

Tips to Improve Patient Engagement

The following tips can assist your staff in establishing the genuine engagement with patients that is essential in the provision of high quality healthcare and achieving improved healthcare outcomes.

☐ Actively promote patient involvement in their care.

- Create an expectation that setting at least one personal goal for the patient's plan of care is important to achieving quality of life and good clinical outcomes.
 - Incorporate personal goals into the patient's care plan.
 - Create a plan for the Interdisciplinary Team to actively support patients' efforts to achieve their goal(s).

☐ Encourage patients to speak up about their care experience.

- Build trusting relationships between staff and patients through open communication and collaboration.
- Understand patients' concerns about retaliation for speaking up.
 - Contact Network 13 to obtain materials regarding staff training on understanding retaliation from the patient perspective.
- Place a suggestion box in the lobby.
 - Check it regularly.
 - Respond, acknowledge, and have a follow-through process for handling suggestions consistently and promptly.
- Post generalized (not patient-specific) facility responses to patient concerns in the lobby.
- Review both the internal and external grievance processes with each patient during the annual care plan process.

☐ Identify and support peer mentors.

- Mentoring opportunities include but are not limited to:
 - New patient welcome and orientation from the patient perspective.
 - Employed patients sharing their experiences with peers about how they manage work and dialysis.
 - Supporting other patients in reaching their personal goals.
 - Supporting staff education about clinical issues, such as vaccination, vascular access, treatment modalities, etc., by addressing these issues from the patient perspective.

☐ Identify and mobilize patient leaders to:

- Partner with staff to identify topics of interest towards creating bulletin boards in the lobby.

- Partner with staff to decorate the facility during holidays and/or plan other social activities.
 - Partner with staff and/or other patients to create a peer support group.
 - Partner with the dietician and pass out kidney-friendly recipe cards to fellow patients.
 - The dietician could provide a sample taste of the kidney-friendly recipe.
 - Participate in new staff training by providing the patient perspective to them about:
 - Dialysis
 - The importance of patient/staff relationships, communication, and collaboration
 - Help patients apply to participate as a member of the Network 13 Patient Advisory Committee (PAC) in November.
- ☐ Include patients in the facility's Quality Assessment and Performance Improvement (QAPI) Program
- Make patient engagement a standing agenda item for QAPI meetings, as well as a standing topic for patient care planning.
 - Discuss patient/family engagement opportunities, activities, and barriers to patient engagement during QAPI meeting.
 - Post In-Center Hemodialysis Consumer Assessment of Healthcare Providers and Systems (ICH-CAHPS) survey results.
 - Enlist patients to assist staff in developing quality improvement efforts.
 - Involve patients in facility-specific or corporate quality improvement activities (QIAs).
 - Task forces, teams working on patient safety, customer service.
 - Involve patients in Network and/or facility QIAs.
 - Provide patients with monthly or quarterly update from QAPI meeting and what is going on at the clinic.
 - Include time during the monthly QAPI meeting for patient reporting of patient/staff collaboration on QIAs.
 - Patient(s) would not be required to attend the entire QAPI meeting.
- ☐ Include patients in the facility's Governing Body.
- Discuss patient/family engagement opportunities, activities, and barriers to patient engagement during Governing Body meetings.
 - Include time during Governing Body meeting for patient reporting from the patient perspective on patient engagement activities in the facility.
 - Patient(s) would not be required to attend the entire Governing Body meeting.