

Step 1: Plan

Review the following Network and community resources to plan a patient engagement activity help patients learn more about the importance of taking care of their mind, body and spirt to thrive with kidney disease so they can thrive with kidney disease.

Network Resources

- My Kidney Kit All pages are available in English and Spanish at <u>www.mykidneykit.org</u>. Highlighted MKK "My Life" pages include:
 - <u>Being Active</u>
 - <u>Traveling with Dialysis</u>
 - Occupation



- Healthy Lifestyle Choices
- <u>Coping With Dialysis</u>
- What is Depression?
- My Questions and Goals (<u>New Patient/Existing Patient</u>) handouts weret developed by patients. This handout provides questions for patients to consider asking their care team and to share their personal goals to include in their treatment plan.
- Myths and Facts about Depression (handout)
- "<u>My Journey with Kidney Disease</u>" video shares patient stories addressing questions they wish they would have had answers to when they started dialysis. It is available by contacting the Network for the DVD and online in English and Spanish.
- <u>The Patient Engagement Showcase</u> My Life section includes images and information on patient engagement activities promoting wellness from clinics throughout our Network.



<u>Heartland Headlines</u> (patient newsletter) shares patient stories and information to help patients live well with kidney disease. Current and prior editions are available on the Network website.



"Set a Goal to Thrive"

(patient handout) was developed to help patients set personal "SMART" goals.

ESRD NCC Resources:

- <u>10 Tips to Help you Become Active in Your Care!</u> (handout) provides 10 tips to help patients be more engaged in their care.
- <u>Peer Mentoring: Roles and Benefits</u> (handout) outlines the roles and benefits of peer mentorship.



Community Resources

Mind

- <u>Understanding Depression in Kidney Disease</u> (booklet) offered by the American Association of Kidney Patients, this booklet gives readers an understanding of what depression is, what may cause it and how it is treated.
- Dialysis Patient Depression Toolkit was designed by patients for patients to help individuals who feel they may be experiencing depression. (English/Spanish)
- <u>Connecting Laughter, Humor and Good Health</u> (article) provided by the <u>University of Kentucky Cooperative</u> <u>Extension</u>, gives information on the benefits of laughter and humor.



Living Well on Dialysis - Take Charge of your Emotions is a patient handout available in <u>English</u> and <u>Spanish</u> created by from the American Psychological Association (and Dialysis Patient Citizens).



Kidney School: <u>Coping with</u> <u>Kidney Disease Module 5</u>. This online course covers information on emotions, asking for help and recognizing and dealing with depression. (<u>Printed version</u>)

Body

- <u>Exercise: A Guide for People on Dialysis</u> (booklet) and the Life Options: Feeling Better with Exercise: A video guide for people on dialysis (DVD) are available at <u>www.lifeoptions.org/</u>.
- The American Heart Association website (<u>www.heart.org</u>) has some great tips for <u>healthy</u> <u>living</u> including information on eating smart, losing weight, mental health and wellbeing, sleep, stress management, fitness and quitting smoking.



Spirit

Volunteering has been shown to improve overall health and happiness. Visit these websites for information on volunteer opportunities.







Step 2: Act

Go For It! Team with your staff and Network Patient Representative (NPR) to complete a patient engagement activity.

- Educate patients and staff using the My Kidney Kit pages. Use the <u>My Education Sheet</u> to document any patient goals.
- Talk with your Network Patient Representative (NPR) to discuss ideas on what resources and activities they would like to see at the clinic to help patients thrive with kidney disease.
- Invite your NPR to a team huddle to share their experience with coping with kidney disease.
- Review the <u>Patient Engagement Activity Showcase</u> with ideas from clinics throughout our Network on coping with dialysis, being active and goal setting.
- Consider doing an activity with patients to allow them to share photos or activities they do to thrive with kidney disease both physically and emotionally.
- Create a bulletin board to encourage patients to be active or share how they enjoy life "beyond the chair."
- Host a lobby day with your local mental health center or volunteer center.
- Work with patient's to set SMART goals for being more physically or socially active
- Use the My Life crossword puzzle, play bingo or another game as a fun activity to help with morale.

Step 3: Share

3: Share what your clinic has done with the rest of the Network!

- Ask your NPR for their feedback and encourage them to attend the next NPR Connection Call (the second Thursday and Friday each month at 1 pm) to share with others!
- Take a photo of your activity and report your facility's patient engagement activities:
 - In a Network Quality Improvement Activity (QIA)?: Use the link on your Project-At-A-Glance
 - Not reporting for a QIA: <u>Patient Engagement Report</u>

Highlights will be shared through the projects and <u>e-newsletter</u>.

Three Levels of Patient Engagement

Level 3: Laws and Policy: "Consumers are involved in the decisions that communities make about policies, law and regulations in public health and health care."

Level 2: Organization Design and Governance: "Providers reach out for patient input to ensure they will be responsive to patients' needs."

Level 1: Direct Patient Care: "Patients get information and answer questions about their preferences to help inform their treatment decisions."

"Health Policy Brief: Patient Engagement", Health Affairs, February 14, 2013

For more information or to file a grievance, please contact Qsource ESRD Network 12 | 920 Main, Suite 801 | Kansas City, MO 64105 Toll-Free Patient Line: (800) 444-9965

net12@nw12.esrd.net

qsource.org | heartlandkidney.org

This resource was developed while under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. Contract #HHSM-500-2016-00012C. The contents presented do not necessarily reflect CMS policy. 19.Q-ESRD12.09.163