



Empowering Partners for Improved Care

2021-2026

Goal

The dialysis facility will establish a process to sustain year-round engagement of at least two (2) patients, family members and/or caregivers in the facility's Quality Assurance and Performance Improvement (QAPI) meetings as the role of Patient/Family Facility Representative. The interdisciplinary team will brainstorm with its selected Patient/Family Facility Representative(s) and strategize initiatives to impact:

- I. Plan of Care
- II. Peer Mentoring
- III. Patient Depression Screening and Referral
- IV. Infection Rates in Skilled Nursing Facilities Dialyzing Patients (BSI NH)
- V. Home Dialysis & Telemedicine
- VI. Transplant
- VII. Immunization (COVID-19, Influenza, Pneumococcal, etc.)
- VIII. Hospital Admissions, Readmissions, and Emergency Visits
- IX. Nursing Home Dialysis Blood Transfusions
- X. Other facility relevant topics.

The facility must demonstrate having effectively established an ongoing practice of integrating patient, family or caregivers by informing the Network of participation in at least three (3) QAPI meetings each year within 2021 - 2026. Patient/Family Facility Representative recruitment should be ongoing and participation must be sustained thereafter.

Patient and Family QAPI Meeting Participation: Action Items

This task must be completed monthly whether your facility has had a Patient/Family Facility Representative (Subject Matter Expert – SME) participate in the facility’s QAPI meeting or not.

Instructions for Completing this Report

- Step 1.* Use this form to help your team manually capture action items/outcomes from Patient/Family Facility Representative participation in your facility’s QAPI meetings. Using this form is optional. If completing this form, please do not fax to the Network, see step 2.
- Step 2.* Document Patient/Family Facility Representative participation in QAPI meetings utilizing the Network’s Online Report. (Required Monthly whether your facility had a patient and/or family member participate in the facility’s QAPI meeting or not)
<https://esrdqiaforms.qualityinsights.org/nw3/epic2021/create>
- Step 3.* Print the online report before clicking submit to include a legible copy in your monthly QAPI meeting minutes. This may be used as proof of patient and family engagement to surveying agency, Network and others.

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:

Patient Depression Screening and Referral

- SMEs support staff with awareness interventions for patients relating to depression screening tools and support available in-center.
- SMEs provided interventions to encourage patients to be more open to receiving treatment referral.
- SME shared his/her personal experience managing depression.
- SME helped arrange / participated in a lobby day focused on Depression Screening / Referral.
- 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.
- Other:

Infection Rates in Skilled Nursing Facilities Dialyzing Patients (BSI NH)

- SME shared his/her personal experience to encourage patients to be more aware of infection prevention practices.
- SME helped arrange / participated in a lobby day focused on infection prevention.
- SME conducted staff hand hygiene audits this month.
- 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:

Nursing Home Dialysis Blood Transfusions

- SME shared his/her personal experience to encourage patients to be more aware of what leads to Blood Transfusions.
- SME helped arrange / participated in a lobby day focused on ways to avoid/reduce blood transfusions.
- 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.
- Other:

Other Topics / Actions Items



Yessi Cubillo

Patient Engagement Specialist

Telephone: (609) 490-0310 Ext. 2431

ycubillo@qualityinsights.org