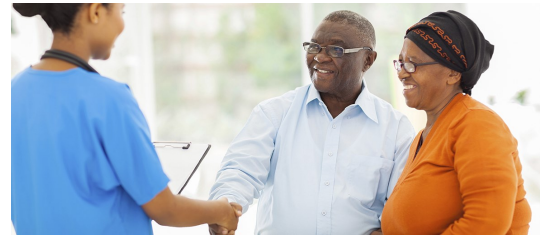


Patient Engagement in Action

Patient engagement involves patients becoming more active participants in their own care and receiving services designed to focus on their individual needs. It goes beyond providing education and involves active collaboration between patients and staff to achieve positive outcomes. Patients who are engaged in their care are more likely to achieve better health outcomes.



Start Small: Patient Engagement in Your Facility

Incorporating patient engagement can be challenging so start with small goals. As part of the *Increasing Transplant Waitlist* project, identify at least one of the below patient engagement activities to incorporate into your education.

Peer Support

- ◆ Have a patient at your facility that has been through the transplant waitlist process speak with other patients about the experience.
- ◆ Invite a transplant patient to come to the facility to speak with patients about their transplant journey.
- ◆ Key questions for peer conversations:
 - ◆ What do you know about transplantation?
 - ◆ What information has been given to you?
 - ◆ What are your concerns?
 - ◆ What questions do you have, or what other information do you need?

Open Dialogue with patients

- ◆ Talk to potential transplant candidates about the transplant process and allow an opportunity for questions. Try sitting with the patients to show them you are not too busy to discuss the process and encourage their feedback. Questions you can ask patients to engage them.
 - ◆ What are your thoughts about transplantation?
 - ◆ Do you have any fears about transplantation?
 - ◆ What questions do you have for me about transplantation?

Quality Assessment and Performance Improvement (QAPI)

- ◆ Invite a patient interested in transplant or a patient who is on the transplant waiting list to your QAPI meeting. This is an opportunity for a patient to express questions and educational needs of peers to assist the healthcare team with understanding knowledge gaps and promoting transplantation as a modality.
- ◆ Allow the patient to participate during the first 15 minutes of the meeting and be excused to allow the healthcare team to discuss confidential information. Potential questions to facilitate the conversation are:
 - ◆ What information do you wish you would have known when going through the transplant workup?
 - ◆ What can we do better or different to educate patients?
 - ◆ What do we do well when providing transplant education?
- ◆ Start small, instead of inviting the patient monthly try a quarterly invitation. If the patient cannot come to the facility for the meeting, invite them to participate by phone.



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