

# Patient Engagement: Best Practices



Quality  
Insights  
Renal Network 5

## Network 5's Definition of Patient Engagement

The respectful, welcomed, and valued involvement of the patient, including his/her family as requested, in every aspect of medical care, in order to achieve the highest quality and best possible health outcomes for the patient.

	Common Practices: What We Do <i>For</i> or <i>To</i> Patients	More Patient Engagement Practices: What We Do <i>With</i> Patients
Hemodialysis In-Center	<ul style="list-style-type: none"> <li>Pre-/ Post-Assessments</li> <li>Cannulation</li> <li>Documentation</li> </ul>	<ul style="list-style-type: none"> <li>Promote self-cannulation; encourage self-cannulators to recruit others</li> <li>Encourage patients to weigh and record their own weights</li> <li>Adopt patient charting in their own medical records</li> <li>Establish self-care stations for patients to be trained to do set-up &amp; monitoring on their own in-center</li> </ul>
Support	<ul style="list-style-type: none"> <li>Parties/Picnics</li> <li>Birthday Recognition</li> <li>Games</li> <li>Sampling</li> <li>Support Group</li> </ul>	<ul style="list-style-type: none"> <li>Ask patients for their thoughts, opinions, feedback (e.g. What topics would they like to cover in a group session?)</li> <li>Involve patients in activity planning</li> <li>Identify roles they can play in the activity (e.g. game coordinator; recipe sharing; speaker)</li> </ul>
Interdisciplinary Team	<ul style="list-style-type: none"> <li>Plans of Care</li> <li>Options</li> </ul>	<ul style="list-style-type: none"> <li>Provide multiple options to involve patient in care planning (e.g. chairside, optional day/time, conference call)</li> <li>Consult with patient about everything related to their care</li> <li>Patients are immediately informed about any changes to orders</li> </ul>
Education	<ul style="list-style-type: none"> <li>Handing out materials</li> <li>One-on-one education</li> <li>Lobby Days</li> <li>Bulletin Boards</li> <li>Posters</li> <li>Newsletters</li> </ul>	<ul style="list-style-type: none"> <li>Ask patients for their thoughts, opinions, and feedback; is the topic important to them?</li> <li>Have patients contribute content</li> <li>Partner with patients in presentation of information (e.g. sharing their experiences with getting a catheter out/AVF placed; going through the transplant referral/surgery; doing a home modality/getting trained)</li> <li>Use patients in demonstrations (e.g. self-cannulation; access assessment)</li> <li>Have patients champion best practices (e.g. access washing; hand hygiene; relaxation techniques)</li> </ul>
Daily Operations of Clinic	<ul style="list-style-type: none"> <li>Policy &amp; Procedure</li> <li>Treatment Schedule</li> <li>Emergency Preparedness</li> <li>New Patient Admissions</li> </ul>	<ul style="list-style-type: none"> <li>Develop a Patient Advisory Council</li> <li>Include patient leaders in Governing Body meetings</li> <li>Involve patient leaders in discussions about treatment schedule changes and how best to inform others</li> <li>Create fun/meaningful activities to involve patients and staff in emergency preparedness drills</li> <li>Identify patient shift leaders who can help welcome new patients, lead them to appropriate educational resources, and share coping strategies</li> </ul>
QAPI	<ul style="list-style-type: none"> <li>Missed Treatment</li> <li>Infection Prevention</li> <li>CVC/AVF</li> <li>Lab Values</li> </ul>	<ul style="list-style-type: none"> <li>Share facility rates/scores</li> <li>Ask for feedback on how to impact rates/scores</li> <li>Recruit patient champions for improvement targets</li> <li>Have patients share tips/experiences that relate to improvement targets</li> <li>Create fun &amp; friendly competition to improve targets</li> </ul>

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