



**Patient & Family  
Engagement (PFE) Requirements** NETWORK 8, INC.



# 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

Patient Engagement Activities Tracking Tool			
Support Groups	Dec	Jan	Feb
Facilitate a support group at your facility			
Total number of attendees (patients/representatives):			
Promote a community support group			
Facilitate a new patient orientation or adjustment group			
Total number of attendees (patients/representatives):			
Facilitate topic-focused education groups			
Total number of attendees (patients/representatives):			
Provide resources for patient participation in online support groups (i.e. AAKP, RSN, or corporate specific online groups)			
Total number of patients who participated/or received info regarding online support group(s):			
Care Planning			
Patient/representative attend monthly care plan meeting			
Total number of attendees (patients/representatives):			
Develop facility specific policy/procedure to ensure patients/representatives are involved in the development of individualized care plans (if your corporation does not have one)			
Involvement in QAPI			
Patient/representative attend the monthly QAPI/governing body meeting			
Patient input requested and provided on patient-specified topic for discussion during QAPI/governing body meeting			
Other Patient Involvement Activities			
Lobby days			
Peer-to-peer interactions			
Internal corporate initiatives (i.e. incentives or games to reduce missed treatments)			
Social events for patients/representatives (i.e. Kidney Walk, regional patient meetings, patient & family picnic, etc.)			
Other (please specify):			



# 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](http://www.esrdnetwork8.org)



# Questions?

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