

CHAPTER 8

DOCUMENTATION: BEFORE PROCEEDING WITH A GRIEVANCE

Chapter 8 will show the benefits of organizing your thoughts before you decide to file a grievance and provide you with optional tools to assist you in having a record.

Organizing or forming your thoughts helps you remember exactly what happened and helps you to explain your concerns in a way others can understand. This will help you to gather the specific information or things needed by those who are investigating the grievance.

There are a couple of ways to organize your thoughts:

- 1. Write it down! While the events and concerns are fresh in your memory, write them down. This helps you to keep the facts clear and avoid purely emotional reactions.**
- 2. One of the easiest and most effective ways is to talk to a friend or family member and tell them what happened. They may be able to point out areas that aren't clear or need further explanation.**
- 3. Contact your Network. If you have concerns/things you've seen that you feel should be handled but you need help on how to proceed, your Network can help you by:**
 - a. Giving you information on the grievance process**
 - b. Making necessary calls/contacts for you**
 - c. Helping you organize your thoughts**



In this section we have provided two (2) worksheets that you can use to organize your thoughts before you file a grievance.

Note: These worksheets are for your personal use only and are not part of a formal grievance report.

Here are some tips to consider in documenting a grievance worksheet:

1. The ESRD Network can be contacted with any concern. They are there to help you with your concerns by working together with your dialysis/transplant facilities to improve the quality of care.
2. Write down all the facts of the situation
 - a. Make sure you have the details of who, what, where, when and how.
 - b. If you have willing support witnesses, make a list of them as well as their contact information.
 - c. Keep a record of exactly who you have spoken to about your concern, when you talked with them, and what was said.
3. Decide what you want to have happen from this grievance.
 - a. Be reasonable and make sure what you want applies to the problem you had.
 - b. If you have more than one thing you want that you would be satisfied with, make a list in order of importance to you.

Make sure you have the details of who, what, where, when, and how.





Grievance Preparation Worksheets

You may use these worksheets to organize your thoughts as you prepare to file a grievance

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Grievance Preparation Worksheet - #1

Date of the Occurrence/Observation: _____

1. Who is involved in this grievance? (*name everyone involved*)

2. What was the problem?

3. When did it occur?

4. Where did it take place?

5. What records/documents affect this grievance?

6. Why is this a grievance?

7. How should this grievance be settled?



8. Other related information

Grievance Preparation Worksheet - #2

Grievance Involves (check all directly involved)

Facility/Unit Staff

Name: _____ Title: _____

Name: _____ Title: _____

Name: _____ Title: _____

Physicians(s)

Name: _____

Name: _____

Other (Specify)

Describe your Concern or Grievance in Detail

