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# Welcome to the ESRD Network of New York Patient Engagement Quality Improvement Activity

We will be starting the webinar momentarily

August 14, 2018

1pm



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# NW2 Patient and Family Engagement Best Practices

August 14, 2018

# Housekeeping Reminders

- Be present and engaged in our topic presentations
- Please be prepared for sharing and actively participating in the open discussion
- Send in your questions/comments in the chat
- Remain open-minded and respectful in hearing other's opinions

# Meeting Host



## **Erin Baumann**

Patient Services Director

**ESRD Network of New York**

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516 209 5622 – Access to Care

516 209 5624 – Case Consultations

# Agenda Topics

- Patient Engagement Overview
- Facility Patient Engagement stories
- Educational Resources

# IPRO End Stage Renal Disease (ESRD) Network

## Mission

- To promote healthcare for all ESRD patients that is safe, effective, efficient, patient-centered, timely and equitable.

## Role and Responsibilities

- Improve quality of care for individuals with ESRD.
- Promote patient engagement and patient experience of care.
- Process grievances from patients, or their representatives by conducting confidential investigations.
- Support emergency preparedness and disaster response.
- Provide education and resources to individuals with ESRD, dialysis facilities and transplant centers.

# Learning Objectives

- Learn about the role of Patient and Family Engagement in dialysis facilities
- Demonstrate an understanding of the resources discussed related to QAPI and support groups
- Apply the information to your own facilities Patient Engagement activities
- Learn more about the best practices in other dialysis facilities

# Patient and Family Engagement



# Quality Assurance Performance Improvement (QAPI):

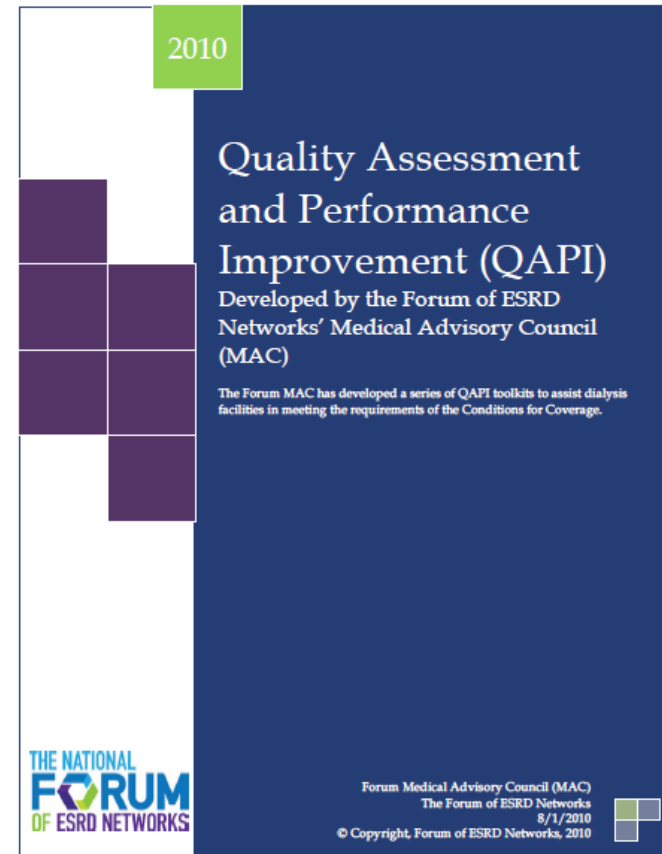
## How does the facility's QAPI meeting include patient and family participation ?

- **Ways to incorporate:**
  - Share data with your patients
  - Ask patients to provide feedback on improvements
  - Include patients as advisors

# Forum of ESRD Networks Toolkit

## QAPI project:

- Define the problem that needs to be addressed, and state the intended goal
- The goal should be specific, measurable and obtainable



# Patient and Family Meetings

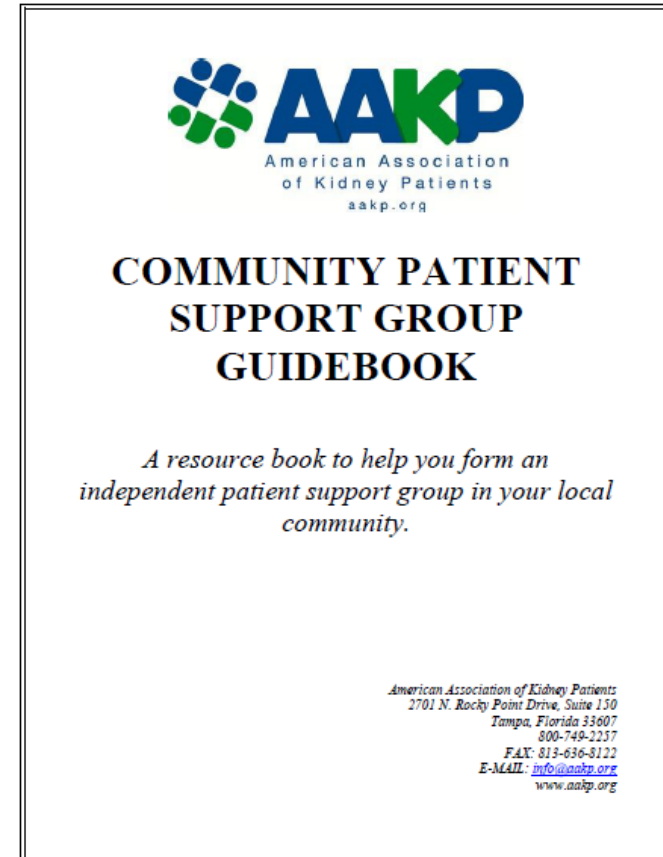
- Patient Council
- Support Groups
- Vocational Rehabilitation Groups
- New Patient Adjustment Group

## Tips:

- Entire team involved in the support group – support from administration
- Designated day / time each month
- Establish rules of the group, regulations
- Education meeting with a theme (diet, etc.) with support
- Encourage patients to form their own groups

# Patient Engagement at the Facility level

- Benefits:
  - Place to share common concerns and issues
  - Provides valuable information
  - Teaches coping skills
  - Provides emotional support and can assist with reducing feelings of loneliness



# Questions?



# Poll Question



Do you include patient feedback in your QAPI projects?

# Facility Patient Engagement Best Practices



# Facility Patient Engagement Stories

## Olean General Dialysis

### How does your facility support patient engagement?

*“There is a Patient suggestion box in the waiting room. During annual assessments patients are encouraged to participate in their care planning process staff encourage patients to ask questions regarding anything they do not understand or wish to be further educated on. The dietician has an education board with updated information monthly.”*



# Poll Question



In your facility, do you have a suggestion box for patients and families to give their comments / feedback?

# Facility Patient Engagement Stories

## Rochester General Hospital: Bay Creek Dialysis Center

### How does your facility support patient engagement?

*“Our patient engagement committee began when we realized that we needed to improve on many of the dialysis awareness issues, such as transplant, reducing catheters, reducing infection rate, etc.”*

# Poll Question



Do you have a patient committee in your facility?

How has this committee affected the processes in your facility?

# Facility Patient Engagement Stories

## Huntington Artificial Kidney Center

### How does your facility support patient engagement?

*“Peer Mentorship, Family picnics, Unit games like bingo, funny hat day, etc., Birthday and holiday celebrations, Lobby days for home modalities, Home modality parades, Bulletin boards of patients pets, grandchildren, features patient art.*

# Poll Question



Do you celebrate holidays and birthdays in your facility?

# Open Forum



# Patient Engagement Resources



# Resources:

## AAKP: Support Groups in New York

- <https://aakp.org/wp-content/uploads/2018/05/Support-Groups-New-York-5-16-18.pdf>
- Community Patient Support Group Guidebook

## The National Forum of ESRD Networks

- <http://esrdnetworks.org/resources/toolkits/mac-toolkits-1/qapi-toolkit/qapi-toolkit/view>

## Agency for Healthcare Research & Quality (AHRQ)

- <https://www.ahrq.gov/professionals/quality-patient-safety/patient-safety-resources/resources/esrd/esrdpatfamengage.html>



# Thank You for joining us today!

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