

Because Your Voice Matters!



Your dialysis facility often invites patients like you to take part in what is called a Quality Assessment & Performance Improvement (QAPI) meeting. You can also ask to take part in a QAPI meeting. This meeting gives you the chance to talk to the dialysis facility leaders about your concerns and other patient issues. Many times, the ideas and decisions that come out of QAPI meetings affect how the dialysis facility is run.



To have a good QAPI meeting experience, use this document to help you before, during, and after the meeting. Write down notes on what you would like to talk about with the healthcare team. This will help you stay on track during the meeting. Remember, your ideas can help make patient care better.

Before the QAPI Meeting

To prepare, think about questions, concerns, or feedback you and/or other patients may have. Ask the manager what topics will be discussed at the meeting. This might include:

 Facility improvement	 Home dialysis and kidney transplant education
 Preventing infections	 Emergency preparedness education
 Fistula/Catheter education	 Reducing patient hospitalizations

During the Meeting

In most cases, you will only be in the meeting for the first 15 minutes. You will be asked to offer suggestions for improving patient engagement and care. The dialysis facility leaders may ask you for your opinion and/or to share your experiences. The questions are meant to help the staff make the dialysis experience better for patients. If you do not understand something, just ask! You may be asked questions like:

- What do you think we are doing well in the dialysis facility?
- What areas do you think we could improve in the dialysis facility?
- What do you think are the most common reasons patients miss or shorten treatments?
- What is the best way for staff to communicate with patients about their treatment?

For more information, visit www.esrdncc.org/patients.

After the Meeting

Follow up with the facility administrator or clinic manager about decisions or plans made during the meeting that will affect what happens on the dialysis floor. Keep sharing your ideas with staff. Tell them if you would like to attend a QAPI meeting again in the future. If you are comfortable, share your experience with other patients.

Discussion Topic <i>During the meeting, write down discussion topics</i>	Follow-up Items <i>Shortly after the meeting</i>	Results <i>By the end of the month of the meeting</i>
<i>Example: Reducing infection rate in clinic.</i>	<i>Example: I asked staff to provide more information about the importance of washing hands.</i>	<i>Example: Nurse posted Clean Hands poster above sink.</i>

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