



Do You Have a Grievance or Concern About Your Dialysis Care?

What Is a Grievance?

- A grievance is any concern about treatment in a dialysis or transplant facility.

Do You Have a Grievance or Concern About Your Dialysis Treatment? If So, You Should:

- Review your facility's patient rights and responsibilities agreement and grievance process.
- Discuss your grievance or concern with the facility social worker, head nurse, administrator, or your physician.
- Discuss your grievance or concern with your caregivers to help resolve it.



If You Still Have a Grievance or Concern, You Can:

- Contact the HSAG End Stage Renal Disease (ESRD) Network for your area and review the options for addressing your grievance or concern.
- Work with the Network to address and resolve your grievance or concern.
- You have the right to file a grievance or concern with the Network as the first step.
- You can report a grievance or concern to the Network without using your name.
- You have the right to express your grievance or concern without fear of discrimination or retaliation.

Anonymous Grievances

Every dialysis facility should have a process and policy for taking patient grievances or concerns without patients having to give their names or other identifying information. Ask someone at your facility how patients can report a grievance or concern without giving their names before you have you a problem, so you are ready if something ever comes up. Some facilities use a complaint hotline that is posted in the lobby or a comment box for this. If you are not comfortable reporting the grievance or concern to your facility, you can reach out to your ESRD Network without using your name.

Be the Difference.

Volunteer With Your Network From the Comfort of Your Own Home!

Patient Subject Matter Experts (PSMEs) are an essential part of the ESRD Network. PSMEs can be an ESRD patient on any treatment modality, a family member, a caregiver, or a transplant recipient. The Network is currently looking for PSMEs to volunteer on the Patient Advisory Committee (PAC) to provide the patient and caregiver voice and share experiences and ideas to help improve the quality of care/life for patients and caregivers in your area. This is a great opportunity to make a difference and get more involved on a broader scale. You may continue to work with patients and your facility in the role of Facility Patient Representative (FPR) if you decide to also serve as a PAC PSME. To learn more, call your Network's Patient Services Department or speak with your facility social worker about completing the PAC PSME agreement form.



Could Home Dialysis Be for You?

Did you know that dialysis can be done at home? There are a couple of options you can choose:

- **Peritoneal dialysis (PD)** uses your peritoneal cavity in your body to remove wastes, electrolytes, and extra water. A catheter is placed in your belly or a special one in your chest. Most PD patients dialyze seven days per week at night while they sleep.
- **Home Hemodialysis (HHD)** involves a machine that works the same way as the machines in-center, but it is much smaller and easier to use. Many HHD patients dialyze five days per week for less time per treatment than in-center patients.

The benefits of home dialysis include:

- More energy, both mentally and physically.
- Less stress on the heart.
- Better control of blood pressure and usually fewer medications.
- Less recovery time after treatment.
- More flexible diet.
- Flexibility with daily schedules.
- Ability to travel.
- Less transportation hassles.
- Ability to manage your own care.

When thinking about the home dialysis options, you have a team that can help you make decisions. Review the *Choosing Home Dialysis with Your Care Team* resource for topics you can talk about together. The resource can be found here: <https://esrdncc.org/globalassets/patients/choosinghomedialysis508.pdf>.



Looking for Information or Support? Check out the HSAG Networks' Patient and Family Engagement webpages!

- ESRD Network 7: <https://www.hsag.com/en/esrd-networks/esrd-network-7/patient-and-family-engagement-pfe/>
- ESRD Network 13: <https://www.hsag.com/en/esrd-networks/esrd-network-13/patient-and-family-engagement-pfe/>
- ESRD Network 15: <https://www.hsag.com/en/esrd-networks/esrd-network-15/patient-and-family-engagement-pfe/>
- ESRD Network 17: <https://www.hsag.com/en/esrd-networks/esrd-network-17/patient-and-family-engagement-pfe/>



Feedback!

Let us know how we're doing. Scan the QR code with your smartphone camera to connect to a brief feedback survey about the newsletter. Or please ask your care team for a feedback survey.



If you have questions about how to voice a concern or grievance, check out this helpful tool created BY patients FOR patients: www.esrdnetworks.org/resources/toolkits/patient-toolkits/dialysis-patient-grievance-toolkit-1. To file a grievance, please contact your network below:

Network 7: Florida

T: 800.826.3773
E: NW7info@hsag.com
www.hsag.com/ESRDNetwork7
3000 Bayport Dr., Suite 300
Tampa, FL 33607

Network 13: Arkansas, Louisiana, Oklahoma

T: 800.472.8664
E: NW13info@hsag.com
www.hsag.com/ESRDNetwork13
4200 Perimeter Center Dr., Suite 102
Oklahoma City, OK 73112

Network 15: Arizona, Colorado, Nevada, New Mexico, Utah, Wyoming

T: 800.783.8818
E: NW15info@hsag.com
www.hsag.com/ESRDNetwork15
3025 S. Parker Rd., Suite 820
Aurora, CO 80014

Network 17: American Samoa, Guam, Hawaii, Northern California, Northern Mariana Islands

T: 800.232.3773
E: NW17info@hsag.com
www.hsag.com/ESRDNetwork17
533 Airport Blvd., Suite 400
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