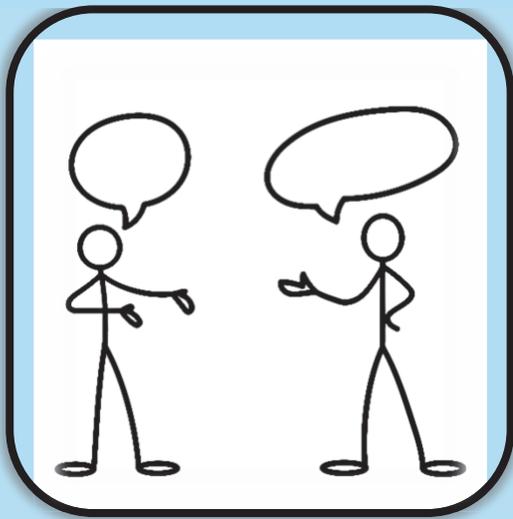


Thriving without Fear

Managing Retaliation



Fear of retaliation is common among dialysis patients. It is never okay for a patient to feel punished by anyone in the dialysis clinic.

*tool adapted from:
Heartland Kidney Network, ESRD Network 12. (n.d.) *Improving the Grievance Process, Series #3* [Brochure]. Retrieved from:
<http://heartlandkidney.org/download/huddle-grievance-retaliation/>

Health Services Advisory Group, ESRD Network 15. (n.d.) *Retaliation for Filing Grievances-Does It Exist?* [Brochure]. Retrieved from
https://www.hsag.com/contentassets/8a8df7b6f07641469ea158189df37b1d/nw15_retaliation-and-grievances-tip-sheet-and-activity_final_508.pdf

Retaliation is an act of revenge. When you share a concern related to your care and feel like you are being treated differently because you have spoken up, you may be facing retaliation.

What patients have said about retaliation:

- “Retaliation is occurring. I’ve experienced it. It’s often subtle, for example, patients can be ignored when making a simple request.”
- I have felt isolated after voicing a concern. My support system (at dialysis) is the staff, so it hurts when they stop talking to me.”
- “I have received comments from a manager and nurse that feel like a threat, such as, ‘if you’re not happy here, you can always transfer to another facility.’”

If you feel uncomfortable around a staff member because of how you are treated:

- Speak to the Charge Nurse or another staff member you feel comfortable with sharing your feelings. Remain calm and control your volume.
- Be specific and realistic about what you need.

Thoughts you want to express:

I feel _____ when _____ because _____.

Ex: I felt worried when I was told that I could go somewhere else for dialysis because it made me feel like my concerns did not matter.

Solutions for the situation:

I would feel better if _____.

Ex: I would feel better if my concern was listened to and looked into as a way to improve things.

After you have had a moment to gather your thoughts and are ready to report retaliation, contact:

- The Clinic Administrator,
- The Clinic Social Worker, or
- Your ESRD Network.
<https://esrdncc.org/en/ESRD-network-map/>

In the past 90 days, do you feel that you have been retaliated against by staff at your dialysis clinic?

Yes

No