



Quality
Insights

Renal Network 3

BEYOND ENGAGEMENT

2020



Quality
Insights

Renal Network 3

Instructions

The dialysis facility will establish a process to sustain year-round engagement of at least two (2) patients, family members and/or caregivers in the facility's Quality Assurance and Performance Improvement (QAPI) meetings as the role of Subject Matter Experts (SMEs). The interdisciplinary team will brainstorm with its selected SMEs and strategize initiatives to impact:

- I. **Network and facility specific Quality Improvement Activities (QIAs).**
- II. **Patient, family member and caregiver involvement in the development of the individualized plan of care and/or plan of care meetings.**
- III. **Establishment of patient support groups, patient adjustment groups or patient councils.**
- IV. **Other facility relevant topics.**

The facility must demonstrate having effectively established an ongoing practice of integrating patient, family or caregiver SMEs by informing the Network of participation in at least three (3) QAPI meetings during 2020. SME participation must be sustained thereafter.

	To Do	Page	Due	Report	Done
<i>Main Task</i>	SME QAPI Meeting Engagement	1	As SMEs participate in QAPI meetings	<i>Online</i>	<input type="checkbox"/>

This task must be completed **ONLY** when your facility has had a patient and/or family member SME participate in the facility's QAPI meeting.

Instructions for Completing Main Task

1. Use this form to help your team manually capture action items/outcomes from SME participation in your facility's QAPI meetings.
2. Document SMEs participation in QAPI meetings utilizing the Network's Online Report. *(Link will be provided before February 2020)*
3. Print the report before submitting online to include a legible copy in your monthly QAPI meeting minutes.

Main Task: SME QAPI Meeting Engagement

Beyond Engagement 2020 - SME QAPI Meeting Participation: Action Items

Please note: Not all these topics may have SME input each month. Some of the SMEs may not have any experience with home dialysis, vocational rehab or transplant and may not be able to have input each month.

QAPI Meeting Date: _____

Blood Stream Infections / Long Term Catheter – Vascular Access

- SMEs to provide peer mentoring to encourage patients to be more aware of infection prevention practices.
- SME will share his/her personal experience transitioning from a catheter to a fistula and address common patient' fears.
- SME conducted staff hand hygiene audits this month.
- SME helped arrange / participated in a lobby day focused on BSI/LTC.
- Other:

Transplant Coordination

- SME identified new ways to work with patients not interested in transplantation or need to overcome certain challenges.
- SME provided support/education to fellow patients regarding the evaluation / transplant process.
- SME reviewed/revised patient or staff educational material.
- SME helped arrange / participated in a lobby day focused on transplant.
- Other:

Home Dialysis

- SME identified new ways to work with patients not interested in home therapies or face various challenges.
- SME provided support/education to fellow patients about home therapies.
- SME reviewed/revised patient or staff educational material.
- SME helped arrange / participated in a lobby day focused on home therapies.
- Other:

Support Gainful Employment of Dialysis Patients

- SME helped arrange / participated in a lobby day focused on promoting Voc Rehab to patients.
- SME's feedback improved the way staff approached patients/education about Voc Rehab.
- SME who is currently working with vocational rehab or is employed, mentored fellow patients / shared personal experience with fellow patients.
- Other:

Improving Patients Plan of Care

- SME provided ideas on how to improve patient and family members' participation in the development of Plan of Care.
- SME's feedback improved the way staff approached the Plan of Care process/meetings.
- SME worked with staff to address patient education about the importance of the Plan of Care and the meetings.
- Other:

Patient support groups, patient adjustment groups or patient councils

- SME is collaborating with the staff to identify patient support groups or patient council groups within the community.
- SME is partnering with the team to develop a patient support group or council group.
- SME assisted in leading a patient support/council group this month.
- SME is working with staff to promote unofficially established patient support/council group of the facility.
- Other:

Other Topic

Supportive Documents

- Interdisciplinary Team Acknowledgment & Commitment of Support
- Patient/Family Member Facility Recruitment Letter
- SME Representative Registration Form
- SME Participation/Membership Policy
- Do's and Don'ts for a Productive Meeting

Please Note

Please use these documents if you need to establish a process for ongoing Recruitment/Participation of Patient and Family Member Representatives in your facility's QAPI meetings. You **DO NOT** have to submit any of these documents to the Network.

Interdisciplinary Team Acknowledgment & Commitment of Support

Date: _____

The members of the interdisciplinary team at _____ commit to support our facility's initiatives towards the improvement of care and outcomes, engagement and satisfaction of the patients, families and staff.

As part of our commitment we will support:

- ✓ The development of partnership and integration of selected patient and/or family member Subject Matter Experts (SME) in the facility's QAPI meetings
- ✓ Patient and staff education and empowerment
- ✓ Promoting a patient/family-centered culture at the facility
- ✓ The development of a culture of professionalism and open communication in the facility
- ✓ Appropriate opportunities for patients and family members to provide feedback

Please sign:

Medical Director/Nephrologist	Facility Administrator	Social Worker
<hr/>		
Head Nurse	Dietitian	Patient / Family Member Representative <i>(if currently active at the facility)</i>

*This is a non-legally binding document.
It is meant for the sole purpose of facility participation in the Beyond Engagement program.*

Patient, Family and/or Caregiver Facility SME Recruitment Letter

FROM: Facility Administrator
TO: In-Center/Home Dialysis Patient, Transplant Patient, and Family Members
SUBJECT: Ongoing Recruitment of Patient or Family Member Representative to Join Facility's QAPI Meetings as Subject Matter Expert (SME)

The _____ *Dialysis Center* is very excited to offer our Patients/Family Members the opportunity to join our Interdisciplinary Team in the monthly Quality Assurance and Performance Improvement (QAPI) meetings. During these meetings we will be discussing facility specific outcomes and projects that influence the work we perform every day. By becoming a part of this team, you will be able to:

- ✓ Contribute your knowledge and level of expertise in the renal community.
- ✓ Provide feedback on the effectiveness of project related activities and the development of interventions at the dialysis facility.
- ✓ Direct our team's attention to areas or barriers of concern.
- ✓ Assist our team in the development of patient and family-centered culture throughout our facility.

As an individual you have unique skills and understanding that others cannot convey. Therefore, you will be recognized in our group as a Subject Matter Expert (SME). As the SME you will have a voice, and your voice will count where it matters most. Your contributions will add tremendous value to the objectives the group aims to achieve.

We are selecting at least two candidates for this position, if you are interested please:

- *Review the "SME Participation/Membership Policy"*
- *Fill out the "SME Registration Form" and the "Do's and Don'ts for a Productive Meeting" and submit to a facility staff as soon as possible.*

Be a part of the Action and Make a Difference!

Thank you,

Facility Administrator

SME Participation/Membership Policy

Dialysis Facility QAPI Meeting
SME Policy

Effective Date: December 2019

Last Review Date:
December 2019

PURPOSE

To establish standards for patient and family member Subject Matter Experts (SMEs) attendance at regularly scheduled meetings in-person or via teleconference.

DEFINITIONS

The participation of SMEs is a positive process that requires enthusiasm and commitment on their part in order to achieve all the potential benefits of membership in the Quality Assurance and Performance Improvement (QAPI) meetings. Members missing meetings reduces the effectiveness of the entire group. Active SME participation will be essential in helping with the analysis and implementation of ideas and plans for facility activities.

MEETING SCHEDULE

QAPI meetings are scheduled once every month, twelve (12) meetings per year. It is up to your discretion as the SME and the Interdisciplinary Team (IDT), whether you would like to participate in every meeting. At a minimum, participation should be at least once every two months. Primary method of SME participation in meetings will be in-person but teleconference will also be made available for circumstances that may impede SME's attendance at in-person meeting.

STANDARDS FOR ATTENDANCE

In order to effectively execute membership responsibilities, SMEs shall regularly attend scheduled meetings.

- (1) SMEs are expected to notify facility staff of meetings they know they will miss.
- (2) SMEs are expected to notify facility staff of meetings they will attend.
 - (a) communication may be via phone call, voicemail, email, or verbal in-person.
- (3) SME shall be deemed to be out of conformity with the requirement to regularly attend meetings if:
 - (a) the member has three consecutive absences from meetings within a one-year period.

REMEDY FOR FAILURE TO MEET STANDARDS OF ATTENDANCE / MEETINGS

- (1) If a SME fails to meet standards for attendance/meetings, the facility shall:
 - (a) discuss the member's difficulties with him/her, and attempt to resolve them;
 - (b) provide the SME with one additional opportunity to continue membership by participating in the following scheduled meeting; and
 - (c) provide SME the opportunity to confirm directly with facility staff their continued interest in maintaining membership.
- (2) If the SME does not wish to continue his/her participation, the SME must notify the facility.
- (3) If the SME misses a fourth consecutive meeting without following up with the facility or fails to meet the standards set forth in the do's and don'ts for a productive meeting, subsequent to the previous steps:
 - (a) The SME will receive letter/notification from facility thanking them for their participation and informing of their completion of tenure.

Do's and Don'ts for a Productive Meeting

Dialysis Facility QAPI Meeting Decorum

There is powerful influence in effective communication between patients, family members and staff. To ensure positive and productive discussion between the SMEs and the interdisciplinary team during the QAPI meetings there must be a common understanding of some basic ground rules. All participants must abide by these rules when engaged in QAPI meetings and discussions:

DO

- ✓ Engage all members as partners in decision-making
- ✓ Keep each other informed
- ✓ Treat each other with respect, regardless of title
- ✓ Always listen to each other
- ✓ Respect each other's time
- ✓ Value diverse opinions
- ✓ Pitch in
- ✓ Give constructive feedback
- ✓ Give genuine thanks
- ✓ Learn from each other

DON'T

- ✗ Think your priorities are all that matter
- ✗ Engage in arguments
- ✗ Engage in finger pointing
- ✗ Be defensive when you are given feedback

Candidate's Signature: _____

Date: _____

For staff use only

If candidate is selected as the facility SME to join QAPI meetings staff are to sign this form.

Medical Director/Nephrologist

Facility Administrator

Social Worker

Head Nurse

Dietitian

Patient/Family Member Representative Registration Form

Applicant is:

- | | |
|--|--|
| <input type="checkbox"/> In-Center Dialysis Patient | <input type="checkbox"/> Home Hemodialysis Patient |
| <input type="checkbox"/> Peritoneal Dialysis Patient | <input type="checkbox"/> Transplant Patient |
| <input type="checkbox"/> Family/Caregiver | |

Name

Home Phone

Cell Phone

Email Address

Facility Name

This agreement is between the Patient/Family Member candidate and the dialysis facility. **By signing this agreement, the candidate acknowledges/agrees that:**

- His/her participation is voluntary.
- He/she is willing to become the facility's SME and participate in the facility's QAPI meetings during personal time either in-person or via teleconference.
- He/she has the right to resign if no longer able to serve but shall provide ample notice to facility staff (when appropriate) to allow for recruitment of a new SME.
- The facility staff may revoke the candidate's membership at any time.
- Patient information is confidential, and he/she will respect the privacy of other patients.

Please read the following statements (*all must be checked to be considered*):

I have read the member responsibilities and participation / membership policy and agree to fulfill them to the best of my ability.

I further authorize my facility to use my name where necessary in meeting minutes and in reports to the Centers for Medicare and Medicaid Services (CMS) and other business documentation.

Candidate's Signature: _____

Date: _____

For staff use only

If candidate is selected as the facility SME to join QAPI meetings staff are to sign this form.

Medical Director/Nephrologist

Facility Administrator

Social Worker

Head Nurse

Dietitian

Contact Information



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