

# 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

- [ESRD Network 10](#)
- [Facility Peer Representative Program Brochure](#)
- [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



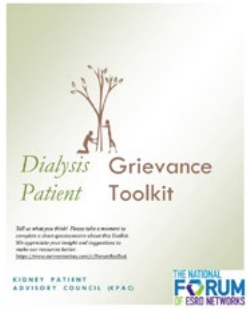
#### Retaliation



### Facility Peer Representative Program Resources

- [Applications](#) for patients to get involved are available on the Network website.
- [FPR 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.
- [Getting Off to the Right Start](#) (staff handout) gives staff guidance for working with your Facility Peer Representative.
- [Keeping your Facility Peer Representative Engaged](#) (staff handout) provides activity ideas for maintaining and supporting the NPR in their role at the clinic.

## National Resources



- Dialysis Patient Grievance Toolkit (patient booklet) is a toolkit designed BY patients FOR patients to help patients as they work through the grievance system provided by the Forum of ESRD Networks Kidney Patient Advisory Council (KPAC) and is available in [English](#) and [Spanish](#).
  - [Dialysis Patient Grievance Toolkit](#) (patient flyer/poster) is a one-page summary providing a brief description of the contents of the toolkit.
- [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.

### Step 2: Act

Go For It! Team up with your staff and Facility Peer Representative (FPR) to complete a patient engagement activity. Here are some ideas to help you get started.

- 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 FPR to discuss ideas on what resources and activities they think would be helpful to share.
- Create a bulletin board sharing encouraging patients to speak up and share their concerns.
- Start a Suggestion Box so that patients can share concerns and ideas anonymously. Your FPR 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.
- Use the [My Network crossword puzzle](#) as a fun activity.
- If you don’t already have a FPR, work with your team using the Huddle sheets to identify a representative. Invite at least one patient to be the FPR, help them complete the [online application](#).
- Invite your FPR to your team huddle or a staff meeting so staff can get the patient perspective on the facility culture related to grievances.
- Host a lobby day introducing your FPR(s) to other patients.
- Invite your FPR(s) to your Quality Improvement meeting to discuss and review grievance trends and identify ideas for improvement.

### Step 3: Share

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

- Ask your FPR for their feedback and encourage them to attend the next [FPR Connection Call](#) (the third Wednesday and Thursday every other month beginning Feb. 2020 at 2 pm CT) to share with others!
- Take a photo of your activity and report your facility’s patient engagement activities to our [Patient Services Department](#).
- Highlights will be shared through projects and the e-newsletter.

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

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Toll-Free Patient Line: (800) 459-6919

[ESRDNetwork10@qsource.org](mailto:ESRDNetwork10@qsource.org)

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