



Jan. 23, 2019 Patient Experience of Care (PEOC) Learning and Action Network (LAN)

The ESRD NCC Program hosted an event on January 23, 2019 entitled “*Anonymous Grievances: How to Improve the Process for All*” The event consisted of **104** attendees, and **39** of them participated in the post-event survey (**37.5%**).

Selection of Actionable Multiple-Choice Survey Results:

1. The activity *increased/improved my knowledge and understanding* of the topic matter(s) presented: **100.0%** answered “*Strongly Agree*” or “*Agree.*”
2. The activity *offered resources and tools* to further my ability to use the presented material: **100.0%** answered “*Strongly Agree*” or “*Agree.*”
3. I gained *new skills and strategies* to apply in practice: **94.9%** answered “*Strongly Agree*” or “*Agree.*”

Summary of Open-Ended Written Responses: Comments and Suggestions

1. When asked to provide *one recommendation* for how your facility/organization can improve the patient experience of care, **76.9%** of the attendees that completed the surveys responded, and the following is a summary of the responses:
 - a. Put grievance forms in our lobby.
 - b. Put steps in place to change facility culture.
 - c. I plan to share information about the Lunch and Learns for patients with clinics in my Network.
 - d. Provide more staff education and meeting more often with patients to discuss ideas that will improve their care.
 - e. Keep a smile in my voice, stand up when on phone so I sound better.
 - f. Focusing on the words used with patients; incorporating lunch & learns
 - g. We educate our patients on the grievance procedure, but I will make sure there is a clear process for staff.
 - h. We have an action plan in place based on most recent scores developed out of Shared Governance model.
 - i. Share information with other Network facilities on strategies for addressing anonymous grievances.
 - j. Implement a clearer strategy for anonymous grievances to be made in our facility.
 - k. I feel we need to make sure to be including ALL of our teammates on the grievance process and how to initiate managing right away.
 - l. Dispersing responsibility of addressing grievances across disciplines and possibly installing a suggestion box.
 - m. I love the idea of having patients come to the clinic to meet with the IDT and another patient prior to starting at the clinic.
2. When responding to the question about whether their facility/organization has a *promising practice* related to improving the patient experience of care, **46.2%** of the attendees responded. The following is a summary of the responses:
 - a. A robust dialog with patients regarding grievances
 - b. Good IDT teamwork when addressing grievances
 - c. Incorporating patient representative into quality meetings



- d. Monthly Patient Lifestyle Group Meetings
- e. SBAR workplan format for communication & tracking of action plan items
- f. Suggestion box, language line available, frequent check-in's, education
- g. Take 5 to Tune In
- h. The IDT all go and introduce us the 1st day the patient arrives in our clinic.
- i. Thrive On Program on Quality and Safety focusing on Caring behaviors
- j. We have 2 Facility Patient Representatives who are engaged in team communication. We have a strong grievance process and review it weekly during our Core Team meetings.
- k. We have an entire program at DaVita called the Patient Experience with a ton of tools and resources to use.
- l. We will implement quarterly meetings with patients to discuss any/all concerns they may have.