

END STAGE RENAL DISEASE  
NETWORK OF TEXAS

**WELCOME TO PATIENT  
ENGAGEMENT**

**Patients  
First**


**Jan 30,  
2020**

# PATIENT AND FAMILY ENGAGEMENT 2020




## ■ PFE Notifications were sent Jan.15th

## ■ PFE Pre-Project Survey due Jan. 31<sup>st</sup>




**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](http://www.esrdnetwork.org)

A Division of Alliant Health Solutions




**Patient Family Engagement 2020 Notification**  
«CCN»- «Facility Name»

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**What?** 

The ESRD Network of Texas has been directed by the Centers for Medicare and Medicaid Services (CMS) to collaborate with ESRD providers and stakeholders within the state of Texas. The goal is to support facility efforts to increase patients, family and caregiver engagement at the facility level. «CCN»- «Facility Name» has been selected for participation in the Patient Family Engagement (PFE) Activities. This is not a project, however has CMS mandated requirements.


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**Why?** 

**How does this apply to us?**  
The Network shall ensure implementation of interventions at the dialysis facility level that foster patient and family involvement in the areas of promoting better health for the ESRD population. Patient Engagement is an additional component to the QIA projects.

**Why do we have to do this?**  
Per CMS, each Network is required to include all Quality Improvement Activity (QIA) project participating facilities in Patient, Family Engagement activities. Focus facilities were chosen based on an analysis of NCC data and your facility was within this group. Our goal is to increase patient involvement in Support Groups, Individualized Plan of Care meetings and active patient involvement in Quality Assurance Performance Improvement (QAPI) by September 30, 2020.

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**How?** 


**How long should we do this?**  
The timeline for PFE activities begin January 2020 and will end September 30, 2020. Facilities may be released from the QIA projects and PFE activities at the end of 2020, but unsatisfactory performance could result in the Network retaining the facility in projects beyond 2020.

**What do we do?**  
Access to your monthly activity completion log is available on the ESRD website.  
To meet the PFE requirements:

- All focus facilities must attend the PFE Introduction webinar scheduled Thursday, January 30th and complete a pre-survey using a Smartsheet [link](#) by January 31st.  
You will receive an invite soon to join the PFE Intro Webinar.  
<https://app.smartsheet.com/b/publish?EQBCT=40756c11d67446cab7ab3d5a19c4f74>
- Attend scheduled NCC and QIA webinars: A calendar with all webinar dates is posted on our [webpage](#).
- Submit **monthly** data using our Smartsheet link of patient involvement in Patient and Family Education Campaigns (i.e. Support Groups, QAPI, Plan of Care meetings, Lobby Days, Patient Champion Days, Facility Partnership Patient Education Meetings).

**Please note as this 2020 PFE initiative continues additional updates will be emailed to facilities.**


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**Who?** 


For questions regarding this project, please contact Betrice Williams Outreach Coordinator via phone at 469-916-3807 or email at [betrice.williams@allianthealth.org](mailto:betrice.williams@allianthealth.org)

**PLEASE DO NOT EMAIL ANY PATIENT-SPECIFIC INFORMATION (NAME, DATE OF BIRTH, SOCIAL SECURITY NUMBER, ETC.) TO THE NETWORK #14 OFFICE**

**2020 Patient & Family Engagement**



**REQUIRED: Submit the 2020 Patient, Family Engagement Pre-Survey Form DUE 1/31/19**



**2020 Patient & Family Engagement Facility Feedback**

Facility CCN and Facility Name \*

Please provide your FIRST and LAST Name: \*

Please provide your facility EMAIL address: \*

Select the month you are providing feedback: \*



How many patients are at your facility? (Enter Numerical Value) \*

Plan of Care \*  
How many care plan meetings did your facility complete this month? (Enter Numerical Value)

Plan of Care \*  
Did your facility INVITE patients to POC Meeting?  
 Yes  No

Plan of Care \*  
How many patients/ family members ATTENDED the care plan meetings? (Enter Numerical Value)

Note: Attended the care plan meeting may be defined as: meeting with the patient chairside in the development and assessment for the plan of care, meeting in a conference room or other area to discuss and review the plan of care, meeting virtually using a phone or webcam to discuss the plan of care with the patient/family member(s).

# PATIENT AND FAMILY ENGAGEMENT 2020



- The Network shall provide technical assistance to 30% project-participating dialysis facilities on establishing
  - patient council support groups OR new patient adjustment groups OR patient councils
  - incorporating patient, family and caregiver participation into the Quality Assurance Performance Improvement (QAPI) Program and/or governing body of the facility
  - demonstrating patient, family and caregiver participation in the patient's care (e.g., patient, family member and caregiver involvement in the development of the individualized plan of care and/or plan of care meetings).
- Network efforts shall assist dialysis facilities in adjusting to the heightened focus on patient and family centered care, aiming to help dialysis facility staff to optimize customer satisfaction and improve clinical outcomes.



# PATIENT AND FAMILY ENGAGEMENT 2020



## Patient Support Groups

- New brand name Patient Information Exchange (P.I.E)
- Provide a facility conference call number monitored by CM, FA, SW for patients to call on a designated date (ex. Every 4<sup>th</sup> Friday)
- Continue with hosting onsite group meetings



# PATIENT AND FAMILY ENGAGEMENT 2020



## Quality Assurance Performance Improvement (QAPI)

- Define QAPI and how patients can benefit from attending.
- Provide a facility conference call number and/or WebEx monitored by CM, FA to invite patients, family members, and caregiver a 15 minute talking time to address patient's needs



# PATIENT AND FAMILY ENGAGEMENT 2020



**MY PLAN: Patient Plan of Care (POC) Meeting**

Get ready for your POC meeting with this checklist created by patients, for patients.

**BEFORE THE MEETING:**

- Ask your care team when your POC meeting will be scheduled and if it could be in a private location.  
If you don't want to return to the facility for a meeting on your day off, ask for a date and time that works for your schedule or the possibility of a phone conference.
- Ask for a copy of the POC that the other members of the team have completed prior to the meeting.
- Check the medications listed on the POC to be sure they are correct.
- Do you have questions about what are your options, if any, to being on dialysis? Which type of dialysis is right for you?
- Can I be evaluated as a candidate for transplant? If so, can I call myself or do I need the dialysis clinic/physician to send in a referral for me?
- Is there a support group I can join?

**YOUR QUESTIONS or CONCERNS**

**DURING THE MEETING:**

- Ask the physician /nurse to go over all your medications including dosage time, changes and side effects.
- Ask the physician /nurse about the results of your monthly Access Flow Rate.
- How are lab results looked at the time they are being reported by the dietitian?
- Please explain to me what effects will happen to my body when my electrolytes are not at proper levels?
- Why is it important to watch my fluid intake in-between treatments? Does it affect my heart, etc.
- What are good ways that I can keep my fluid levels down in between treatments?
- Review your dialysis treatment prescription lab results (Kt/V, URR), to make sure you are receiving the right amount of treatment for YOU.
- What are the best ways to keeping me active? Safe exercises that won't cause damage to my fistula, graft, or catheter?
- What ways can I be an influence to other patients? Who do I speak with when I am feeling depressed about having to do dialysis?
- Ask if other members of the team have concerns related to your POC. Write your comments on the POC.
- Request that any changes in your POC made during the meeting are included prior to your signing the POC, and keep a signed copy for your records. You may want to compare this POC to next year's version.

**YOUR QUESTIONS or CONCERNS**

## Plan of Care

- Offer patients a private one on one meeting
- How are patients involved in their healthcare needs prior to their Plan of Care meeting?
- Frequently ask patients if there is a change in their needs and goals.
- Some patients don't know the "piece of paper" they signed is their plan of care.
- Provide patients with a signed copy of their plan of care from all facility personnel.



# PATIENT AND FAMILY ENGAGEMENT 2020



- How do you address food cravings and your diet?
- What does Quality of Care mean to you?
- How would you prepare for a disaster?
- What advise would you give a new patient?

## Patient Engagement Topics (PAC Suggestions)

- Bedbugs
- Travel
- Community Resources (i.e. where to receive hygiene products, food, clothes, etc.)





# PATIENT AND FAMILY ENGAGEMENT 2020



**Patient & Family Engagement**

Please complete your monthly PFE Survey by the last Friday of each month

Monthly Reporting Survey: Feb- Sep - Click Here

**Patient & Family Engagement 2020 Requirements**

PFE 2020 CMS Requirements

- 10% percent relative improvement with patient, family member and caregiver involvement in the development of the individualized plan of care and/or plan of care meetings
- 50% percent relative improvement with (or providing access to) established patient support groups OR new patient adjustment groups OR patient councils, by evaluation; and
- 75% percent relative improvement to include patients and/or family/caregivers in the Quality Assurance Performance Improvement (QAPI) Program and governing body of the facility

**Patient Education**

PFE Intro Webinar Slides-Click Here

**Patient Service Department**

Patient Service Concerns- Click Here

**Patient Support Groups**

List of AAKP Support Groups- Texas- Click Here

NFK Support Group Hotline Click Here

**Plan of Care**

Plan of Care

**Helpful Tools for Caregivers**

ESRD Network of Texas Newsletter

ESRD Network Newsletter Click Here

ESRD Network Newsletter (Oct 2019)

In This Issue:

- Quality Improvement
- Patient Engagement
- Caregivers
- AAKP NLC

Quality Improvement Activities (QIA)

Learn how to take an active role in your care. We have a variety of resources available to help you understand your role in your care. We have a variety of resources available to help you understand your role in your care. We have a variety of resources available to help you understand your role in your care.

Patient Engagement  
Activities are available  
online:

■ <https://app.smartsheet.com/b/publish?EQBCT=eeb9f27449f74501aa3cd60353ae4af2>



END STAGE RENAL DISEASE  
NETWORK OF TEXAS



# QUALITY IMPROVEMENT ACTIVITIES 2020



## ■ Infection Detection

- Lead: Maryam Alabood- 469-916-3803  
Email: [maryam.alabood@allianthealth.org](mailto:maryam.alabood@allianthealth.org)

## ■ Home/Transplant Modality

- Lead: Dany Anchia- 469-916-3813  
Email: [dany.anchia@allianthealth.org](mailto:dany.anchia@allianthealth.org)

## ■ Hospitalization

- Lead: Dany Anchia- 469-916-3813  
Email: [dany.anchia@allianthealth.org](mailto:dany.anchia@allianthealth.org)

- Patient Engagement is **NOT** a QIA project. PFE is an additional component to Quality Improvement Activities. Facilities are asked to report their level of patient engagement as many are currently doing.

- Patient Engagement information will be collected monthly using Smartsheet link:  
<https://app.smartsheet.com/b/publish?EQBCT=85da10f690a548518a89a6e086badde1>
- Facilities are encouraged to send pictures of their patient and family engagement activities.
- Highlight your BEST Practices...we would love to showcase your clinic to CMS and other Networks to help increase patient's involvement in their healthcare decisions.



# LAUNCH OF ESRD NETWORK 14 ELECTRONIC NEWSLETTER



Volume 1 | December 2019 | ESRD Network of Texas



**ALLIANT**  
QUALITY



KIDNEY COLLABORATIVE

## In this Issue

- Quality Improvement
- Patient Engagement
- Grievance
- ESRD NCC

### Quality Improvement Activities (QIA)



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- Newsletter is available to patients and dialysis facilities.
- Sign-up to receive the electronic subscription via our Smartsheet website.
- Monthly issues will address requests received by patients and facilities.
- Facilities can print a copy for patients without mobile access.

Subscribe to newsletter:

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NETWORK OF TEXAS

# PATIENT AND FAMILY ENGAGEMENT 2020



- ## Patient Engagement Topics (patient requests)
- Chemistry of how binders work
  - Diet
  - Disaster Preparedness
  - How Kidneys work and dialysis replace their function
  - Skin care
  - Quality of Care
  - Vitamin D: Why it Matters

The e-newsletter is brought to you by 

# QUESTIONS?



**\*\*\*Please use chat box\*\*\***



# CLOSING REMARKS

**Please remember to complete your attestation form**

**Betrice Williams, MS, BSW**  
Outreach Coordinator  
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[bwilliams@nw14.esrd.net](mailto:bwilliams@nw14.esrd.net)



- PF Engagement
- TEEC/EMResource



**EdNesha Smith, LMSW**  
Patient Services Director  
469-916-3808  
[esmith@nw14.esrd.net](mailto:esmith@nw14.esrd.net)



- Patient Concerns
- Staff Assistance
- IVD

To file a grievance please contact ESRD Network of Texas (Network 14) at 1-877-886-4435 or ESRD Network of Texas, Inc.  
4099 McEwen Rd, Ste. 820 Dallas, TX 75244.  
Office: 972-503-3215, fax: 972-503-3219, toll free: 877-886-4435, email: [NW14Info@gmcf.org](mailto:NW14Info@gmcf.org), website: [www.esrdnetwork.org/](http://www.esrdnetwork.org/)