



ESRD Network 13

Webinar #1: Engaging Patients in Quality Assurance and Performance Improvement (QAPI)



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Meeting Objectives

- Define patient and family engagement (PFE) and share why it is important.
- Encourage (and be encouraged to) invite patients, family, and caregivers to Quality Assessment and Performance Improvement (QAPI) and/or Governing Body meetings.
- Describe how QAPI fits into PFE.
- Locate/use Network-provided materials for patient involvement in QAPI and/or Governing Body meetings.
- Discuss ways to include patients/Network Patient Representatives (NPRs) in QAPI/Governing Body meetings.

What is PFE?

Definitions

There are numerous definitions for PFE, including:

- Patients and providers working together to improve health.
- Providers encouraging patients to take an active part in their own healthcare.
- Shared responsibility between patients/families and healthcare professionals.

PFE is the act of involving patients and their families as active partners in the planning, delivery, and evaluation of patient care.

Why is PFE Important?

All patients have the right to understand and participate in care planning and decision making. This is important for many reasons, including the following; PFE:

- Can positively affect the treatment processes and outcomes.
- Facilitate the development of trust and cooperation with caregivers and in return, positively affect the delivery of care.
- Is mutually beneficial to both patients and facilities.

The NPR Program

- What is an NPR?
- Why is the Network asking facilities to have an NPR?
- What purpose does an NPR serve?

Incorporate/Activate NPRs

NPRs can assist staff to facilitate PFE at the facility level to:

- Optimize customer satisfaction.
- Improve clinical outcomes.

Empower Your NPRs

Encourage your NPRs to take leadership roles in:

- Patient education, including:
 - Organizing Lobby Days.
 - Helping with bulletin boards.
 - Assisting with the distribution of Patient Newsletters.
- Patient involvement, including:
 - Welcoming new patients.
 - Organizing patient socials and support groups.
 - Participating in QAPI and/or governing body meetings.

Potential Barriers to PFE and the NPR Program

Potential barriers include:

- Patients' health literacy limitations.
 - At what level do patients absorb, process, understand health information?
- Staff roles and ownership.
 - Is responsibility for PFE clear?
- Time.
 - Competing priorities?
- Patient differences.
 - Differing levels of expectation, interest, and culture are complicating factors.

Potential Benefits for NPRs Regarding PFE

By participating in facility-level PFE activities, NPRs:

- Feel a sense of purpose.
- Feel empowered by:
 - Facilitating connections between patients and staff.
 - Contributing through his/her involvement with the clinic's team by working on the Network QIA project.
 - Providing the “patient voice” to facility activities.
 - Serving as a peer mentors for other patients.

NPR Resources/Support

- Network 13 NPR Guidebook/lanyard
<https://www.hsag.com/contentassets/4c0779ee2b064b909e0b167b5b17f5b4/nw13nprguidefinal508.pdf>
- Patients emailed Network 13 Newsletter directly



CMS Objectives for Facility-Level PFE

CMS Wants Facilities to...

- Assist with establishment and/or marketing of patient councils, patient and family support groups, and/or new patient adjustment groups.
 - Patient-led, facility-led, educational, and emotional
- Develop policies and procedures (P&Ps) related to patient, family, and caregiver participation in the patient's care and the development of the individualized plan of care (POC) and POC meetings.
 - To help patients achieve their individual goals
- **Incorporate patient, family, and caregiver participation in the QAPI Program and/or governing body of the facility.**
 - Focus on improving the facility as a whole

§494.180 Condition: Governance (V tag 750)

This Condition addresses the overall management of the facility. It requires that an identifiable governing body demonstrate responsibility for the operation of the facility, including fiscal management, staff training and coverage, medical staff appointments and coverage, and the QAPI program.

This Condition also holds the governing body accountable for establishing an internal grievance process and decreasing the potential for involuntary discharge of patients; for emergency coverage and backup; for electronic data submission; and the relationship of the facility to the ESRD Network.

§494.110 Condition: QAPI (Vtag 626)

- *The dialysis facility must develop, implement, maintain, and evaluate an effective, data-driven QAPI program with participation by the professional members of the Interdisciplinary Team (IDT).*
- *The program must reflect the complexity of the organization & services (including those under arrangement), & must focus on indicators related to improved health outcomes & the prevention & reduction of medical errors.*
- *The dialysis facility must maintain & demonstrate evidence of its QAPI program including continuous monitoring for CMS review.*

Summarizing the Importance of QAPI

- QAPI is a data-driven, proactive approach to improve:
 - Patients' quality of life.
 - Patient care.
 - Deliver of services in dialysis facilities.
- The activities of QAPI involve team members at *all* levels working together to:
 - Identify opportunities for improvement.
 - Address gaps in systems and processes.
 - Develop and implement an improvement plan.
 - Continuously monitor effectiveness of interventions.
- QAPI is an **ongoing evaluation** of clinical processes rather than just individual problems.

How to Incorporate Patients into QAPI/Governing Body Meetings

Encourage patient involvement in the meetings by:

- Sharing data with patients.
- Asking patients to provide feedback on improvements.
- Including patients/NPRs as members of the team whenever possible.

Benefits of Patient Engagement in QAPI

Involving patients in QAPI as part of the team:

- Adds diverse perspectives and ideas that can result in solutions that appeal to a wider population.
- Gives patients/NPR(s) an opportunity to show the facility their commitment to solving a problem.
- Provides the unique perspective of patients who are able to make weekly observations and report back what they are seeing or not seeing.
- Keeps the meetings patient-centered.

How to Involve Patients: Step-by-Step

1. Select patient (NPR).
2. Invite patient.
 - a. Make it personal.
3. Let the patient know why you selected them.
4. Explain the purpose of the meeting.
5. Review the patient's role in the meeting.
6. Set the time expectation for attending the meeting.
7. Prepare the patient for meeting.

Preparing for QAPI: Before the Meeting

- Remove any patient-identifying information on reports to ensure confidentiality.
- Prepare the NPR who will be attending the meeting about what to expect. Provide:
 - An agenda.
 - A topic for the patient to present on.
- Inform other staff members who attend the meeting that the NPR will be present and to plan accordingly.
- Confirm that the NPR will attend the day before the meeting.

During QAPI: At the Beginning of the Meeting

- Introduce all members by name and role.
- Introduce the patient and explain his/her role in the meeting.
- Explain the purpose of the meeting.
- Make sure that there is time on the agenda to ask the patient open-ended questions.
 - During the first 10 minutes of meeting.

During QAPI: Solicit Patient Input

Ask the patient direct questions, such as:

- *What would be the best way to _____?*
- *Based on this report, what do you think are important next steps toward improving patient experience of care or outcomes?*
- *What are some challenges or barriers to _____ from your perspective?*
- *What do you think is the best way to approach _____?*

After the QAPI Meeting

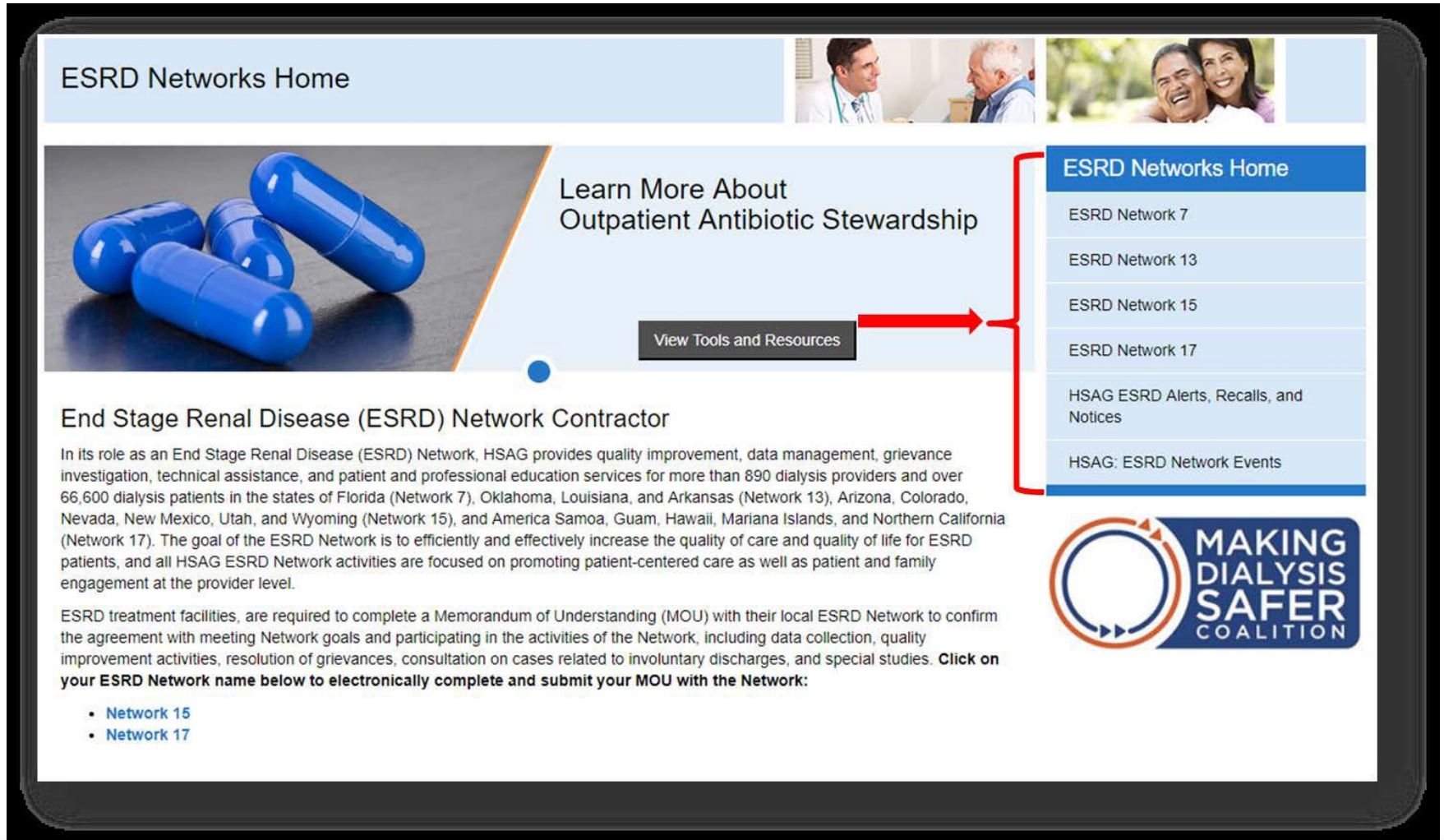
- Document all patient participation in the meeting minutes.
- Debrief with staff to determine what worked well with including the patient in QAPI and how to improve for the next meeting.
- Follow up with the NPR by keeping the him/her informed of any progress on hot-topic issues that were discussed.
- Ask the NPR to provide feedback from his/her experience with participating in QAPI.
 - The staff member should share the patient's feedback at the next QAPI meeting
- Thank the NPR for attending the meeting and providing his/her perspective.

Locating Network 13-Provided Resources

To locate important resources for engaging patients, family, and caregivers in QAPI and/or Governing Body meetings:


- Go to **www.hsag.com**.
- Click on **[ESRD Networks]**.
- Click on **[your ESRD Network 13]**.
- Click on **[Patient and Family Engagement]**.

Locating Network-Provided Resources: HSAG: ESRD Networks Landing Page



The screenshot shows the HSAG ESRD Networks Landing Page. At the top left, there is a header "ESRD Networks Home" with a light blue background. To the right of the header are three small images: a doctor talking to an elderly patient, a doctor talking to a younger patient, and a smiling couple. Below the header is a large banner with a blue background. On the left side of the banner is an image of several blue capsules. On the right side, the text reads "Learn More About Outpatient Antibiotic Stewardship". Below this text is a dark grey button labeled "View Tools and Resources". A red arrow points from this button to a vertical navigation menu on the right side of the page. The menu has a blue header "ESRD Networks Home" and several light blue items: "ESRD Network 7", "ESRD Network 13", "ESRD Network 15", "ESRD Network 17", "HSAG ESRD Alerts, Recalls, and Notices", and "HSAG: ESRD Network Events". Below the menu is the logo for the "MAKING DIALYSIS SAFER COALITION", which features a circular graphic with arrows and the text "MAKING DIALYSIS SAFER COALITION".

ESRD Networks Home



Learn More About Outpatient Antibiotic Stewardship

[View Tools and Resources](#)

ESRD Networks Home


- ESRD Network 7
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End Stage Renal Disease (ESRD) Network Contractor

In its role as an End Stage Renal Disease (ESRD) Network, HSAG provides quality improvement, data management, grievance investigation, technical assistance, and patient and professional education services for more than 890 dialysis providers and over 66,600 dialysis patients in the states of Florida (Network 7), Oklahoma, Louisiana, and Arkansas (Network 13), Arizona, Colorado, Nevada, New Mexico, Utah, and Wyoming (Network 15), and America Samoa, Guam, Hawaii, Mariana Islands, and Northern California (Network 17). The goal of the ESRD Network is to efficiently and effectively increase the quality of care and quality of life for ESRD patients, and all HSAG ESRD Network activities are focused on promoting patient-centered care as well as patient and family engagement at the provider level.

ESRD treatment facilities, are required to complete a Memorandum of Understanding (MOU) with their local ESRD Network to confirm the agreement with meeting Network goals and participating in the activities of the Network, including data collection, quality improvement activities, resolution of grievances, consultation on cases related to involuntary discharges, and special studies. **Click on your ESRD Network name below to electronically complete and submit your MOU with the Network:**

- [Network 15](#)
- [Network 17](#)



Locating Network-Provided Resources: Patient and Family Engagement



[Home](#) [About](#) [Careers](#) [Events](#) [Contact](#)

You are here: [Home](#) [ESRD Networks Home](#) [ESRD Network 13](#) [Patient and Family Engagement \(PFE\)](#)

Patient and Family Engagement (PFE)



The Centers for Medicare & Medicaid Services (CMS) recognizes that patients, families, and caregivers are essential partners in the effort to improve the quality and safety of healthcare provided to all patients. It is only by including them as active members of their own healthcare team that quality can be improved and care become more patient-centered; by fully engaging patients, families, and caregivers in the design, delivery and evaluation of care, it is made safer, treatment plan adherence is increased, and hospital readmissions are reduced. Research shows that individuals who feel responsible for their own health tend to have better health outcomes.

The resources found here will help all participants on the healthcare team to fully engage in the process of care for end stage renal disease (ESRD) patients.

The following tip sheet can assist facility staff to establish the genuine engagement with patients that is essential in the provision of high-quality healthcare and to achieve improved healthcare outcomes.

- [Tips to Improve Patient Engagement at the Facility Level](#)

For Providers

[Including Patients in Quality Assurance and Performance Improvement \(QAPI\)/Governing Body Meetings](#)

[Supporting and Creating Patient Groups](#)

[Including Patients and Their Goals in Their Plan of Care \(POC\)](#)

[General Resources](#)

ESRD Network 13

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[For Patients and Families](#)

▶ [Patient and Family Engagement \(PFE\)](#)

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Tools: Nothing About Me Without Me!



Nothing About Me without Me

Including Patients in QAPI and Governing Body Meetings

The Department of Health and Human Services National Quality Strategy's new focus on better care for the individual through beneficiary- and family-centered care involves working *with* patients rather than doing *to* or *for* patients. Such partnerships are mutually beneficial to the patients and the facility. Involving patients in your facility's Quality Assurance & Performance Improvement (QAPI) and/or Governing Body meetings can be an effective means of engagement and partnership. Below are some ideas for getting started.

Before the Meeting

Select the Patient/Family

- Look for individuals who have demonstrated **interest in partnering** care of a family member.
- Consider those who have offered **constructive ideas** for change and staff and physicians better understand the patient perspective.
- Seek individuals who can:
 - **Share insights** about their experiences in ways that others can
 - **Listen** well.
 - **Respect** the perspectives of others.
 - **Speak comfortably** in a group with candor.
 - Show a **positive** outlook on life and have a sense of humor.
 - Work in **partnership** with others.

Invite the Patient

- Invite the patient but do so out of earshot of other patients.
- Share the **purpose** of the meetings and **why** they are being invited.
 - Use patient-friendly language/no jargon.
 - Make it personal: "We've noticed that you interact well with other patients and have a real interest in your care, the facility, and what goes on here..."
- Review the patient's **role** in the meetings. Let them know if he/she is attending:
 - In an advisory, ad hoc, or non-voting member capacity.
 - To offer suggestions for improved patient involvement with ideas and strategies for improved care.
 - To share his or her experience with other patients, if they are comfortable doing so.
- Provide information on **topics** usually covered in meetings and answer any questions the patient might have.
- Consider the patient's availability when **scheduling** meetings.
- **Provide the invitation in writing** with the meeting date, time, and location.
- Request that the patient inform you (RSVP) if they will be participating by a certain date.
- If the patient says they will participate:
 - **Provide the patient** with the *QAPI Patient & Family Meeting Notes*.
 - **Educate patient** on topics covered.
 - **Ask** if he or she has any questions.

Staff Preparation

- Go through ALL reports that will be reviewed while the patient is present and **remove any patient-identifying information**.

Tools: Patient and Family Meeting Notes



Quality Assessment & Performance Improvement (QAPI) Patient & Family Meeting Notes

QAPI is a formal system that utilizes data and information to make long-term, effective quality improvements. *You* are a vital part of this improvement team because of your unique perspective. Decisions and protocols developed by this team will impact patients on the ground floor. As a patient, you are in a position to make repeated observations of most quality initiatives and how they are being, or not being, implemented. Your reports regarding patient and staff adherence is a critical step in the improvement process.

Before the Meeting

To prepare for the meeting, it may help to think about any questions, concerns, or feedback you and/or other patients in your facility may have. Some topics to consider are:

- Suggestions for improvement of facility performance
- Concerns/Feedback
- Facility Quality Improvement Activities (QIAs)
- Patient Experience of Care/ ICH CAHPS
- Patient and family engagement at the facility level
- Safety
- Emergency Preparedness
- Hospitalizations
- Patient Immunizations
- Staff Immunizations
- Transplant
- Bloodstream Infections (BSIs)
- Kt/V dialysis adequacy
- Access: fistulas/catheters
- Anemia management
- Mineral metabolism (serum phosphorus and calcium)

You should have been advised of the topic(s) being discussed at the meeting in advance.

During the Meeting

Your role in the QAPI meeting is advisory in nature. You are encouraged to offer suggestions for improving patient involvement and to provide ideas and strategies for improving care. Staff may ask you for your opinion and/or to share your experiences in various areas to enhance the experience of care for all patients in your facility. If you do not understand something, do not hesitate to ask questions! For example, staff may use unfamiliar acronyms.

After the Meeting

You are welcome to follow up with the facility administrator or clinic manager about any unanswered questions or the status of an activity or issue. Continue to share your ideas with staff. Inform them if you would be interested in attending a QAPI meeting again in the future. If you are comfortable, you are welcome to share your experience with other patients.

Call to Action!

Include your NPR in your next QAPI and/or Governing Body meeting.



Mark Your Calendars

The next required PFE webinar—Support Groups
is scheduled for:

April 9, 2019 1:00–1:30 p.m. CST



Additional Sources and Resources

- http://www.esrdnetwork.org/sites/default/files/content/pdf/PC%20PE/Support_Group_Guidebook_AAKP.pdf
- <http://esrdnetworks.org/resources/toolkits/mac-toolkits-1/qapi-toolkit/qapi-toolkit/view>
- <https://www.ahrq.gov/professionals/quality-patient-safety/patient-safety-resources/resources/esrd/esrdpatfamengage.html>
- Institute for Patient- and Family-Centered Care. *Partnering with Patients and Families to Enhance Safety and Quality: A Mini Toolkit. TIPS FOR GROUP LEADERS AND FACILITATORS ON INVOLVING PATIENTS AND FAMILIES ON COMMITTEES AND TASK FORCES*. Bethesda, MD:
<http://www.ipfcc.org/resources/downloads.html>

Additional Sources and Resources (cont.)

- The Universal Patient Compact: Principles for Partnership. National Patient Safety Foundation. 2008.
http://www.npsf.org/wp-content/uploads/2012/02/Patient-Compact_PSAW-2012.pdf.
- U.S. Department of Health and Human Services. Office of Disease Prevention and Health Promotion Quick Guide to Health Literacy: Fact Sheet.
<http://www.health.gov/communication/literacy/quickguide/factsbasic.htm>.

Thank you!

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