



2015 Patient Engagement Projects End in Success!

For the past few years MARC has done three patient engagement projects each year. This year our patient subject matter experts (SMEs) selected missed treatments, patient mentoring, and emergency preparedness for the focus of projects. The results were:

Missed Treatment Quality Improvement Project

The goal was to decrease the number of unexcused missed treatments in patients by 5%. Thirty clinics (2,596 patients) were in the project. They were asked to help patients make friends and/or create fun competition to entice patients to want to come for treatment. The final result was a decrease in missed treatments of 5.8%.



"It Starts with ME!" Education & Support Campaign

The goal was to have at least one Patient Education & Engagement Representative (PEER) in 10% of the clinics in the project. A stretch goal was to have a PEER for each shift. Eighty clinics (5,237 patients) were in this project. Clinics were also asked to keep education materials in a place that everyone could get to easily. PEER orientations were given by conference calls and in a pamphlet.



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RECEIVE INFORMATION FROM MARC DIRECTLY

We would like to send these newsletters and other notifications directly to you, rather than through your clinic. This will ensure that you get them in a timely manner. To be added to our email or postal mailing list, please contact Renée Bova-Collis at 1-866-651-6272 or rbovacollis@nw5.esrd.net.

WELCOME BACK!

We are restarting this newsletter for patient liaisons. Many of you have provided us with ideas for topics. We hope to provide this newsletter on a quarterly basis. It will include information on

- 🔑 Coping strategies
- 🔑 Tips for engaging/motivating others
- 🔑 Healthcare updates
- 🔑 Activity ideas
- 🔑 Project updates
- 🔑 Patient Liaison spotlight
- 🔑 Events and other resources

CONTACT Us

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**Patient
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1.866.651.6272**

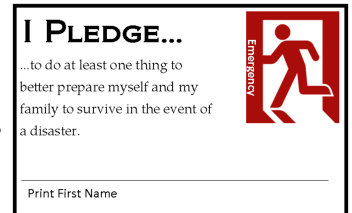
2015 Projects Successful

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In the end, 62% of clinics had at least one PEER, and 27.5% had the same number or more of PEERs as shifts.

“What If...?” Emergency Preparedness Campaign

The goal was to have 10% of project patients pledge to do at least one out of six things on a list. This would better prepare them for the event of an emergency. Clinics were asked to help patients to practice taking themselves off the machine. They were also asked to post emergency take-off procedures on machines. Posters and handouts were sent to clinics each month to encourage more patient pledges. Sixty facilities (5120 patients) were in this project. The final result was 87.7% of patients pledged.



Materials on these projects are available for anyone to use. For more information about these projects visit <http://esrdnet5.org/Learning-and-Action-Networks/Patient-Engagement/Current-Activities.aspx> or contact Renée Bova-Collis at 1-866-651-6272 or rbovacollis@nw5.esrd.net.



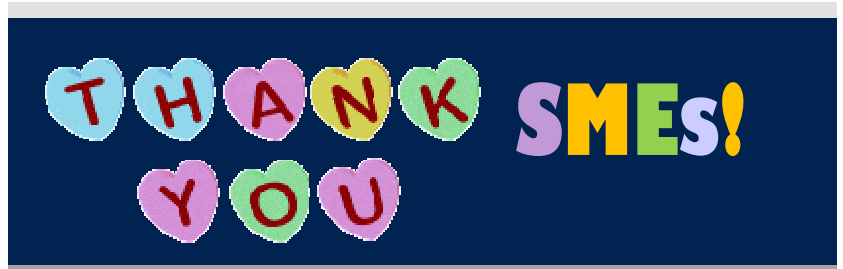
The Network is available to handle patient concerns. Grievances can be reported by:

Patient Toll-Free Phone:
1-866-651-6272

Email: marc@nw5.esrd.net

Mail: 300 Arboretum Place
Suite 310
Richmond, VA 23236

Website: www.esrdnet5.org



To all the patients who helped develop the 2015 patient engagement projects, we thank you! Your efforts made these projects successful. We could not have done it without you! Some of you were Patient Advisory Committee members or patient liaisons. Some of you were experiencing work with the Network for the first time. You all kept us on track and made sure the patient voice was heard. We hope you will join us again in 2016!

2016 Quality Improvement Projects

We will begin 2016 with new projects to work on with dialysis clinics. The Centers for Medicare & Medicaid Services (CMS) expects Networks to do quality improvement activities (QIA) on the following topics.

Project	Goal
Grievances	To educate patients about the grievance process and to train staff to support patients through the process. Clinics will be required to track their internal grievances and reduce them.
ICH CAHPS Survey	The In-Center Hemodialysis Consumer Assessment of Healthcare Providers and Services Survey measures patients' experiences of care. The goal of this project will be to improve clinics with lower scores.
Vascular Access/Catheters	To decrease catheters in clinics with higher rates of catheter use.
Infections	To reduce blood stream infections and sepsis rates in dialysis clinics.
Vaccinations	To increase patient and staff vaccination rates.
Hospital Readmissions	To reduce rates of dialysis patient hospital readmissions. This may be part of a national project.
ESRD QIP	QIP is the CMS Quality Incentive Program where facilities get scored on meeting measures of quality, such as rates of anemia, infection, and vascular access. It can impact clinics' payment rates. The goal of this project will be to improve lower scoring clinic rates.
Data Quality	To correct missing/incorrect information in the CMS ESRD data system known as CROWNWeb.

How Patient Liaisons Can Help

- ☞ Join one of these project workgroups
- ☞ Share this information with others
- ☞ Encourage others to join one of these workgroups
- ☞ Ask your clinic management about their involvement in these projects
- ☞ Volunteer to be involved in these projects with your clinic
- ☞ Watch for more information coming soon to share with others

*Patients Needed to Serve
on Project Workgroups*

Be the patient voice.

If you are interested in being a part of any of these projects to improve quality of care for dialysis patients, contact Renée Bova-Collis at 1-866-651-6272

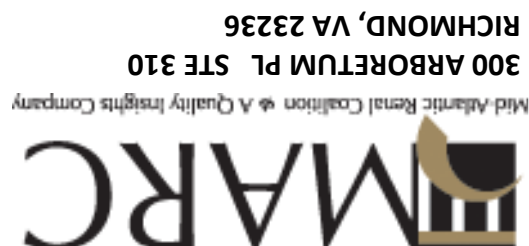
or email rbovacollis@nw5.esrd.net.

Share this with others!

PLEASE POST IN YOUR FACILITY & SHARE WITH YOUR FELLOW PATIENTS...

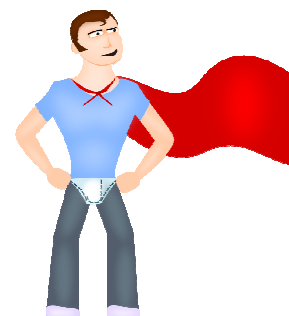


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RESOURCES TO THE RESCUE!



Online Recipes FREE to Download

- ☞ DaVita davita.com/recipes
- ☞ Fresenius Medical Care (FMC) ultracare-dialysis.com/RecipeCenter
- ☞ Northwest Kidney Centers nwkidney.org/living-with-kidney-disease/recipes
- ☞ American Association of Kidney Patients (AAKP) aakp.org/community/esrd-recipes
- ☞ National Kidney Foundation (NKF) myfoodcoach.kidney.org
- ☞ Renal Support Network (RSN) rsnhope.org/recipes

Cookbooks to Order

- ☞ AAKP's *Delicious!* (\$5) To order call 1-800-749-2257, Option 3.
- ☞ *The Renal Gourmet: A Cookbook by a Kidney Patient* (\$21) Order online at www.kidneycookbook.com