

Access to Care

Quality Insights Renal Network 4 is the End-Stage Renal Disease Network for Pennsylvania and Delaware. We are here as your source for support, guidance and information.

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QIRN 4 will assist dialysis facilities and transplant centers in adjusting to the heightened focus on patient- and family-centered care to help them optimize customer service.

QIRN 4 will establish a system for promoting awareness of all options for patients to file grievances, including the option of filing grievances anonymously. QIRN 4 is also responsible for monitoring any patient consequences that may occur as a result of contact with the QIRN 4 as well as working to ensure that patients are able to file grievances without fear of reprisal.

If QIRN 4 receives a grievance involving failure to place, involuntary discharge, involuntary transfer, or a patient at risk for involuntary discharge, QIRN 4 will:

- Immediately investigate to determine the facts of the situation, and any actions taken by the parties involved.
- Facilitate communication between the grievant and facility staff.
- Advocate for the patient while demonstrating objectivity in reviewing the facts of the situation.

If attempts to resolve the grievance are unsuccessful and the facility continues to recommend discharge or transfer, QIRN 4 will:

- Remind the facility of its obligation to provide 30-day advance notice prior to discharge or transfer.
- Remind the facility it is required to assist with alternative placement.
- Remind the facility of their responsibility to support the grievant throughout the grievance process and that no reprisal may be imposed as a result of the grievance.
- Ensure the patient's care team is involved in the discharge and transfer planning.

While it is not QIRN 4's responsibility to place patients in dialysis facilities, QIRN 4 will assist a facility with a challenging placement.