

My Network: Network Patient Representative (NPR)

The Network Patient Representative (NPR) program was created by the Qsource ESRD Network 12 Patient Advisory Council with the goal of having a patient or care partner in each dialysis clinic who could help to share information and give peer support. NPRs are people from across Iowa, Kansas, Missouri and Nebraska who live with kidney disease. NPRs include people who are on dialysis, and/or have had a kidney transplant, and/or are a care partner and/or family member of a kidney patient.



These volunteers work with dialysis clinic staff and the Network to help improve dialysis care by sharing education and viewpoint. NPRs can also serve as peer mentors by sharing their own stories, listening and giving advice on what worked well for them. NPRs are role models in their clinic because they have a positive outlook, are active in their own care and are always wanting to learn more.

What are the NPR duties?

NPRs can help other patients, their clinic and patients in the Network in many ways based on their interests and their health. It is up to the NPR to decide how much they want to do. The NPR's minimal duties are to:



Share information on living well with kidney disease from the Network.

- NPRs may do this by posting flyers, handouts and newsletters on a bulletin board, handing out copies made by the clinic or including it in a clinic newsletter.



Connect with patients. Be willing to listen to and share your story about how you live well with kidney disease.

- This can be done by phone, email or in-person. Let the clinic manager and/or social worker know what works best for you.



Direct patient concerns to the right person at the clinic or at the Network.

- The NPR can listen to patient concerns but it is not the NPRs job to fix the problem.
- NPRs should not give medical advice but may give information on who the patient may want to talk to.



Share your ideas and work with the clinic staff on Network projects that help patients learn more about their care options.



Join the NPR Connection Calls and/or read the NPR Connection e-newsletter to get patient education, Network updates and ideas from other NPRs each month.

How being a NPR helps others

As a Network Patient Representative, you can help other patients by:



Listening to patients as someone who has been “in their shoes” and understands life with kidney disease.



Providing the patient voice to the Network and to your clinic staff, giving your views on how to improve care at the clinic and regional level.



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

How being a NPR helps you

Studies have found that people who volunteer are happier. One of the many benefits is that helping others is good for your mind and body. It can:



Improve:

- self-confidence
- self-esteem
- overall happiness with life



Lessen:

- risk of depression
- signs of chronic pain
- signs of heart disease

Interested in becoming a NPR?

Talk to the clinic manager or social worker about your interest and download the application on the ESRD Network 12 website. There are two parts, one for you and one for staff to complete. Please ask the clinic staff to fax all pages of the application to the Network at 816-880-9088. After it's reviewed, the Network will email you and you will get a packet with the NPR Handbook to your mailing address. If you have any questions, please call Patient Services at 1-800-444-9965.

My Questions

Ask Your Care Team:

- Is there a NPR at our clinic?
- How can I become an NPR for our clinic?
- Are there any other ways to volunteer in the clinic or community?

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For more information or to file a grievance, please contact:

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