and indicate the presence of a culture of safety. If the facility responsible person states there are no patient suggestions, verbalized or written concerns or complaints/grievances, this may be cause for concern and indication of an absence of open communication and culture of safety.”
4. Your work matters, get credit for the work you do.

### GOAL=

Rather than: “I’m not going to complain, someone may hurt my access or change my schedule.”

**“Staff are concerned when I’m concerned and will help if they know what’s going on.”**

### Examples of grievances:

- It’s too cold/hot in here.
- The bathroom is dirty.
- Doesn’t want a specific staff member to care for them.
- Staff member is treating the patient differently from others.
- Doesn’t like schedule changes.
- Put on late for treatment.
- Pain with cannulation.
- Not enough fluid removed or too much fluid removed.
- Post-treatment bleeding.
- Wrong dialyzer used.

