

**Understanding the Complaint Investigation Process:
Strategies to Enhance Patient Satisfaction and Reduce Investigation Risk**

While we all hope that every patient and staff member is comfortable with the care provided in our facilities, complaints can and do occur. The information below reviews the process of complaint investigations and provides several strategies to help minimize your facility’s risks for complaints, state complaint investigations, and adverse patient outcomes.

The Process of Complaint Investigation of NDAC Accredited Dialysis Facilities		
National Dialysis Accreditation Commission (NDAC)	Centers for Medicare & Medicaid Services (CMS)	* State Survey Agency (SSA)
Complaint received and triaged for risk to patient health and safety	Complaint received and triaged for risk to patient health and safety	Complaint received and triaged for risk to patient health and safety
High Risk/Potential Immediate Jeopardy: Unannounced on-site investigation within 2 business days.	High Risk/Potential Immediate Jeopardy: Referred to the SSA for immediate on-site unannounced complaint investigation within 2 business days.	* High Risk/Potential Immediate Jeopardy: Contacts CMS for permission to conduct immediate on-site unannounced complaint investigation within 2 business days.
Moderate Risk: Facility is contacted by phone within 45 days. NDAC performs a desk review of requested records. An on-site review done at the next scheduled survey.	Moderate Risk: Referred to the SSA for triage and investigation within 45 days.	* Moderate Risk: Contacts CMS for permission to conduct investigation within 45 days.
Low Risk: Facility is contacted by phone within 45 days. NDAC performs a desk review of requested records.	Low Risk: The Complaint is referred to NDAC.	* Low Risk: The Complaint is referred to NDAC.
* For states that require ESRD facilities to be licensed, the state may conduct a complaint investigation at accredited facilities under the state’s licensing rules WITHOUT CMS permission. Several states require certain events to be reported which may result in an on-site survey to investigate the cause(s) of the reportable event.		

Strategies to Maximize Your Accredited Status:

- Maintain an open, effective internal complaint system by encouraging patients and staff to report any concerns, taking prompt action to address those concerns, and providing feedback to the person surfacing the concern. Recheck to ensure the concern “stays” addressed. Follow your facilities policies and procedures for the complaint/grievance process and review all complaints/grievances in QAPI for open discussion and to prevent re-occurrence.
- Prominently post the attached NDAC Complaint Notice for Patients and Staff. Educate patients and staff to your accreditation status, including the option of reporting concerns to NDAC.
- If your state has a “required reporting” system, copy NDAC on those reports. As part of your accreditation benefit, NDAC will review those reports and contact you if the report raises any questions or concerns. This feedback may help you prepare for a possible SSA investigation.
- If the SSA conducts a compliant investigation, notify NDAC of the event and share any report received. As part of your accreditation benefit, sharing this information will allow NDAC to suggest corrective actions to proactively address issues to lessen the risk of additional complaints.

Questions? We are here to help! Contact NDAC at 630-387-6680 or info@ndacommission.com.



Notice to Patients & Staff

RE: Filing a Complaint Concerning Dialysis Care & Treatment

This dialysis center is approved by the National Dialysis Accreditation Commission (NDAC). NDAC is an ESRD Accrediting Organization that has been approved by CMS. NDAC is focused on making sure that every patient is receiving the best treatment and care at each NDAC accredited dialysis center.

If you feel that you have received improper care or treatment, please follow the steps below to notify NDAC.

How do you submit a complaint?

- Phone: (630) 387-6680
- Fax: (630) 239-7508
- Email: complaints@ndacommission.com
- Mail:
National Dialysis Accreditation Commission
Attn: Complaints Department
800 Roosevelt Rd., Suite C-202
Glen Ellyn, IL 60137

What information should you include?

- Your name, address and telephone number
- The name and address of the facility
- The details of your concern, including date(s) and time(s)
- Name(s) of any other people who were involved or affected
- Name(s) of other people or agencies with whom you have shared this concern
- The resolution you are seeking

If I file a complaint, what will happen?

- Your name will not be shared with the facility.
- A NDAC employee will carefully review your complaint and either call or visit the facility to investigate your concerns.
- Once the investigation is completed, NDAC will contact you with the results.



Aviso a los pacientes y al personal

RE: Presentar una queja sobre atención y tratamiento de diálisis

Este centro de diálisis está aprobado por la Comisión Nacional de Acreditación de Diálisis (NDAC). NDAC es una Organización de Acreditación ESRD que ha sido aprobada por CMS. NDAC se centra en asegurarse de que cada paciente está recibiendo el mejor tratamiento y atención en cada centro de diálisis acreditado por NDAC.

Si usted siente que ha recibido atención o tratamiento inadecuado, por favor siga los pasos a continuación para notificar a NDAC.

¿Cómo presenta una queja?

- Teléfono: (630) 387-6680
- Fax: (630) 239-7508
- Correo electrónico: complaints@ndacommission.com
- Correo:
Comisión Nacional de Acreditación de
Diálisis Attn: Departamento de Quejas
800 Roosevelt Rd., Suite C-202
Glen Ellyn, IL 60137

¿Qué información debe incluir?

- Su nombre, dirección y número de teléfono
- El nombre y la dirección de la instalación
- Los detalles de su preocupación, incluyendo la(s) fecha(s) y hora(s)
- Name(s) de cualquier otra persona que estuviera involucrada o afectada
- Nombre(s) de otras personas o agencias con las que usted ha compartido esta preocupación
- La resolución que está buscando

Si presento una queja, ¿qué sucederá?

- Su nombre no será compartido con la instalación.
- Un empleado de NDAC revisará cuidadosamente su queja y llamará o visitará la instalación para investigar sus inquietudes.
- Una vez completada la investigación, NDAC se pondrá en contacto con usted con los resultados.