



Patient Experience of Care Learning and Action Network (LAN) Event

October 24, 2018

Streaming Audio

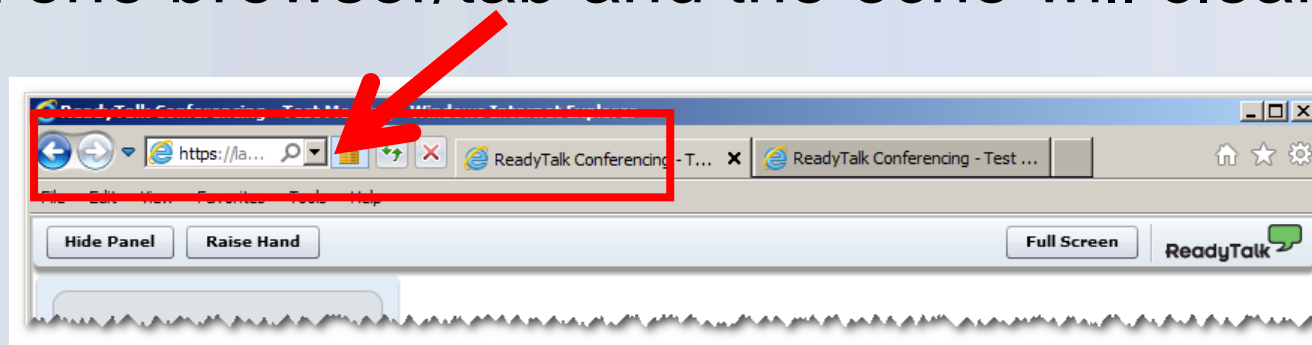
- **Audio for this event is available via INTERNET STREAMING - No telephone line is required.**
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- NOTE: A limited number of phone lines are available if you are experiencing poor audio quality – send us a chat message!



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Troubleshooting Echo

- Hear a bad echo on the call?
- Echo is usually caused by multiple connections to a single event.
- Close all but one browser/tab and the echo will clear up.

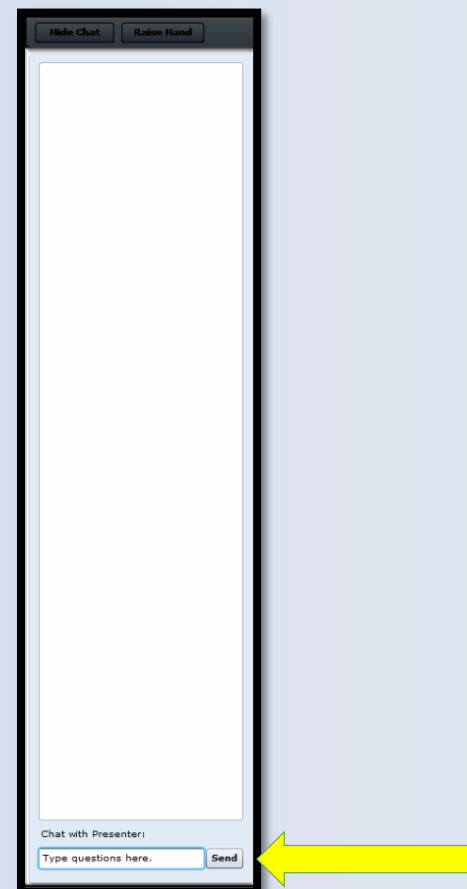


Example of Two Connections to Same Event

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Submitting Questions

Type questions in the “Chat with Presenter” section, located in the bottom-left corner of your screen.



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CE Credit Process: Certificate



Patient Experience of Care (PEOC) Learning and Action Network (LAN) Call - October 24, 2018

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If you do not receive an email after you register, please have your IT staff allow automatic emails from the following domain: hsag.com. Most healthcare facilities block automatic replies. You will need to be able to receive these automatic responses for future events too.

Another way to get around the automatic response issues with healthcare facilities is to register under your personal email account.

New User Link:

<https://lmc.hshapps.com/register/default.aspx?ID=0b510d39-dc60-4475-8b5b-78c887012dda>

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Submit Feedback



Patient Experience of Care (PEOC) Learning and Action Network (LAN): Applying Net Forward Energy in Patient Care

October 24, 2018



Objectives

- Introduce Net Forward Energy
- Review PEOC LAN topics from previous events
- Apply Net Forward Energy to the grievance process, relationship-centered care, and psychological challenges for dialysis patients



Polling Question

Let's discover who is on the call today. Please select the one title that best represents who you are:

- Facility Administrator
- Social Worker
- Nurse
- Dialysis Technician
- Dietician
- Patient
- Caregiver
- Centers for Medicare & Medicaid Services (CMS)



Why Am I on the Call Today?

I am attending this series of calls because I...

- Want to improve staff and patient relationships.
- Am ready to do things differently and I want to understand how I might be able to do that.
- Am curious about what makes a LAN successful.

Please select the one answer that most closely represents why you are on the call today.



Introduction to Net Forward Energy



Net Forward Energy is Choosing to Be...

- Present in the moment
- Curious enough to question thoughtfully
- Anticipating the needs of others
- Flexible enough to test and learn at every level
- Listening and observing in order to teach back
- Fearless in my encounters
- Purposeful and passionate of my choices and work
- Empathetic to both fortunate and unfortunate situations

Two Kinds of Energy, Thoughts, and Statements

Positive +

- Take responsibility
- Opportunity
- What we can do
- Take action
- Be proactive
- Good stories
- Open and perceiving

Negative –

- Assign Blame
- Problems
- What we can't do
- Wait and wish
- Be reactionary
- Bad stories
- Judgmental



Net Backward Energy

- Why did that happen?
- What's the problem?
- Who did that?
- Why did you do that?
- Don't you know any better?
- Who wants to tell the boss about this?



We Get More of What We Focus On

Focus On:

- Success – More Success
- What Works – More of What Works
- Good Stories – More Good Stories
- Good Results – More Good Results
- Problems – More problems

We choose what we focus on ...



Five Steps of Net Forward Energy

1. What is already working?
2. What specifically is causing it to work?
3. What do we want to accomplish?
4. What are the benefits of reaching the goal? What are the costs of not reaching the goal?
5. What can we do more of, better, or differently to move closer to what we are trying to accomplish?



LANs

Provide the opportunity to convert personal knowledge and experiences into shared common knowledge by joining together and sharing information that is valuable to both patients and healthcare providers.

This year the PEOC LAN:

- Shared the Forum of ESRD Networks Grievance Toolkit.
- Introduced how relationship-centered care is different from patient-centered care.
- Discussed the psychological challenges that dialysis patients face.



Applying Net Forward Energy

What are the Benefits vs. the Costs of Not Engaging in Net Forward Energy?



Benefits

- Better quality of life for patients
- Joy in the workplace
- Facility improvement on Dialysis Facility Compare (DFC)
- Quality Incentive Program (QIP) incentive increase

Costs

- Poor quality of life for patients
- Workplace apathy
- Facility decline on DFC
- QIP penalty or decrease



Net Forward Energy and Grievances

Chat Question and Discussion:

How might we apply Net Forward Energy to the grievance process at the facility level?



Net Forward Energy and Psychological Challenges

Chat Question and Discussion:

When thinking about positive energy, thoughts, and statements, how might we use these to improve the patient experience during dialysis?

Net Forward Energy and Relationship-Centered Care



Your relationships are positive; your patient load is manageable; your patients are compliant to their treatment plan.

Chat Question and Discussion:

- What elements of this are working to cause this success?
- What specifically causes it to work?
- How can you make more of that positivity to create better outcomes for all dialysis patients?



What Can I Do to Infuse Net Forward Energy Into My Work Flow?

Chat Box Question and Discussion

Participants respond in the chat box. Call moderator presents responses.

Net Forward Energy Patient Experience of Care Pledge



Patient Pledge

I pledge to create at least one positive encounter with my care team, no matter how complex or complicated my personal situation has become.

Provider Pledge

I pledge to incorporate at least one positive action into every encounter that I have with every patient that I care for, and I am committed to owning any opportunity that I encounter until it is satisfied.



Thank you!

Contact Information:

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Thank you!