



# Heartland Huddle Network Patient Representative Program

Use this “Heartland Huddle” as part of a quick team discussion and use the back to write down your follow up activities.

## NPR Role is to...

- Be a positive role model for other patients
- Keep patient matters confidential
- Direct patients to the right staff member that can help them with questions
- Refer patients to Heartland Kidney Network as a resource for questions or concerns, or to submit a grievance
- Help staff promote patient engagement activities at the clinic
- Represent the patient voice and help with quality improvement efforts

## NPR Role is NOT to...

- Give medical advice to patients
- Impose their opinions or beliefs on other patients
- Be responsible for handling patient grievances about their care
- Discuss with other people what a patient has shared with them
  - unless they give permission
  - or the patient may be at risk for harm
- Fix all of the problems another patient has

## Activity Ideas to Consider

- Review clinic resources and share ideas on what topics they think patients need more information on
- Hand out patient educational materials
- Help with a patient bulletin board
- Help with lobby days
- Plan fun activities (games, bingo, movie days)
- Review patient suggestions with staff
- Attend the first 10-15 minutes of the monthly clinic quality improvement meeting and/or administrative meeting to help staff understand patient concerns

## Program Overview

Heartland Kidney Network’s Patient Advisory Committee (PAC) developed the Network Patient Representative (NPR) program to help spread educational information to patients and provide them with additional support by a fellow patient in their dialysis clinic. NPRs are individuals that are on dialysis or have had a kidney transplant or a family member of a patient. The Network encourages all dialysis clinics to identify and work with at least one NPR as part of their patient engagement efforts. This program allows them to move beyond the first level of patient engagement (Direct) to the second level (Organizational Design and Governance) by reaching out for patient input to ensure the clinic is responsive to patients’ needs.

## What is the Role of the NPR?

The role is very flexible and the NPR and the dialysis staff should work together to identify the patient’s desired level of involvement and how to work together to meet their goals.

For those NPRs who would like to be more involved, they can work with the clinic staff to develop other projects like:

- A patient newsletter or writing a regular column in the facility newsletter
- A patient-to-patient mentoring program or a support group
- Educational events like a guest speaker or health fair
- A clinic picnic, a holiday dinner or a community event