

A Clinic Manager's View of Patient Complaints

I am grateful when my patient comes to me with a complaint. As a manager of a dialysis clinic, it is important to get feedback from the patient's point of view. We follow our policies and procedures in order to provide care, but we need to always take into account the patient's perception of their treatment. The quality of the care we provide can also be measured from the patient's point of view.

When a patient complains, that is our opportunity to improve. We need to keep our doors and our ears open. We need to know what works and what doesn't, in order to make things better. This is not the time to take it personally. In the patient's eyes, something is wrong and needs to be corrected. Bless me for I am on the other side of the machine. What can I do to make it better? Managers are in a position to create change. It is our job to take these complaints and make a positive change.

As a healthcare professional, I am responsible for care. It is my duty to be charitable with my compassion. As a manager, it is my duty to encourage others to be charitable. The next time a patient comes to you with a complaint, say to yourself, "Bless me for I am on the other side of the machine." Then realize you have the power to make a positive change.

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