

Process Improvement to Auditing and Tracking ESRD Grievances

INCREASE VISIBILITY, TRANSPARENCY, AND IDENTIFY GAPS

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PURPOSE

- The Grievance Auditing and Tracking tool was created to track and document cases in the Patient Contact Utility (PCU).
- PCU is the CMS database used for the documentation of cases by the ESRD Networks.
- Designed internally for process improvements to ensure all cases are edited and remain in compliance with the J9.
- Grievance categories are outlined by the CMS J9 document.
- The tracking tool is categorized by sections, as seen in the chart.
- Networks can identify missing elements and ensure improvement.

METHODS TO PROCESS IMPROVEMENT

- Designed to capture the number of grievances and access to care cases opened and closed each month.
- The design is formatted into an excel spreadsheet that is easily accessible.
- Excel spreadsheet is designed to alert when a case is nearing a deadline by changing colors and counting days to the closure of the case.
- Tracking system began in May 2022.
- Documentation updated daily and checked for revisions before closure.

RESULTS

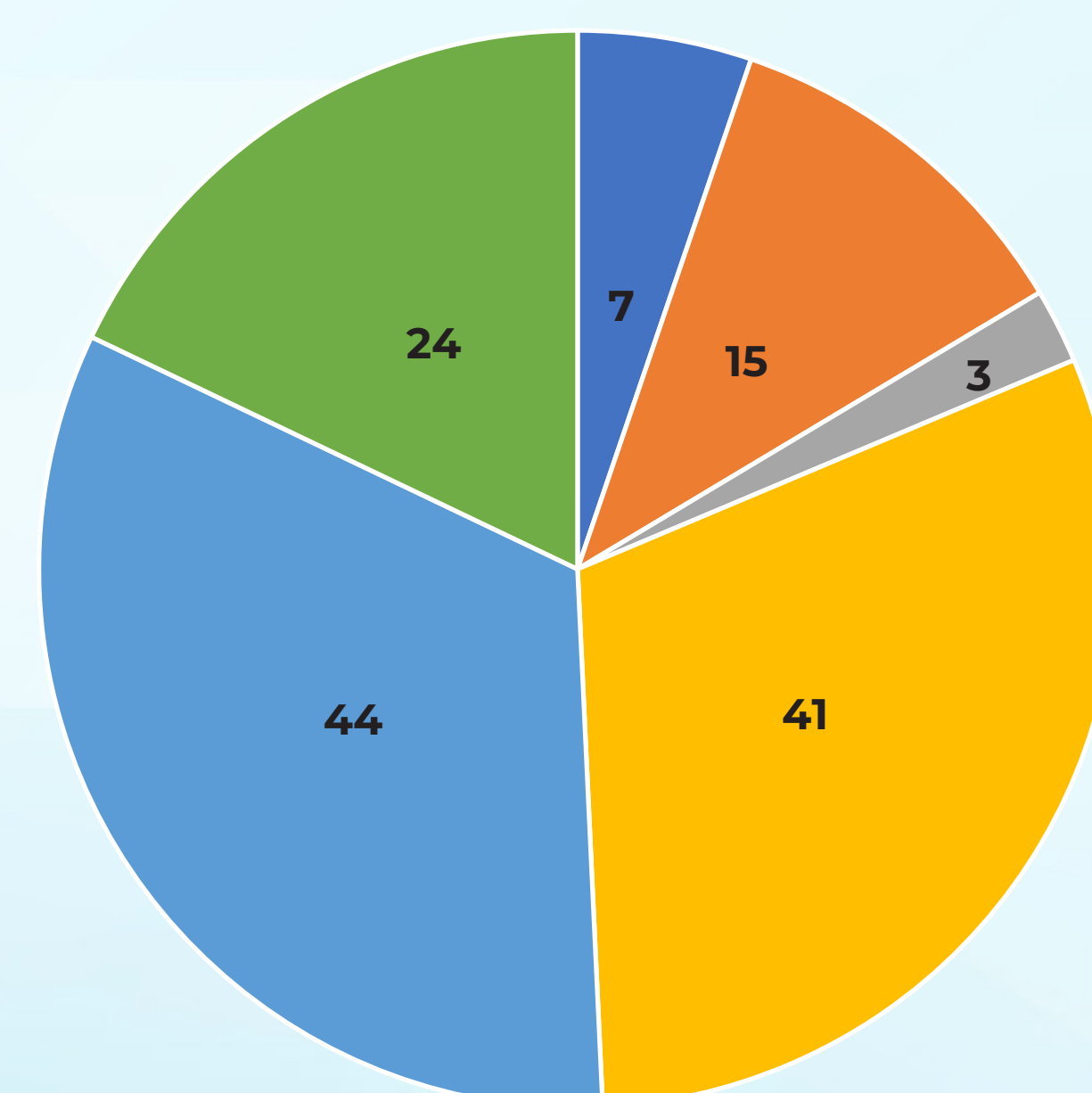
- Increase visibility of documented cases.
- Creates transparency and increases productivity.
- Identifies gaps when cases are transitioned to new case owners.
- Utilized in completing reports, including the Quarterly Focus Audit, COR reports and Process Improvement Plans.
- Ensures effective strategies are being employed to increase satisfaction in case resolutions.

General Grievance	May-Jul Qtr. 1-2022	Aug-Oct Qtr. 2-2022	Nov-Jan Qtr. 3-2022	Feb-Apr Qtr. 4-2022	YTD
Passed#/Numerator	5	4	7		16
Total#-Denominator	5	6	7		18
% Passed	100%	67%	100%	#DIV/0!	89%

PIE CHART REPRESENTATION

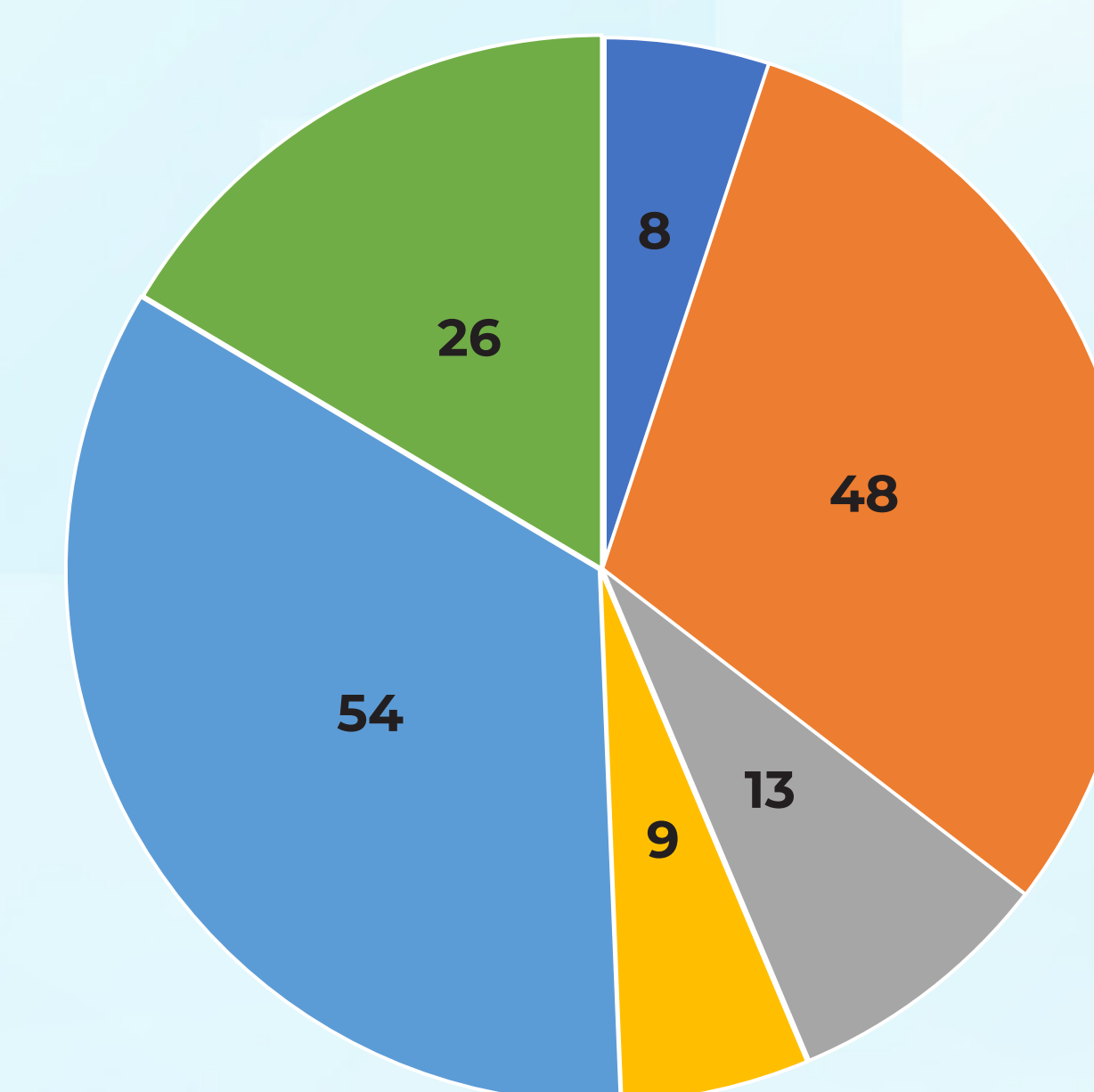
- Case Types and number of cases identified in both Networks.
- Number of cases represented in OY1.

Network 8 Case Types



■ Immediate Advocacy ■ General Grievances ■ Clinical QoC
■ Access to Care ■ Facility Concern ■ IVD/IVT

Network 14 Case Types



■ Immediate Advocacy ■ Facility/Patient Concerns
■ General Grievance ■ Clinical QoC
■ Access to Care ■ IVD/IVT

