


Name of Policy: <u>ESRD Patient Grievance</u> Policy Number: 3364-118-19 Department: End Stage Renal Disease Program/ Hemodialysis (Nursing Service) Approving Officer: Chief Nursing Officer (CNO) Responsible Agent: Nursing Director, Hemodialysis Unit Scope: The University of Toledo Medical Center	 Effective Date: 10/1/2023 Initial Effective Date: November, 1988				
<table> <tr> <td><input type="checkbox"/> New policy proposal</td> <td><input type="checkbox"/> Minor/technical revision of existing policy</td> </tr> <tr> <td><input type="checkbox"/> Major revision of existing policy</td> <td><input checked="" type="checkbox"/> Reaffirmation of existing policy</td> </tr> </table>		<input type="checkbox"/> New policy proposal	<input type="checkbox"/> Minor/technical revision of existing policy	<input type="checkbox"/> Major revision of existing policy	<input checked="" type="checkbox"/> Reaffirmation of existing policy
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(A) Policy Statement

All End Stage Renal Disease (ESRD) patient concerns or grievances will be processed through the proper channels for information and/or resolution. Presentations of a complaint will not in itself serve to compromise a patient's future access to care.

(B) Purpose of Policy

To provide a mechanism for addressing concerns of ESRD patients regarding quality of care and hospital services.

(C) Procedure

1. All ESRD patients, families, legal guardians or individual designated by power of attorney will be informed of their right to present concerns and how to do so. Each patient will receive a copy of the Grievance Procedure at the time they are admitted to the program.
2. Concerns about care or services should be directed to the staff nurse, lead nurse, Hemodialysis nursing director, physician, or called to the customer care center.
- 3- If resolution is not reached, the concern should be handled per hospital administrative policy 3364-100-60-01.
4. If the issue remains unresolved, a process is available through the IPRO ESRD Network. The concern can be written or oral communication from ESRD patient and/or an individual representing and ESRD patient at esrd.ipro.org.
5. Each patient or family voicing a significant concern will receive a response from the individual investigating the concern, which substantively addresses the concern.
6. Following resolution of a hospital-related concern, a report identifying the concern (for complaint) and action taken is to be sent to the Patient Relations Department. A quarterly concerns report will be compiled and shared with Administration, Executive committee, and other appropriate parties.

Approved by: <u>/s/</u> Kurt Kless, MSN, MBA, RN, NE-BC Chief Nursing Officer	Review/Revision Date: 1989 11/06 1990 6/07 11/91 1/23/2008 11/92 8/2011 1/93 8/2014 4/94 10/2017 3/95 9/2020 4/96 10/2023 9/97 10/98 2/00 7/02 7/03 7/05
<i>Review: Policy & Standard Committee, 8/11, 8/2014, 9/2020, 10/2023</i> <i>Revision Completed By: Tana Cepek, Lead RN, Hemodialysis Unit</i>	Next Review Date: 10/1/2026
Policies Superseded by This Policy:	

It is the responsibility of the reader to verify with the responsible agent that this is the most current version of the policy.