Objectives

• Define patient engagement
• Describe the Network’s focus areas for patient engagement
  – Support groups and peer-to-peer support
  – Involvement in monthly quality meetings/governing body
  – Active engagement in care planning
• Review quarterly PFE tracking tool
• Resources/Website
Patient Engagement

Involves patients becoming more active participants in their own care and receiving services designed to focus on their individual needs. It goes beyond providing education and involves active collaboration between patients and staff to achieve positive outcomes.
Why does it matter?

• CMS has an increased focus on patient engagement at the facility level
• Patients have the right to understand and participate in care planning and decision making
• Engagement can improve treatment processes and outcomes, develop trust with caregivers, and help decrease grievances
Strategies for Implementation

– Review internal policies

– Support groups- Patient-led support groups, new patient adjustment groups, online or community support groups

– QAPI- Ask a patient to come in or call-in the first 10 minutes of the meeting

– Care planning- Use the care plan checklist for those unable to attend meeting
Requirements

• Identify one engaged patient in every facility
• Complete the PFE activities tracking tool
• Complete monthly/quarterly surveys
• Complete a final evaluation
Resources

• American Association of Kidney Patients (AAKP) Support Group Guide
• Network 5 Peer Up! Program
• Network 8 Care Planning Checklist
• Facility Patient Representative Booklet
• Visit www.esrdnetwork8.org
Questions?

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