

Grievance Quality Improvement Activity (QIA) The Benefit of Getting your Grievance “In Order”

Whether it is getting dressed, getting dialysis treatment, or filing a grievance, there is an order in which things are most effectively done, an order that keeps things from getting “all mixed up.” For example, it would not make sense to put your shoes on before your pants; nor would you leave the dialysis center for home before your blood lines were disconnected. Likewise, yelling at staff instead of thinking about what issues or concerns you want to address isn’t the best way to approach getting your message heard either.

You always have the right to express yourself regarding your experiences *and* you also always have the right to be **treated fairly and respectfully when and after you do so**. When you express your feelings, doing it in an organized way will probably get you the best results. If you are unhappy about something that has happened at your dialysis center or during your treatment, there are a few basic things that you can do to get your thoughts “in order” before you approach the staff with your grievance.

- **Write everything down.**

This can help you to keep the facts clear and separate them from your feelings. Write down the who, what, where, why, and when of what happened. Doing this first will help you to remember the most detail about the situation.

- **Talk to someone about what happened.**

This will help you to organize your thoughts and allow you to verbalize your feelings about what happened. Talking to someone not involved in the situation can help you to decide what you want to do next. It may also make it easier for you to talk about the issue without reacting to your feelings.

- **Decide what you think the facility could do to resolve the problem.**

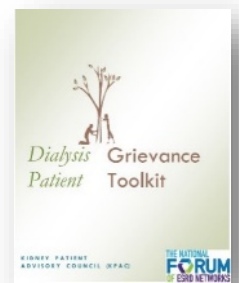
Think about the outcome you want; what you think will solve the problem. But remember, any course of action you request must be **reasonable, applicable, and doable** (within the facility’s power). Be reasonable; firing staff is not generally a reasonable outcome, and make sure the outcome applies to your grievance. If there is more than one thing you would like to see happen, make a list in the order of importance to you.

- **Help them hear your words.**

The Network recognizes that communication is one of the most common issues that causes frustration among patients and staff. If staff fail to communicate with you, or if a problem does arise, try to communicate your issue/question/or complaint calmly. Hopefully doing so will achieve the desired results.

- **Use the Kidney Patient Advisory Council’s (K-PAC’s) Dialysis Patient Grievance Toolkit**

The Forum of ESRD Networks’ *Dialysis Patient Grievance Toolkit* was developed by patients for patients. Chapter 8, in particular, addresses the benefits of taking the time to organize your thoughts and provides you with tips on how to do so. The toolkit also contains worksheets that might be helpful to you.



To file a grievance about your dialysis facility, contact Network 15 at 1.800.783.8818.