

One. Mission.

Engaging Patients in Quality Assurance and Performance Improvement and Governance Teams

Session 2- Patient Engagement Webinar Series



Objectives

- Review the purpose and requirements for effective QAPI and Governance
- Describe how QAPI and Governance goals fit into patient engagement
- Describe the steps to successfully engaging a patient in your QAPI and/or Governance team
- Share facility and patient perspectives on the process

Quality Assurance and Performance Improvement

According to CMS, QAPI is a **data-driven, proactive** approach to improving the quality of life of **patients, patient** care, and services in dialysis clinics.

- The activities of QAPI involve members at all levels of the organization working together to:
 - identify opportunities for improvement;
 - address gaps in systems or processes;
 - develop and implement an improvement or corrective plan; and
 - continuously monitor effectiveness of interventions.
- It is an ongoing evaluation of operating systems and clinical process rather than **individual** problems.

Quality Assurance and Performance Improvement

Quality Assurance (QA) is a process of meeting quality standards and assuring that care reaches an acceptable level.

Ensuring compliance and follow up of known issues.

Conducting a root cause analysis is a way to assure quality.

Performance Improvement (PI) is a pro-active and continuous study of processes

The intent is to prevent or decrease the likelihood of problems

Identifying areas of opportunity

Testing new approaches to fix underlying causes of persistent/systemic problems.

§ 494.110 Condition: QAPI

- The dialysis facility must develop, implement, maintain, and evaluate an effective, data-driven QAPI program with participation by the professional members of the IDT.
- The program must reflect the complexity of the organization and services (including those under arrangement), and must focus on indicators related to improved health outcomes and the prevention and reduction of medical errors.

Quality Indicators

- HD and PD adequacy
- Nutritional Status
- Mineral metabolism/renal bone disease
- Anemia Management
- Vascular Access
- Medical injuries and errors
- Patient satisfaction and grievances
- Infection Control
- Vaccinations
- KDQOL outcomes
- Health Outcomes- patient survival



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§ 494.180 Condition: Governance

- The ESRD facility is under the control of an identifiable governing body, or designated person(s) with full legal authority and responsibility for the governance and operation of the facility.
- The governing body adopts and enforces rules and regulations relative to its own governance and to the health care and safety of **patients**, to the protection of the **patients'** personal and property rights, and to the general operation of the facility.
- Governance oversight includes:
 - Staffing
 - Fiscal operations
 - Relationship with the Network
 - Allocation of resources for QAPI
 - Grievance process
 - Ensure all staff follow the facility's patient discharge and transfer P and Ps
 - Emergency coverage



Patient. Centered.

“In a truly Patient Centered Care approach to improvement, patients will be involved in selecting improvements related to their care.”*

*Dialysis Patient Grievance Toolkit,
Kidney Patient Advisory Council,
National Forum of ESRD Networks (2016)*



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A QAPI Effective Team

System
Leadership



Technical
Expertise

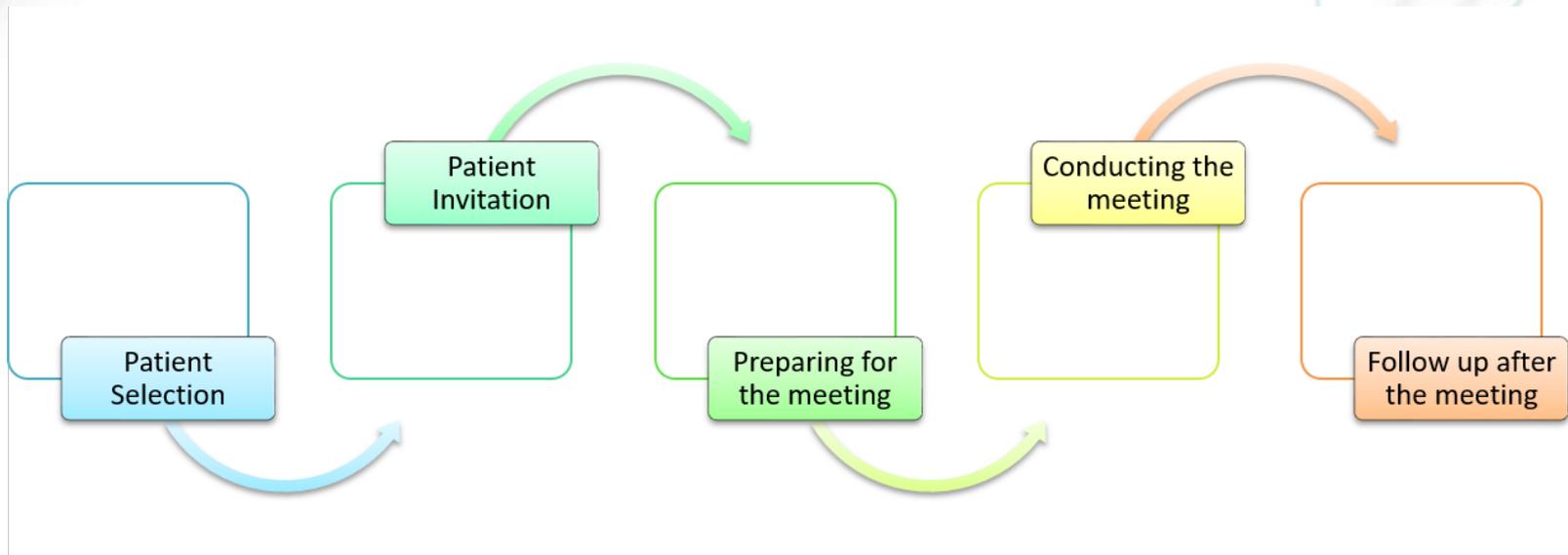
Day to Day
Leadership

Patients can provide both technical expertise and day to day leadership positions in most teams.

Benefits of Patient Engagement in QAPI and/or Governance

- Diverse perspectives and ideas can result in solutions that appeal to a wider population.
- Patients are in a position that allows for repetitive observation of most initiatives and they can report back on what they are seeing or not seeing.
- Inclusion in the team can dramatically open up patients' perspective and demonstrate the dialysis facility's commitment to solving the problem.

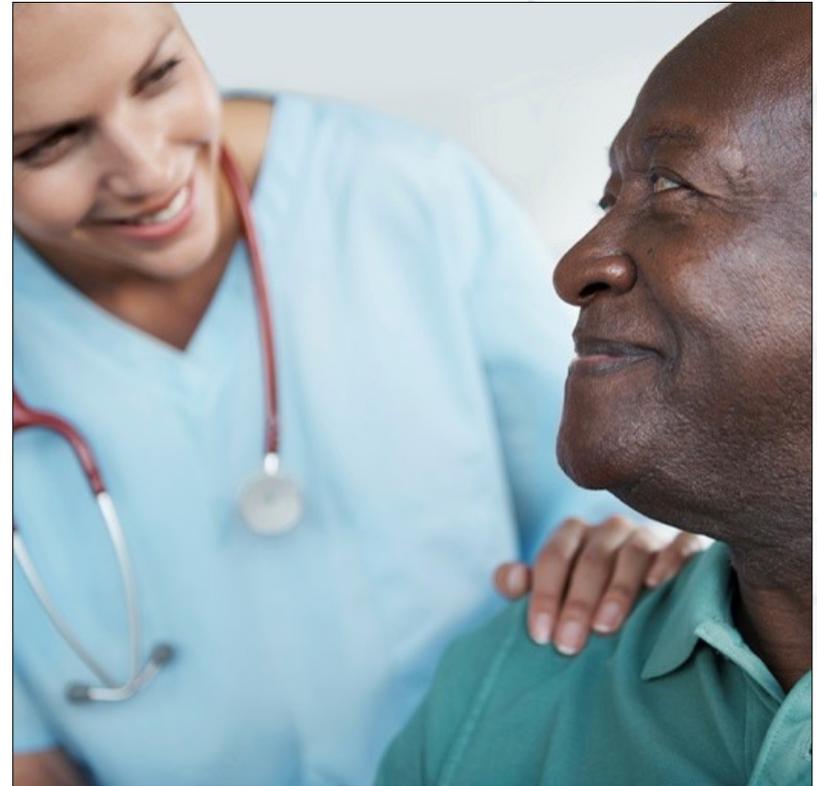
Steps to Engaging a Patient In QAPI



Step 1: Patient Selection

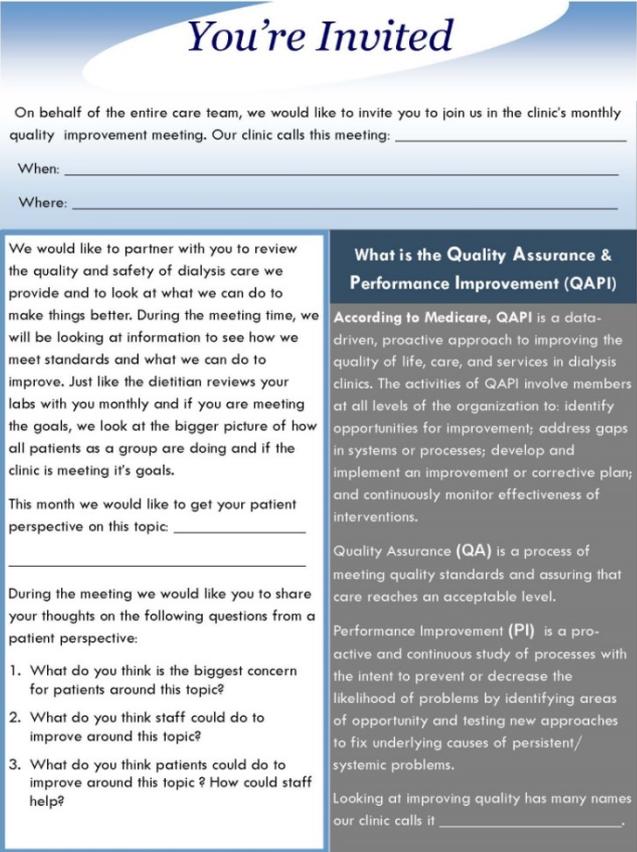
A person who...

- Can see beyond their personal experiences
- Shows concern for more than one issue
- Has a positive outlook on life
- Listens well
- Shows respect for perspective of others
- Interacts with different people
- Speaks comfortably in a group with candor



Step 2: Patient Invitation

- Make it **personal**
 - **Invite** NPR or another patient
 - In-person and in private
- Explain the **purpose** of QAPI
 - Use patient friendly language
 - “Review quality and safety of patient care”
- Share **reasons** why the patient is being invited
 - “I’ve noticed you... have good ideas, get along well with everyone, have an interest in their care and in the facility”



You're Invited

On behalf of the entire care team, we would like to invite you to join us in the clinic's monthly quality improvement meeting. Our clinic calls this meeting: _____

When: _____

Where: _____

We would like to partner with you to review the quality and safety of dialysis care we provide and to look at what we can do to make things better. During the meeting time, we will be looking at information to see how we meet standards and what we can do to improve. Just like the dietitian reviews your labs with you monthly and if you are meeting the goals, we look at the bigger picture of how all patients as a group are doing and if the clinic is meeting it's goals.

This month we would like to get your patient perspective on this topic: _____

During the meeting we would like you to share your thoughts on the following questions from a patient perspective:

1. What do you think is the biggest concern for patients around this topic?
2. What do you think staff could do to improve around this topic?
3. What do you think patients could do to improve around this topic? How could staff help?

What is the Quality Assurance & Performance Improvement (QAPI)

According to Medicare, QAPI is a data-driven, proactive approach to improving the quality of life, care, and services in dialysis clinics. The activities of QAPI involve members at all levels of the organization to: identify opportunities for improvement; address gaps in systems or processes; develop and implement an improvement or corrective plan; and continuously monitor effectiveness of interventions.

Quality Assurance (QA) is a process of meeting quality standards and assuring that care reaches an acceptable level.

Performance Improvement (PI) is a proactive and continuous study of processes with the intent to prevent or decrease the likelihood of problems by identifying areas of opportunity and testing new approaches to fix underlying causes of persistent/systemic problems.

Looking at improving quality has many names our clinic calls it _____.

Step 3– Preparing for the Meeting

Staff Preparation

- Remove any PHI info from reports
- Have IDT members all prepare directed questions
- Use visuals when available
- Notify all team members of the patient attendance

Patient Preparation

- Review their role during and after meetings
 - Advisory in nature
 - Offer suggestions for improved patient involvement with ideas and strategies for improved care
 - Share items of interest with other patients
- Provide topic specific information to help them prepare for the discussion, for example, standards and goals.

Scheduling

- Accommodate patient's schedule to attend meeting
- Plan for the first 20-30 minutes to review the topic of interest to get started

Confirm they will attend

- If patient says yes, educate patient on topic(s) covered and ask if they have any questions

Step 3– Conducting the Meeting

Introduce all present with name and role

Review confidentiality requirements with all present

- *Observe all HIPPA rules*
- *No names/or specific cases*

Set an agenda

- Plan the first 20-30 minutes for patient feedback topics

Use patient friendly language (avoid acronyms)

Use graphs and charts when possible

- *Review for all group members*

Step 5– Follow Up After the Meeting

For the Facility Staff

- Include patient's attendance and participation in minutes
- Debrief with the staff to identify what worked well and what could be improved in the process
- Debrief with the patient
- Follow up with patient directly on any hot-topic issues prior to the next meeting

For the Patient

- Share results with other patients
 - Update on topics discussed
 - Get feedback for next meeting
- Participate in any improvement activities identified
 - Audits
 - Suggestion box reviews



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Sharing Experiences

Staff Perspective:

- Why should a facility have a patient at QAPI?
- How did you determine who to invite?
- How was the patient involved?
- What challenges did you have to overcome?
- What are the benefits for all patients to having a patient as part of the QAPI team?

Patient Perspective:

- How were you involved in the QAPI process?
- What did the clinic do to make you feel comfortable?
- How do you think it benefited you and other patients?
- Why would you encourage other patients to attend?



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Thank You

- Please complete a post-assessment of this webinar. Completion of the post-assessment will fulfill project related requirements.
- Complete the survey at:
- If you would like additional technical assistance, please contact DeeDee Velasquez-Peralta, Patient Services Manager at 816-880-9990 or dvelasquez-peralta@nw12.esrd.net.