**Name of Policy:** ESRD Patient Grievance  
**Policy Number:** 3364-118-19  
**Department:** End Stage Renal Disease Program/Hemodialysis (Nursing Service)  
**Approving Officer:** Director of Nursing/CNO  
**Responsible Agent:** Nursing Director, Hemodialysis Unit  
**Scope:** The University of Toledo Medical Center

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**Effective Date:** October 1, 2017  
**Initial Effective Date:** November, 1988

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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 still 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.
Policies Superseded by This Policy: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.