



Patient and Family Engagement:

*Including Patients, Family, and Caregivers in
Quality Assessment and Performance Improvement
(QAPI) and/or Governing Body Meetings*

Health Services Advisory Group (HSAG)

End Stage Renal Disease (ESRD) Networks 7, 13, 15, and 17

July 31, 2018

Meeting Objectives

By the end of this meeting attendees the Network wants you to be able to:

- Explain the difference between QAPI, Governing Body (GB) and Patient Plan of Care (PoC) meetings.
- Encourage (and be encouraged to) invite patients, family, and caregivers to QAPI and/or Governing Body meetings.
- Locate/use Network-provided materials for patient involvement in QAPI and/or Governing Body meetings.
- Discuss ways to operationalize having patients participate in QAPI/GB meetings.

CMS Focus on Patient, Family, and Caregiver Engagement at the Facility Level

The Centers for Medicare & Medicaid Services (CMS) has asked the ESRD Networks to promote and focus on:

- Including patients, families, and caregivers in facilities' QAPI and/or governing body meetings.
 - Focus on improving the facility as a whole
- Creating and facilitating support groups.
 - Patient-led, facility-led, educational, and emotional
- Promoting involvement of patients, families, and caregivers in the individual patient plan of care meetings.
 - To help patients achieve their individual goals

Agenda

Today we will:

- Hear from providers and patients who have participated in facility quality improvement meetings.
- Review root cause analysis results.
- Participate in a Q&A discussion with Network staff, patient subject matter experts (SMEs), and best practice facilities.
- Share best practices, resources, and ideas.

VTAG 750: § 494.180

Condition: Governance

- *This Condition addresses the overall management of the facility. It requires that an identifiable governing body demonstrate responsibility for the operation of the facility, including fiscal management, staff training and coverage, medical staff appointments and coverage, and the QAPI program.*
- *This Condition also holds the governing body accountable for establishing an internal grievance process and decreasing the potential for involuntary discharge of patients; for emergency coverage and backup; for electronic data submission; and the relationship of the facility to the ESRD Network.*

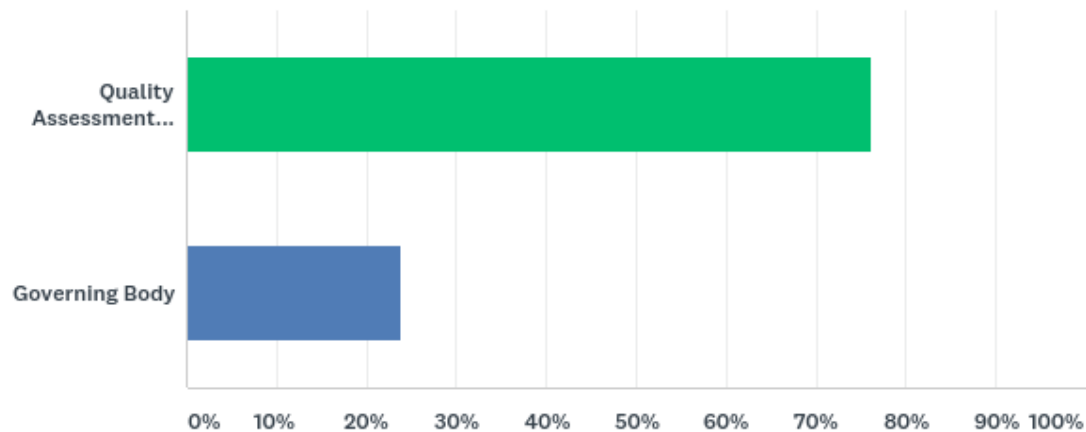
VTAG 626 §494.110 Condition: QAPI

The dialysis facility must develop, implement, maintain, and evaluate an effective, data-driven QAPI program with participation by the professional members of the Interdisciplinary Team (IDT).

- The program must reflect the complexity of the organization & services (including those under arrangement), & must focus on indicators related to improved health outcomes & the prevention & reduction of medical errors.*
- The dialysis facility must maintain & demonstrate evidence of its QAPI program including continuous monitoring for CMS review*

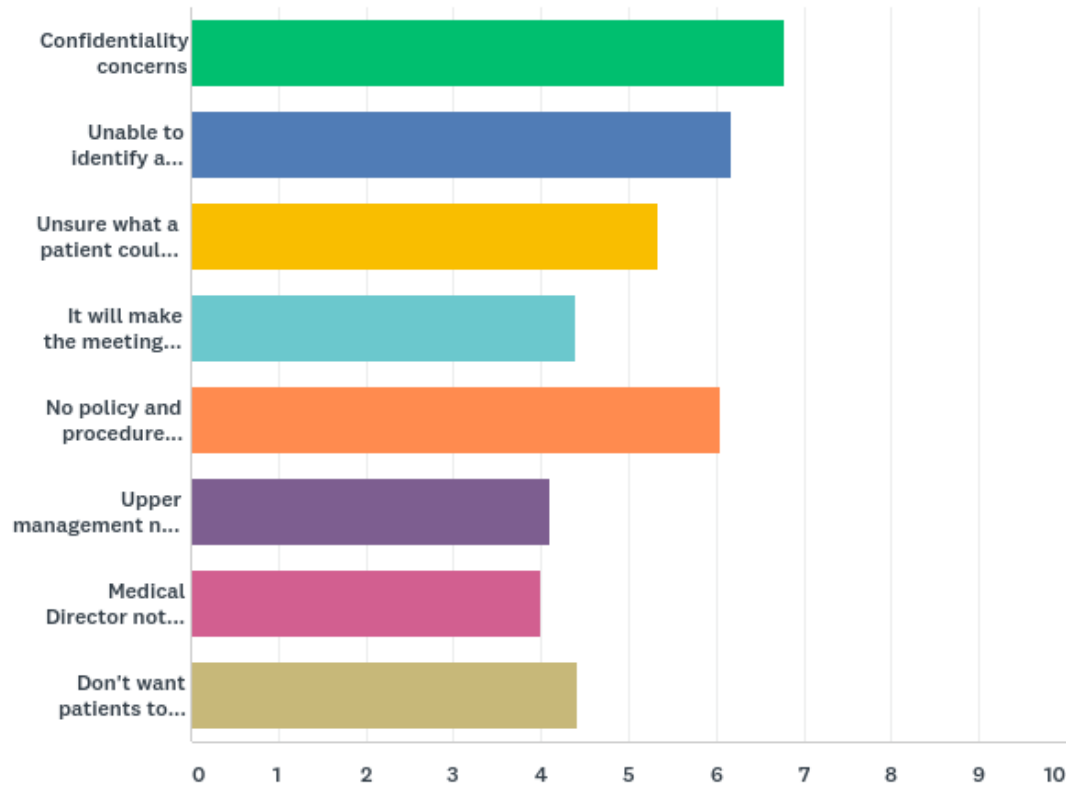
Root Cause Analysis Results

Q4 Which of the following meetings would you be more willing to let patients be involved in?
(Select one)



Root Cause Analysis Results (cont.)

Q5 Please rate the reason why you would not want a patient involved in a QAPI or Governing Body meeting.:



QAPI Patient Engagement in Practice

Lynn Haven Dialysis

Lynn Haven at Home

Robin Wood-Gay, MPA, RD, LDN
Group Facility Administrator

Donna Shoots
Patient Advocate

Including Patients in QAPI: The Administrator's Perspective

- Idea introduced at the Network 7 Council meeting:
 - Have patient attend a QAPI and/or Governing Body meetings.
- Initial concerns included:
 - Privacy.
 - Ability to speak freely.
 - Complexity of terms/language.
- But then I started talking to Donna and she stressed:
 - Visiting hours concern.
 - The QIA to grow home.
 - Donna was a prior home patient.
 - The Importance of including the patient voice.
- Lightbulb moment!
 - Invite donna to the next QAPI meeting

Getting to Including Patients in QAPI: The Patient Advocate's Perspective

- My background
- My apprehensions
- My commitment
- My meeting attendance
 - Attended two meetings so far!
- Importance of the Communication Log
- Future of my role

Lynn Haven Patient Invitation for QAPI



Lynn Haven Facility Health Meeting Patient Advocate Agenda:

- Welcome
- Patient Advocate
 - Expectations of us
 - Expectations we should have of you
 - Goals
- Core Value of Fun
 - What does this look like?
 - How often should we have “formal” fun events?
- Patient Grievances
 - Informal
 - Formal
 - Do you believe that most patients including yourself feel that they can make a complaint/concern known and believe something will be done?
- Infection Control
 - CMS requirement that patients wash their access prior to dialysis
 - Wear gloves while holding access
 - Any suggestions on how we could improve our IC Practices?

Discussion

Resources

Locating Network-Provided Resources

To locate important resources for engaging patients, family, and caregivers in QAPI and/or GB meetings:

1. Go to www.hsag.com
2. Click on **[ESRD Networks]**
3. Click on **[your ESRD Network (7, 13, 15, 17)]**
4. Click on **[Patient and Family Engagement]**

Locating Network-Provided Resources: HSAG: ESRD Networks Landing Page

ESRD Networks Home



Learn More About Outpatient Antibiotic Stewardship

View Tools and Resources

ESRD Networks Home

ESRD Network 7

ESRD Network 13

ESRD Network 15

ESRD Network 17

HSAG ESRD Alerts, Recalls, and
Notices

HSAG: ESRD Network Events

End Stage Renal Disease (ESRD) Network Contractor

In its role as an End Stage Renal Disease (ESRD) Network, HSAG provides quality improvement, data management, grievance investigation, technical assistance, and patient and professional education services for more than 890 dialysis providers and over 66,600 dialysis patients in the states of Florida (Network 7), Oklahoma, Louisiana, and Arkansas (Network 13), Arizona, Colorado, Nevada, New Mexico, Utah, and Wyoming (Network 15), and America Samoa, Guam, Hawaii, Mariana Islands, and Northern California (Network 17). The goal of the ESRD Network is to efficiently and effectively increase the quality of care and quality of life for ESRD patients, and all HSAG ESRD Network activities are focused on promoting patient-centered care as well as patient and family engagement at the provider level.

ESRD treatment facilities, are required to complete a Memorandum of Understanding (MOU) with their local ESRD Network to confirm the agreement with meeting Network goals and participating in the activities of the Network, including data collection, quality improvement activities, resolution of grievances, consultation on cases related to involuntary discharges, and special studies. **Click on your ESRD Network name below to electronically complete and submit your MOU with the Network:**

- [Network 15](#)
- [Network 17](#)



Locating Network-Provided Resources: Patient and Family Engagement

Patient and Family Engagement (PFE)



The Centers for Medicare & Medicaid Services (CMS) recognizes that patients, families, and caregivers are essential partners in the effort to improve the quality and safety of healthcare provided to all patients. It is only by including them as active members of their own healthcare team that quality can be improved and care become more patient-centered; by fully engaging patients, families, and caregivers in the design, delivery and evaluation of care, it is made safer, treatment plan adherence is increased, and hospital readmissions are reduced. Research shows that individuals who feel responsible for their own health tend to have better health outcomes.

The resources found here will help all participants on the healthcare team to fully engage in the process of care for end stage renal disease (ESRD) patients.

The following tip sheet can assist facility staff to establish the genuine engagement with patients that is essential in the provision of high-quality healthcare and to achieve improved healthcare outcomes.

- [Tips to Improve Patient Engagement at the Facility Level](#)

For Providers

[Including Patients in Quality Assurance and Performance Improvement \(QAPI\)/Governing Body Meetings](#)

[Supporting and Creating Patient Groups](#)

[Including Patients and Their Goals in Their Plan of Care](#)

[General Resources](#)

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▶ [Patient and Family Engagement \(PFE\)](#)

[For Providers](#)

Tools: Patient Invitation Template

[Company logo/letterhead]

You're Invited!

Dear [Patient Name],

The care team would like to invite you to join us in this month's [Quality Assurance & Performance Improvement (QAPI)/Governing Body] meeting.

[Date]

[Location]

Just like the dietitian meets with you every month to see how you are doing in meeting your dietary goals, the clinic meets monthly to look at the bigger picture—to see how all patients are doing as a group and to assess whether the clinic is meeting its quality improvement goals. The patient and family perspective on whether the clinic is successful in meeting these goals is critical to the quality improvement process. Without your input, we only see part of the picture. This month we would like your input about:

[Topic(s)]

Please consider the following before the meeting:

- What do you think are the biggest concerns for patients and families around this topic?
- What could staff do to improve around this topic?
- What could patients and families do to improve around this topic?
 - What are some ways that staff could help you with this?

If for any reason you cannot attend the meeting in person, **you can attend via teleconference**. We want to hear what you have to say. Your family members are also invited to attend.

Feel free to ask us questions about this month's meeting and/or topic(s). We are excited to include you in this important meeting! Please let us now if you will be able to attend by [Month Day, 2018].

Thank you for your time and consideration,

[Name]

Facility Administrator/Clinic Manager

[Name]

Medical Director

Tools: Nothing About Me Without Me!



Nothing About Me without Me

Including Patients in QAPI and Governing Body Meetings

The Department of Health and Human Services National Quality Strategy's new focus on better care for the individual through beneficiary- and family-centered care involves working *with* patients rather than doing *to* or *for* patients. Such partnerships are mutually beneficial to the patients and the facility. Involving patients in your facility's Quality Assurance & Performance Improvement (QAPI) and/or Governing Body meetings can be an effective means of engagement and partnership. Below are some ideas for getting started.

Before the Meeting

Select the Patient/Family

- Look for individuals who have demonstrated **interest in partnering** with you in their care or care of a family member.
- Consider those who have offered **constructive ideas** for change and have a special ability to help staff and physicians better understand the patient perspective.
- Seek individuals who can:
 - **Share insights** about their experiences in ways that others can learn from.
 - **Listen** well.
 - **Respect** the perspectives of others.
 - **Speak comfortably** in a group with candor.
 - Show a **positive** outlook on life and have a sense of humor.
 - Work in **partnership** with others.

Invite the Patient

- Invite the patient but do so out of earshot of other patients.
- Share the **purpose** of the meetings and **why** they are being invited.
 - Use patient-friendly language/no jargon.
 - Make it personal: "We've noticed that you interact well with other patients and have a real interest in your care, the facility, and what goes on here..."
- Review the patient's **role** in the meetings. Let them know if he/she is attending:
 - In an advisory, ad hoc, or non-voting member capacity.
 - To offer suggestions for improved patient involvement with ideas and strategies for improved care.
 - To share his or her experience with other patients, if they are comfortable doing so.
- Provide information on **topics** usually covered in meetings and answer any questions the patient might have.
- Consider the patient's availability when **scheduling** meetings.
- **Provide the invitation in writing** with the meeting date, time, and location.
- Request that the patient inform you (RSVP) if they will be participating by a certain date.
- If the patient says they will participate:
 - **Provide the patient** with the *QAPI Patient & Family Meeting Notes*.
 - **Educate patient** on topics covered.
 - **Ask** if he or she has any questions.

Staff Preparation

- Go through ALL reports that will be reviewed while the patient is present and **remove any patient-identifying information**.

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Tools: Patient and Family Meeting Notes



Quality Assessment & Performance Improvement (QAPI) Patient & Family Meeting Notes

QAPI is a formal system that utilizes data and information to make long-term, effective quality improvements. *You* are a vital part of this improvement team because of your unique perspective. Decisions and protocols developed by this team will impact patients on the ground floor. As a patient, you are in a position to make repeated observations of most quality initiatives and how they are being, or not being, implemented. Your reports regarding patient and staff adherence is a critical step in the improvement process.

Before the Meeting

To prepare for the meeting, it may help to think about any questions, concerns, or feedback you and/or other patients in your facility may have. Some topics to consider are:

- Suggestions for improvement of facility performance
- Concerns/Feedback
- Facility Quality Improvement Activities (QIAs)
- Patient Experience of Care/ ICH CAHPS
- Patient and family engagement at the facility level
- Safety
- Emergency Preparedness
- Hospitalizations
- Patient Immunization
- Staff Immunizations
- Transplant
- Bloodstream Infections (BSIs)
- Kt/V dialysis adequacy

You should have been advised of the topic(s) being discussed at

During the Meeting

Your role in the QAPI meeting is advisory in nature. You are encouraged to provide ideas and strategies for improving the facility. If you do not understand something, do not hesitate to ask questions! For

After the Meeting

You are welcome to follow up with the facility administrator or staff regarding the status of an activity or issue. Continue to share your ideas with other patients attending a QAPI meeting again in the future. If you are comfortable, you may also share your experiences with other patients.



Quality Assessment & Performance Improvement (QAPI) Patient & Family Meeting Notes

Preparation (Before the meeting)	Discussion (During the meeting)	Follow-up (After the meeting)
<p><i>Example:</i></p> <ul style="list-style-type: none"> • If patients are interested in switching to a home modality, how can they talk to patients who are currently dialyzing at home to learn more about their experience? • General Concerns/Feedback/Questions • Which Network QIA is the clinic participating in? • Patient Experience of Care/ICH CAHPS • Patient and Family Engagement at the Facility Level 	<p><i>Example:</i></p> <ul style="list-style-type: none"> • Facility administrator discussed peer mentorship opportunities. • Social worker shared info about local support groups. 	<p><i>Example:</i></p> <ul style="list-style-type: none"> • The facility administrator started speaking with staff about reminding patients about peer mentorship opportunities. They printed and posted flyers for patients and caregivers.



Action Items

- Complete the post-event evaluation.
- To get CE credit, click on the link at end of the evaluation and:
 - If you have received CEs from HSAG previously, select the link for **[Existing User]**.
 - If this is your first time using the HSAG Continuing Education platform, click the link for **[New User]**.
 - Enter your license type and its number at end of evaluation.
 - CEUs available for RNs and CHTs only
 - Certificates will generate automatically.
 - Download and/or print your certificate!



Thank you!

Contact Us: HSAG: ESRD Networks:

- 17:** 415.897.2400 | www.hsag.com/en-esrd-networks-esrd-network-17
- 15:** 303.831.8818 | www.hsag.com/en-esrd-networks-esrd-network-13
- 13:** 405.942.6000 | www.hsag.com/en-esrd-networks-esrd-network-15
- 7:** 813.383.1530 | www.hsag.com/en-esrd-networks-esrd-network-7

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