

# Patient Engagement: Best Practices



Mid-Atlantic Renal Coalition



## MARC'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 <b><u>For</u></b> or <b><u>To</u></b> Patients	More Patient Engaging Practices: What We Do <b><u>With</u></b> Patients
<p>In-Center Hemodialysis Treatment</p> <ul style="list-style-type: none"> <li>• Pre-/ Post-Assessments</li> <li>• Cannulation</li> <li>• Documentation</li> </ul>	<p>ICH Self-Care:</p> <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>
<p>Support</p> <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>
<p>IDT</p> <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. chair-side, 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>
<p>Education</p> <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>
<p>Daily Operations of Clinic</p> <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>
<p>QAPI</p> <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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