

CHAPTER 1

UTILIZING THE GRIEVANCE TOOLKIT

The KPAC hopes this toolkit will help patients, family members, facilities, and Care Teams. We feel that the information can help everyone create a safe dialysis setting for each and every patient.

We know that not all people learn the same way. This toolkit has definitions, text, work-sheets, and graphs. The index of chapters shows information quickly but there is some overlap of ideas. We suggest that you take the time to read the entire toolkit and mark those areas of special interest to you and your situation.

We believe that this toolkit can be used to help patients form their thoughts and concerns. We provide tips and ideas for positively solving a grievance and provide tools for those who wish to look deeper into the grievance process.

But perhaps our biggest hope is that this toolkit will be used to open communication between patient/families and facilities **BEFORE** a concern becomes a grievance.