



# Heartland Huddle

## Identifying your Network Patient Representative

Huddle up with your team to discuss the NPR program. This sheet will provide an overview of the role and activity ideas. Use the back to write down your action steps for follow up.

Think of a patient or family member who has the following qualities:

- Is a good “role model” of living well with dialysis
- Is friendly to other patients and staff
- Has a positive outlook
- Has good insight
- Is always willing to listen to other patients
- Has good communication skills
- Is respectful of the opinions of others
- Is able to set clear boundaries
- Has a good working relationship with clinic staff
- Has the ability to work in a team
- Can identify and present the needs and concerns of patients

### NPR Role Overview

The Network Patient Representative (NPR) program was developed to help spread educational information to patients and provide them with additional support by a fellow patient in their dialysis clinic. NPRs are volunteers who are a patient (or family member) living with kidney disease from across Iowa, Kansas, Missouri, and Nebraska. The Network Patient Representative (NPR) helps other patients by:

**Providing a listening ear...** someone who has been “in their shoes” and understands the challenges living with kidney disease brings;

**Providing the patient voice...** to the Network and to the clinic staff giving their perspective to improve care at the clinic and regional level;

**Giving others hope...** their positive outlook and ability to live well with kidney disease can encourage other patients that they too can live a good life with kidney disease.

Answer the following with your team:

- Is there a patient we think has these qualities?
- Is there a family member that has these qualities?
- Why do we think they would be a good fit?
- Who is going to reach out to the patient/family member ? By when?

Once you identify a patient or family member, approach the patient and share with them why you think they would be a good NPR. Example statement: “Because you have always been willing to help other patients, have done well incorporating dialysis into your life and have such a positive outlook, we would like to partner with you to make improvements in the clinic and link the patients at the clinic to the Network.”