



Emergency Preparedness: An interview with Bronx Center for Renal Dialysis Social Worker, Grisel Maisonet, LMSW, NSW-C, supported by the Facility Administrator Annette Hyde and Nurse Manager Cherry Rosero.

What was the purpose of your patient education meeting?

I wanted to provide education and information about how patients need to be accountable for their survival during an emergency. My goal was to provide this information to patients individually, or in small groups to encourage conversations and to be able to address their questions/ concerns, all without interrupting their schedule, instead by adding to it.



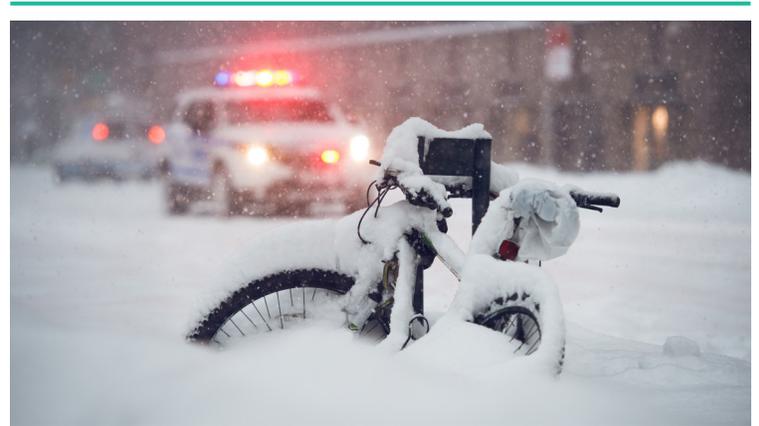
Grisel Maisonet,
LMSW, NSW-C

How often do you have patient education meetings?

According to feedback from our PAC members, it would be ideal to try to have them quarterly. I am new to this facility. The center conducts emergency preparedness education for patients and staff is conducted on a quarterly basis.

For more information about patient engagement, Network-hosted webinars are available for viewing on the Network's website:

<https://network2.esrd.ipro.org/events/>



So far this year, I've coordinated two:

- **Patient Appreciation Days**, back-to-back days in August 2019 during which time, guest speakers provided education to patients in English and Spanish regarding: Access care, home care services requisites and benefits, kidney transplant options, mental health services, transportation services and renal diets.
- **Emergency Preparedness** 10/2019 –cover Tuesday/ Thursday/ Saturday patients and staff (and second date scheduled for 11/2019 to cover all Monday/ Wednesday/Friday patients and staff) I invited the **NYC Emergency Management/ Ready NY/ Community Emergency Response Team (C.E.R.T.) PROGRAM** to Educate our patients and staff regarding emergency preparedness (snow blizzard/ power outage/ terrorist threat/ severe weather, school closures, subway disruptions and traffic advisories).

What was the response from your patients related to Emergency Preparedness?

Patients appreciated both individualized attention and group activities. If you sprinkle education in their native tongue it, makes the activity more personal and that's the goal. The goal is for patients to feel that we are focusing on topics they need to be aware of and that we are sensitive to their cultural and language needs by providing information in their primary language (which helps guarantee understanding of the topic). It's also important to remind patients after the information is provided that each person is responsible and accountable for his or her own health .



How do you find your speaker?

I am a social worker, I believe in actively seeking educational forums offered via commercials, posters and online sites (preferably free of charge).

I had established a relationship with the C.E.R.T. team since I had invited them to be guest speakers for a PAC meeting held while working for another facility last year.

<https://www1.nyc.gov/site/em/ready/request-event.page>

What would you recommend to other facilities interested in having an Emergency Preparedness Education day?

I recommend the following:

- Request a bilingual speaker to accommodate patients whose primary language is other than English.
- Request materials (in English and secondary language) to arrive a week before hand so that the social worker and staff can prepare give-away packets in advance.
- Invite the PAC members to assist in distributing the giveaways to the other patients.
- Post flyers 30 days in advance in the lobby and the weigh areas so that patients look forward to this fun event. Add a note about the event in the social work bulletin.
- And then individually distribute flyers to patients with the help of the unit staff so that everyone is involved. This way your patients can post it on their fridge as a reminder.
- Prepare an emergency go bag and then raffle it to the patients.

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