

QUALITY IMPROVEMENT ACTIVITY (QIA) PROJECTS

- ⇒ Infections and Vaccinations
- ⇒ Home Dialysis
- ⇒ Transplant
- ⇒ Hospitalization
- ⇒ Depression

Many of these projects are also being worked on a national level, and members are welcome to participate on those, too!

Contact us today for more information about these projects and how you can be involved!

The Network is available to handle patient concerns. To file a grievance, please contact Quality insights Renal Network 5 at

**Toll-Free Number: 1-866-651-6272 or
Email: Network5@qualityinsights.org**



Quality Insights is contracted by Centers for Medicare & Medicaid Services (CMS) to oversee quality improvement efforts in dialysis and transplant programs across the Network 5 area, which covers Maryland, Virginia, West Virginia and the District of Columbia.



**Quality
Insights**
Renal Network 5

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PATIENT & FAMILY ADVISORY COUNCIL



**IMPORTANT PARTNERS IN ESRD
QUALITY IMPROVEMENT**



Patient Toll-Free Number: 1-866-651-6272

WHAT IS THE PATIENT & FAMILY ADVISORY COUNCIL (PFAC)?

The PFAC is made up of dialysis and transplant patients from around the Network 5 area.

The Patient & Family Advisory Council (PFAC) consists of at least 15 patients and family/caregivers who are affected by kidney disease.

Members are committed and informed people who are representative of the demographic characteristics of the Network's service area.

The role of the PFAC is to

- ⇒ Identify values and needs for patient education;
- ⇒ Participating in Network project workgroups to provide the patient point of view.

WHAT ARE PFAC MEMBERS' RESPONSIBILITIES?

Patients and families have stories to share about how they have experienced healthcare in their kidney disease journey. The healthcare system benefits from hearing these stories. PFAC members can help facilities and healthcare systems understand what is important to patients. Having this knowledge helps to deliver care in a way that is more sensitive to the needs of patients.

A SME is a person with great knowledge about a topic. No one has more understanding of what it means to live with kidney disease than you!



HOW DO I BECOME INVOLVED?

The Network welcomes new PFAC members like you anytime throughout the year. Be the voice!

All members are provided with an orientation and are supported by the Network and their peers. Your participation is a great way to meet other renal patients and to ensure improved care.

We welcome all kidney patients and family members/caregivers to join us in this important work!

If you are interested in joining the PFAC, contact us today!

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