



Patient Engagement In Action

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Objectives

- Discuss patient engagement and why it matters
- Discuss the importance of peer mentoring and provide tips on how to be a peer mentor
- Provide tips on starting peer-to-peer support groups
- Provide tips on how to engage patients in the care planning process

Patient Engagement

Involves patients becoming more active participants in their own care and receiving services designed to focus on their individual needs. It goes beyond providing education and involves active collaboration between patients and staff to achieve positive outcomes.



Why does it matter?

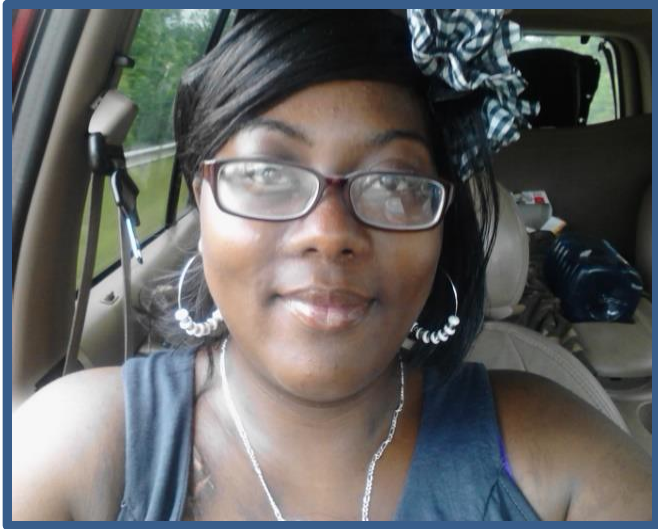
- CMS has an increased focus on patient engagement at the facility level.
- Patients have the right to understand and participate in care planning and decision making
- Engagement can improve treatment processes and outcomes and develop trust with caregivers.
- Bonus: I *think* this is something we have been doing all along but it is not the same thing as education.

What does engagement mean to patients?

- Feedback from Patient Advisory Council (PAC)
- Very diverse group, but engagement was described the same.



Communication



- Sit and talk with me. If you ask me as you walk by if I need anything, it makes me feel that you don't have time to listen.

- Ask me about my goals. It will help me find the best modality for me.

- Build trust. It will help me open up to you.



- We all learn differently. I don't want to read a lot of information. Explain it to me. This is how I learn.

Partnership

- We are a team. Build a relationship with me to achieve the common goal - Better care for me!
- Help me understand how important my role is in my care and that my voice matters.
- Tell me who you are and what you are about to do to me. It puts me at ease.
- Explain the machine to me. I want to learn more about my treatments.
- When I know you care, it will help me get involved.

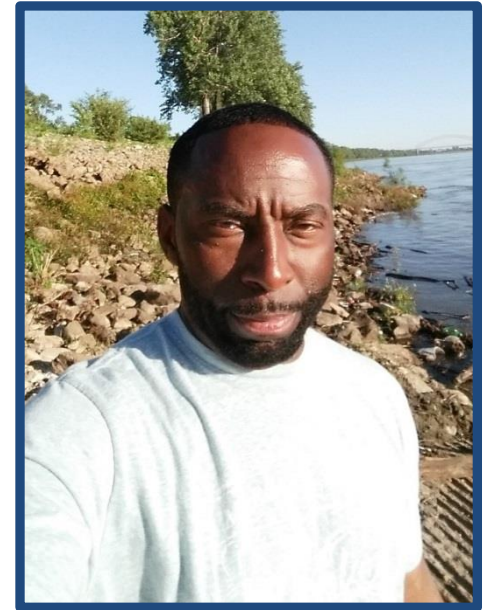


Diet

- I don't always understand when you say watch my potassium. Talk to me about the dangers and teach me what to eat.
- When reviewing my monthly report, tell me what I did right and teach me how to make improvements.



- I want to know more about what I can eat. Talk to me, and it will help me learn.



Take Small Steps

- Identify one activity or create your own activity
 - Peer mentoring/ peer support group
 - Open dialogue with patients
 - QAPI involvement



Peer Mentoring



Precious McCowan
Network 14 PAC Member

Peer Mentoring

- Why is it important to have Facility Patient Representatives (FPR's)?
 - To promote patient engagement with ESRD education
 - To get patients involved with their treatment plans
 - To promote patient/staff engagement

Peer Mentoring

- What is the value of being a peer mentor?
 - The opportunity to help fellow ESRD patients cope with dialysis
 - The opportunity to share and learn from other ESRD patients
 - The opportunity to put a smile on a fellow patient's face with a simple conversation in the lobby or at chair side
 - Helps improve personal growth for living with ESRD

Peer Mentoring

- What is the value of having a support group?
 - To let patients know that they are not alone living with kidney failure
 - To help patients gain a sense of empowerment and control over dialysis and its challenges
 - Patients have the opportunity to speak honestly and openly about feelings
 - Patients gain the opportunity to get practical advice about dialysis treatment modalities

Peer Mentoring

- What are ways dialysis staff can assist with each component?
 - Set a friendly and considerable tone
 - Engage patients with simple communication besides their healthcare
 - Be consistent
 - Assist FPRs and mentors in the best way possible
 - Get to know your patients



Peer-to-Peer Support Groups



**Brenda Dyson & Carolyn Price
Network 8 PAC Members**

Peer-to-Peer Support Groups

- Determine the Need
- Audience
 - Who to invite to attend
 - Who to invite to help lead
- Where to meet
 - Be neutral and consistent



Peer-to-Peer Support Groups

- When to meet
 - How often
 - What date and time
 - Again....be consistent
- Topics
- Getting the word out
 - What needs to be on the flyer and where to post it



Peer-to-Peer Support Groups

- Refreshments – Vitally Important!!
- Happies and Door Prizes
- Always leave time for sharing.
After all, that's what we're really about!



Reference: American Association of Kidney Patients (AAKP) Support Group Guide

Care Planning Tips

- Care plans require collaboration amongst the interdisciplinary team
- They should be tailored and patient specific
- Find out what is important to the individual
- Empower them to be active in their care
- Seek their input to create the care plan
- Communicate clearly
- Listen

Care Planning Tips

- Staff member speaks with the patient prior to care plan meeting and provides the patient with a checklist
- Provides the patient the opportunity to express concerns or ask questions
- The appropriate staff member provides follow up

My Care, My Voice Care Plan Checklist

Please check the things you want to know more about.

Treatment Related Concerns

- What is Dry Weight? Why does it sometimes change?
- What should my blood pressure be and why does it sometime drop during treatment?
- Why do I sometimes cramp during treatment?
- What determines how long I run? What happens if I cut my time?
- Why can't I dialyze on the days that I want? I need my weekends free.
- What number should my blood count be? How does it affect me?
- What are the different types of access? Which is best for me?
- Can I get a transplant?
- What kind of dialysis can I do at home?
- I need help understanding my diet.

Day to Day Concerns

- I sometimes feel sad – is that normal?
- I need help with transportation, do I qualify for anything?
- Can I get help with drug costs, eyeglasses, dental problems, wheelchairs or walkers?
- I would like to go back to work or go to school? Will I lose my check?

Other questions or comments: _____

Patient Name _____ Date _____

Resources

- American Association of Kidney Patients (AAKP) Support Group Guide
- Network 5 Peer Up! Program
- Network 8 Care Planning Checklist
- Facility Patient Representative Booklet
- Network 14 Patient Plan of Care Checklist
- Network 14 Peer-to-Peer and Mentoring Program
- Network 14 Patient Engagement Calendar
- Network 14 Patient Engagement Website:



<http://www.esrdnetwork.org/patients-families/pfcc>

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