

# Quality Assurance Performance Improvement

## Engaging Patients in a Virtual Environment for QAPI

As outlined in the 2008 Conditions for Coverage, dialysis facilities must develop, implement, maintain and evaluate an effective, data-driven, quality assessment and performance improvement (QAPI) program with participation by professional members of the interdisciplinary team (IDT). The goal of QAPI is to improve patient outcomes and reduce medical errors. Dialysis facilities must maintain and demonstrate evidence of this program for review by CMS. In 2020, CMS directed the ESRD Networks to provide technical assistance to project-participating dialysis facilities on incorporating patient, family, and caregiver participation into the QAPI program and/or governing body of the facility.



### Ways to Invite Patients

- Share the purpose of the meeting and explain why they are being invited
  - » Make it personal (“This gives you an opportunity to share your ideas with the team. We want to hear your/the patient’s perspective.”)
- Provide the Patient with a written invitation that outlines the following:
  - » Meeting date
  - » Meeting time
  - » Meeting location
- Request that the Patient RSVP by a specific date
- Review the role the Patient will play in a QAPI meeting, such as:
  - » Offers suggestions for improved patient involvement
  - » Provides ideas and strategies for improved care
  - » Brings forward patients’ experience/ perspective



### Consider Availability of Patients when Scheduling

- Consider the patients schedule and availability when scheduling the QAPI meeting
- Provide information on topics that are usually discussed during QAPI
- Encourage the patient to come prepared with his/her own topics for discussion
- Offer the patients time to think about and ask questions



### Developing Content Inclusive of Patient Perspective

- Review ALL reports that will be discussed during QAPI and remove ANY patient-identifying information
- “From your perspective, what are the challenges to changing\_\_\_\_\_?”
  - “What do you think is the best way to approach\_\_\_\_\_?”
  - “What would be the best way to\_\_\_\_\_?”
  - “Based on this report, what do you believe is important to patients? How do you suggest we assist patients with that?”



Quality  
Insights

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# Technology Tools & Resources for Hosting QAPI in a Virtual Environment Accessible by Patients

## ACCESSIBILITY

- Zoom is compliant with both [Section 508](#), [WCAG 2.1 AA](#), and [EN 301 549](#) standards.
- Zoom is tested across multiple web and app platforms to ensure that the product is fully accessible to the latest screen readers.
- Zoom can produce [automatic transcripts](#)
- Zoom integrates Close Captioning (CC). It integrates seamlessly with 3rd party closed captioning providers through its [Closed Captioning REST API](#).
- Zoom supports [Keyboard Shortcuts](#) for easy navigation of Zoom features.

## SECURITY

- Zoom is [HIPAA](#), [PIPEDA & PHIPA](#) Compliance
- Zoom and the EU General Data Protection Regulation (GDPR)
- Zoom is certified by [FedRAMP](#) (Federal Risk and Authorization Management), [AICPA](#), and [TrustE](#)
- Zoom provides multiple authentication and 3rd party encryption options.
- Zoom only collects and maintains basic information including email address, password, first name, and last name. Telephone number, company name, and profile photos are optional. (See [Zoom Privacy Guidelines](#))

## SIMPLICITY

- Zoom is available on multiple platforms, including desktop computers, laptops, Android phones, and iPhones & iPads.
- Zoom can be accessed via a web browser, negating the need for a downloaded app. However, the app is recommended.
- Zoom calls can be scheduled or done at demand.
- Zoom user interface (UI) is simple and intuitive.
- Zoom makes learning their software through instructional documents and video.
- Zoom provides 24-Hr customer support

## BARRIERS TO SUCCESS

- Cost and budgeting will need to be factored into implementation
- Training will be required for the medical team and the patient.
- Access to technology.
- Provider and patient familiarity and comfort level utilizing technology.
- Zoom like all platforms is not perfect. Problems will arise.
- There will always be concerns with privacy and security.