

Quality Assurance and Performance Improvement (QAPI) begins with the individuals you serve in the dialysis facility. Invite a patient to attend a few minutes of your QAPI meeting. Patients have great ideas and insight into the operations of the facility. They can provide feedback about your facility, the staff, the culture of the facility, projects, and other initiatives in your facility.



Review your facility census. Identify at least one patient who could be a Facility Patient Representative for your clinic. Consider those patients who are engaged in their care.



Once a representative or patient is identified, provide education about QAPI. Keep it simple and explain the purpose and the patient's role. Identify a topic for the patient to provide feedback on. Below are a few examples:

1. Based on the most recent In-Center Hemodialysis Consumer Assessment of Healthcare Providers and Systems (ICH-CAHPS) results, discuss areas for improvement.
2. Have a patient who has gone through the transplant process or home training provide feedback about the process and if there are areas that need to be improved.
3. Provide feedback on the culture in the clinic.
4. Share ideas for decreasing missed/shortened treatments.
5. Share observations of infection control practices.
6. Identify nutritional barriers.



Invite that person to attend your monthly QAPI meeting for the first 10-20 minutes. Attendance can be in person, by phone, a virtual platform, or another way, such as email. Afterwards, the patient can leave or disconnect from the call/virtual visit, and the team can continue the meeting.



Afterwards, integrate the feedback provided into practice. You can invite a different person to the next QAPI meeting or invite someone to join quarterly. Then follow up with the individual to determine if there have been positive changes. Encourage patients to continue sharing feedback with the staff and in QAPI meetings.

Benefits:

1. Increased patient engagement
2. Better understanding of the facility's processes, policies, and procedures
3. Improved patient satisfaction