



Topic of the Month
Speak Up And Share

Step 1: Plan

Review the following Network and community resources to plan a patient engagement activity to encourage patients to share their concerns, ideas and talents.

Network Resources

• My Kidney Kit pages. The My Kidney Kit (MKK) is available in the dialysis center and online in English and Spanish at www.mykidneykit.org. Highlighted MKK pages for this month include:

- [My End Stage Renal Disease Network](#)
- [Network Patient Representative \(NPR\) Program](#)
- [Patient Advisory Council \(PAC\)](#)
- [What to Do If I Have a Grievance](#)



Heartland Huddles (staff handouts) developed to help clinic staff to review a topic during a team “huddle.”



• **Huddle Up to Improve the Grievance Process** was developed to engage staff in a review and discussion on how the clinic can improve the grievance process and build a culture of safety.

- [Grievance Definition](#)
- [Grievance Process](#)
- [Retaliation](#)



• **Network Patient Representative (NPR) Series** was developed to help to inform and engage all staff in identifying a patient and/or family member to work with as the NPR.

- [Network Patient Representative Program Overview](#)
- [Identifying your NPR](#)

• **NPR Program Resources**

- [Applications](#) for patients to get involved are available on the Network website
- [NPR Handbook](#) (patient booklet) provides guidance and ideas to NPRs and clinic staff as they work together to improve the patient experience at the dialysis clinic.
- [Get Involved and Make a Difference](#) (poster) gives information encouraging patients to become the Network Patient Representative for their clinic.
- [Getting Off to the Right Start](#) (staff handout) gives staff guidance for working with your Network Patient Representative.
- [Keeping your Network Patient Representative Engaged](#) (staff handout) provides activity ideas for maintaining and supporting the NPR in their role at the clinic.



- [The Patient Engagement Showcase](#) My Network section includes some examples to encourage patients to share their concerns.
- [Volunteering](#) (patient handout) includes information on the benefits of volunteering and some ideas to consider.

Kidney Community Resources



- **ESRD National Coordinating Center** (esrdncc.org) grievance and peer mentoring resources:
 - [Patient Grievances, A Guide for ESRD Patients](#) (patient brochure/form) explains the process of reporting a grievance and provides a form to help patients prepare to share their concern(s).
 - [Thriving without Fear, Managing Retaliation](#) (patient handout) explains retaliation and offers tips for patients who fear retaliation from a dialysis staff member.
 - [Peer Mentoring Resources](#) this webpage provides information on peer mentoring and support programs currently available in the renal community.



- **Forum of ESRD Networks** (esrdnetworks.org) Kidney Patient Advisory Council developed resources:
 - Dialysis Patient Grievance Toolkit ([English](#) | [Spanish](#)) is a toolkit designed BY patients FOR patients to help patients as they work through the grievance system.
 - [Dialysis Patient Grievance Toolkit](#) (patient flyer/poster) is a one-page summary providing a brief description of the contents of the toolkit.

Step 2: Act

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

- Educate patients and staff using the My Kidney Kit pages. Use the “My Questions” section to engage in a discussion and use the [My Education Sheet](#) to document any patient goals.
- Talk with your Network Patient Representative (NPR) to discuss ideas on what resources and activities they think would be helpful to share. If you don’t already have a NPR, work with your team using the Huddle sheets to identify a representative. Invite at least one patient to be the NPR, help them complete the application and fax it to 816-880-9088.
- Start a suggestion box so that patients can share concerns and ideas anonymously. Your NPR can help review them with you on a monthly basis and you can post your responses nearby, so patients know their concerns are being addressed.
- Invite your NPR to your team huddle or a staff meeting so staff can get the patient perspective on the facility culture related to grievances.

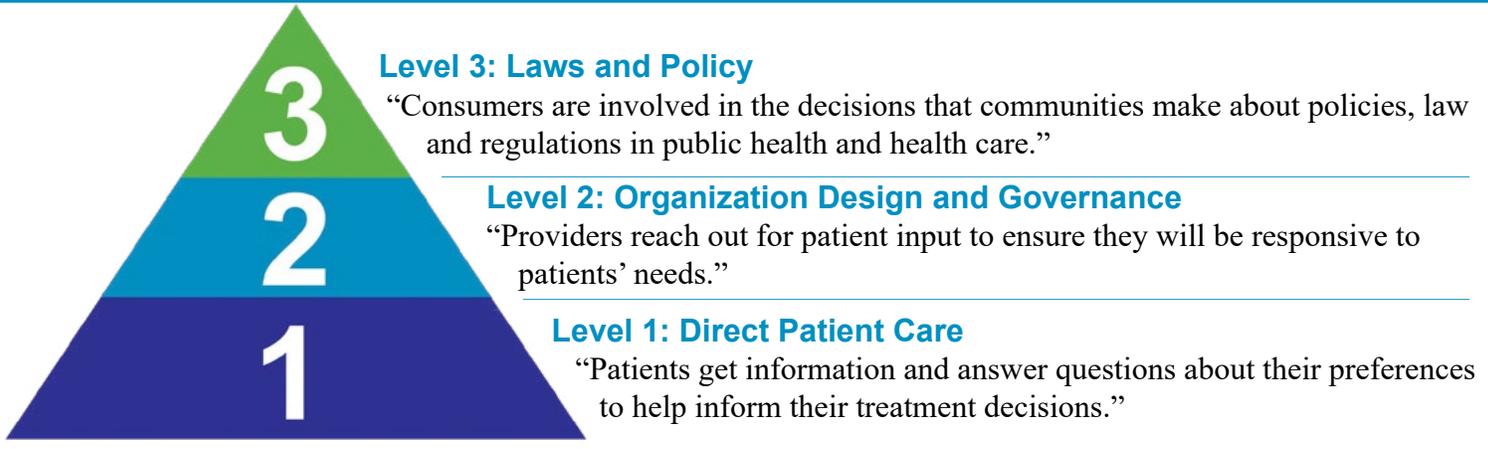
- Invite your NPR(s) to your Quality Improvement meeting to discuss and review grievance trends and identify ideas for improvement.
- Review the Patient Engagement Showcase and/or consider the following bulletin board ideas:
 - Encourage patients to speak up and share their concerns to make care better for all.
 - Share the benefits of volunteering giving ideas on how to get involved as a NPR and/or in the community.

Step 3: Share

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

- Ask your Network Patient Representative (NPR) for their feedback and encourage them to attend the next NPR Connection Session to share with others!
- Take a photo of your activity and your clinic’s patient engagement activities at [Patient Engagement Activity Report](#). Highlights will be shared through the projects and e-newsletter.

Three Levels of Patient Engagement



For more information or to file a grievance, please contact

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