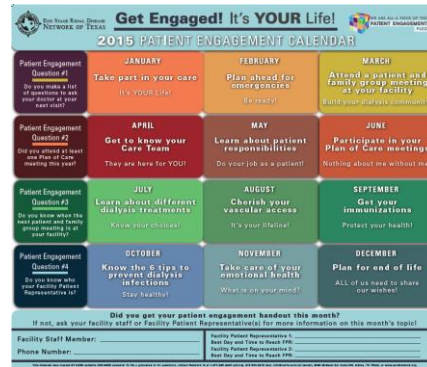




The End Stage Renal Disease Network of Texas, Inc.

4099 McEwen Road Suite 820 Dallas TX 75244 972-503-3215 fax 972-503-3219 www.esrdnetwork.org

A Division of Alliant Quality



Dear Facility Patient Representative (FPR),

The ESRD Network of Texas Patient Advisory Committee (PAC) along with the Network 14 staff has updated patient educational materials that provide information on a different subject monthly that is important to the ESRD patient. These materials go hand-in-hand with the Patient Engagement poster that should be posted in your facility.

As FPR for the facility, you have an important role in improving the patient experience at the facility. Work with your Social Worker to provide copies of the monthly handouts to all of your patients. These handouts are available in both English and Spanish. Learn as much about the monthly subject that you can beforehand so you can answer questions your fellow patient might have. If you do not know the answers feel free to tell the patient to talk to someone from their healthcare team. For more information about this project, please contact your social worker.

Sincerely,



The Patient Advisory Subcommittee for Patient Engagement Calendar

General Activities

- Be the facility's go-to-patient-expert to explain the monthly subjects to other patients and why it is important to understand the information in the handouts
- Ask your Social Worker about facility Quality Improvement (QI) meetings (these are held monthly) and attend to discuss the monthly subjects. Also look for information from the facility leadership that will help you learn about the monthly subjects.
 - What is a QI meeting? A QI meeting is different than the meeting that you have with your healthcare team to discuss your personal health. A QI meeting will have the facility leadership talking about how to have the clinic offer its patients quality services, ensure a safe environment for patients and staff, and meet all governing requirements and rules. The leadership also discusses specific patient information in which you would have to leave the meeting during these talks. If needed, have the facility call the Network for help.
- Help your facility leadership in recruitment of additional FPRs
- Putting up a FPR recruitment poster in the lobby
- Introduce yourself to patients on your shift.
 - Voluntary suggestion - put out flyer with *your* name and contact number, and possible picture

Handouts

- Distribute handouts to patients, briefly explain the subject
- Answer any questions that the patients might have about the subject.
- Refer patients to healthcare team for questions that you cannot or do not feel comfortable answering

Patient Group Discussion

- Make plans with facility staff to hold a group discussion with other patients each month and review information concerning the handout for that month
 - Notify patients of time and place that group discussions will be held
 - Encourage fellow patients to attend and share their opinion, viewpoint, and ideas
 - Co-lead the discussion groups with facility staff
 - If bi-lingual, provide translation during the group discussions

To file a grievance, please contact the ESRD Network of Texas, Inc. at 1-877-886-4435, info@nw14.esrd.net,
4099 McEwen, Ste. 820 Dallas, TX 75244, www.esrdnetwork.org