



PATIENT “TOOLS OF ENGAGEMENT” BEST PRACTICE #1

BEST PRACTICE 1

Offer hope, courage and support to patients during their journey toward improved health and wellness.

HOW DO YOU ACHIEVE THIS BEST PRACTICE?

1. Empower patients (who have the desire and ability) to become leaders and advocates thru role-modeling, on-going support, training, and patient advocacy.
2. Provide peer-to-peer networking and resources to patients through telephonic, face to face, printed, web-based, and multi-media domains.
3. Encourage hope; provide stories of success and education that will assist patients to engage with their caregivers/providers.
4. Improve the dialysis environment by using the principles of Culture Change* to make the space—especially the waiting room—more welcoming, accessible, comfortable, less stressful, inviting, and cheerful.
5. Provide training to the health care team to achieve culture change from a clinical focused model to a patient holistic model that promotes emotional well-being and greater patient involvement.
6. Create strategies for the health care team that proactively encourage patients to develop and sustain a positive attitude during their course of treatment.
7. Encourage patients spiritual well-being by making staff and patients aware of community resources, including faith based and cultural organizations.
8. Encourage patients to see the value of employment, education and volunteer work in their community.

BEST PRACTICE #1: PATIENT TOOLS AND RESOURCES

Audio Pre-Recorded or Live Tools and Resources	
People Like Us: Coffee House Conversations Live, telephonic and/or pre-recorded web-based	National Kidney Foundation www.kidneyorg/coffeehouse/
Chronically Happy: Joyful Living Author - Lori Hartwell, founder of RSN (audio and print)	Renal Support Network (RSN) www.rsnHOPE.org
Hopeline 800.579.1970	Renal Support Network www.rsnHOPE.org
People Like Us: Stepping Back Into Life A social work-facilitated program that addresses trauma and depression	National Kidney Foundation www.kidney.org/patients/plu
Web-Based Tools and Resources	
Communication Prescription for the Renal Care Professional Web-based video (available soon)	Renal Support Network www.rsnHOPE.org
Patient Information	Dialysis Patient Citizens www.dialysispatients.org
Patient Bulletin Board	www.ihatedialysis.com
Support Groups, KidneyTalk Pod cast Radio Show, Written Materials, Videos, Annual Essay Contest Message Board	Renal Support Network www.rsnHOPE.org
The Kidney School 16 “live” self management modules; PDFs can be printed for patients without internet access	www.kidneyschool.org
*Culture Change (Click on HATCh Model - Environment)	Quality Partners of Rhode Island http://www.qualitypartnersri.org
KidneyTimes Patient stories	http://www.kidneytimes.com/subcatbrowse.php?Criteria=Hope&subcat=Creative%20Studios.com
Life Options Research-based fact sheets, posters, and booklets. Fact sheets also available in Spanish	http://www.lifeoptions.org/catalog/pdfs/booklets/employment.pdf
ESRD Network Information	National Forum of ESRD Networks www.esrdnetworks.org
Printed Tools and Resources	
Live & Give Newsletter	Renal Support Network http://www.rsnhope.org/newsletter/current_issue.php
Be Your Own Best Advocate: A Fact Sheet for People with CKD	National Kidney Foundation http://www.kidney.org/patients/plu/pdf/CKD_DialysisAdvocateFactsheet.pdf
Support Groups Manual	American Association of Kidney Patients http://www.aakp.org/userfiles/File/Support%20Group%20Guidebook%20PDF.pdf