

Patient and Family QAPI Meeting Participation: Action Items

Use this form to help your team manually capture action items/outcomes from your Patient/Family Representative's participation in the facility's QAPI meetings. *Using this form is optional.* If completing this form, please DO NOT SEND IT TO THE NETWORK.

QAPI Meeting Date: _____

Plan of Care

- SMEs helped identify barriers to patients and/or family members' development of plan of care and participation in POC meetings.
- SME provided ideas on how to improve patient and family members' participation in the development of Plan of Care.
- SME's feedback improved the way staff approached the Plan of Care process/meetings.
- SME worked with staff to address patient education about the importance of the plan of care and the meetings.
- Other:

Peer Mentoring

- SME identified barriers to establishing/continuing the peer mentors program at the facility.
- SME provided ideas on how to improve patients' engagement of peer mentors and peer mentees.
- SME is partnering with the staff to recruit patient mentor(s) at the facility.
- SME is working with staff to promote the patient support to mentees at the facility.
- Other:

Home Dialysis & Telemedicine

- SME identified new ways to work with patients who are not interested in home therapies.
- SME provided support/education to fellow patients about home therapies.
- SME helped arrange / participated in a lobby day focused on home therapies.
- SME assisted the facility in determining how to utilize Network, NCC and other external partners' resources.
- SME reviewed/revised patient or staff developed educational material.
- SME shared his/her experience using telemedicine.
- SME helped identify issues/barrier impacting patients' access to telemedicine.
- Other:

Transplant

- SME identified new ways to work with patients not interested in transplantation.
- SME provided support/education to fellow patients regarding the evaluation / transplant process.
- SME assisted the facility in determining how to utilize Network, NCC and other external partners' resources.
- SME reviewed/revised patient or staff developed educational material.
- SME helped arrange / participated in a lobby day focused on transplant.
- Other:

Immunization

- SME helped identify issues/barrier impacting patients' decision to vaccinate.
- SME provided support/education to fellow patients regarding immunization.
- SME assisted the facility in determining how to utilize Network, NCC and other external partners' resources.
- SME reviewed/revised patient or staff developed educational material.
- SME helped arrange / participated in a lobby day focused on immunization.
- SME shared his/her immunization experience.
- Other:

Hospital Admissions, Readmissions, and Emergency Visits

- SME assisted the facility in determining how to improve patient's comfort to call the facility with medical concerns that may lead to an ER visit (vascular access complications, shortness of breath, rescheduling missed treatment, etc.)
- SME identified new ways to educate patients about missed / shortened treatments leading to hospitalizations.
- SME provided staff with strategies to support fellow patients regarding medication adherence.
- SME reviewed/revised patient educational material regarding risk management to reduce hospitalizations/ER visits.
- SME helped arrange/participated in a lobby day with staff to promote treatment adherence (diet, meds, schedule, etc.)
- Other:

Other Topics / Actions Items

