



# Patient Engagement Activity Showcase

## My Life Topics

This resource was compiled 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

# Annual Eye Exam & Common Eye Diseases

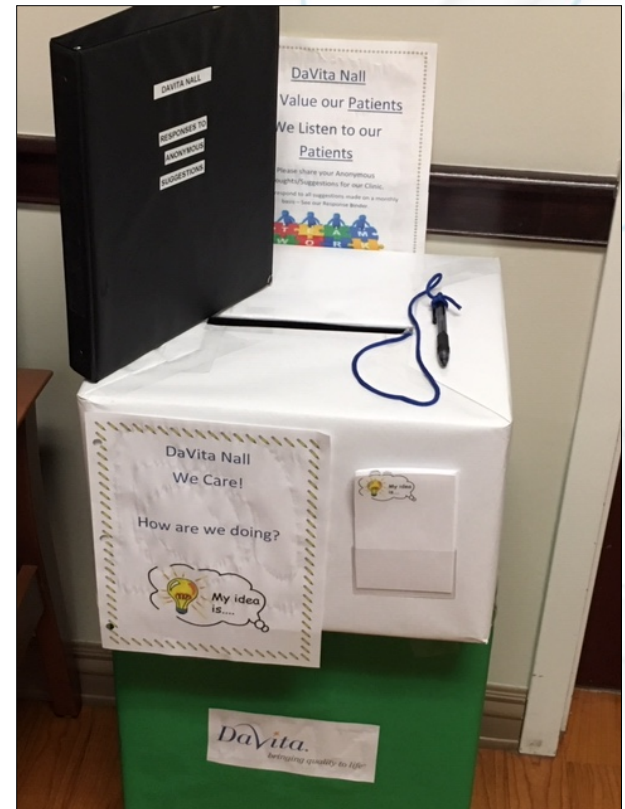


- **Goal:** Maintain vision & early prevention for eye disease.
- **Activity:** Display a bulletin board in the patient lobby. RN initially educates patients on the importance of annual eye exam to address any potential problems, maintaining their vision to keep themselves independent, and how impaired vision can impact falls causing injury to themselves. PCTs will go back to patients that have not had annual eye exam & encourage them to set-up an appointment.
- **Results:** We have been doing this for several years. Over 90% of our patients had cataract surgery or retinal bleeds which have been addressed. We only have a few patients that will not go in for eye exam.

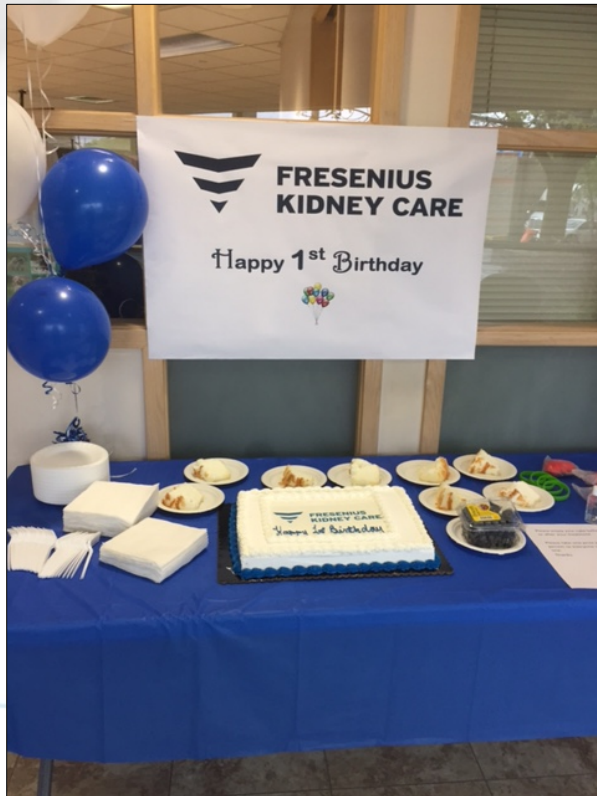
Shared by DCI- Belton

# Anonymous Grievance Process

- **Goal:** To encourage anonymous grievance participation and allow our patients to feel heard. Find out issues/concerns that we can improve upon as a clinic.
- **Activity:** We have placed a Suggestion Box in the lobby in addition to a notebook/binder near the box with clinic's response to concerns.



# Celebrating Success



- **Goal:** To celebrate with the patients making it through our first year as a LDO instead of a small Physician owned Clinic.
- **Activity:** We held a 1st Birthday party in the lobby with all the patients. We had a cake, balloons and small give prizes for the patients. Monthly activities were done throughout the year.
- **Results:** The patients enjoyed the celebration. We wanted to make it something fun as the patients and staff have had to adjust to a lot of changes this year.

Shared by FMC-Davenport



# Coping with Dialysis

- **Goal:** To open a discussion on how our patients, who are all home patients, cope with being on dialysis.
- **Activity:** We used the My Kidney Kit and Kidney Calendar for our education piece for the month. We handed out the information on Coping with Dialysis and Healthy Lifestyles from the Kidney Kit and used it as a tool to open the discussion on how our patients cope with being on and doing dialysis. (We are a stand alone, home only clinic)
- **Results:** One patient said she thought of her NxStage machine as her "boyfriend" and even gave her cyclor a name. She said she doesn't always like her "boyfriend" and she doesn't always want to see her "boyfriend", but most days he makes her feel better and she know she couldn't live without him. Another patient said she uses her time to set up her cyclor as time to clear her head, because she has to totally focus on what she is doing. Others didn't have much to say about how they cope, they just felt it was something they had to do if they wanted to be here. I thought this gave us an opportunity to discuss something with our patients that was important and potentially help put into perspective, why they do what they do.

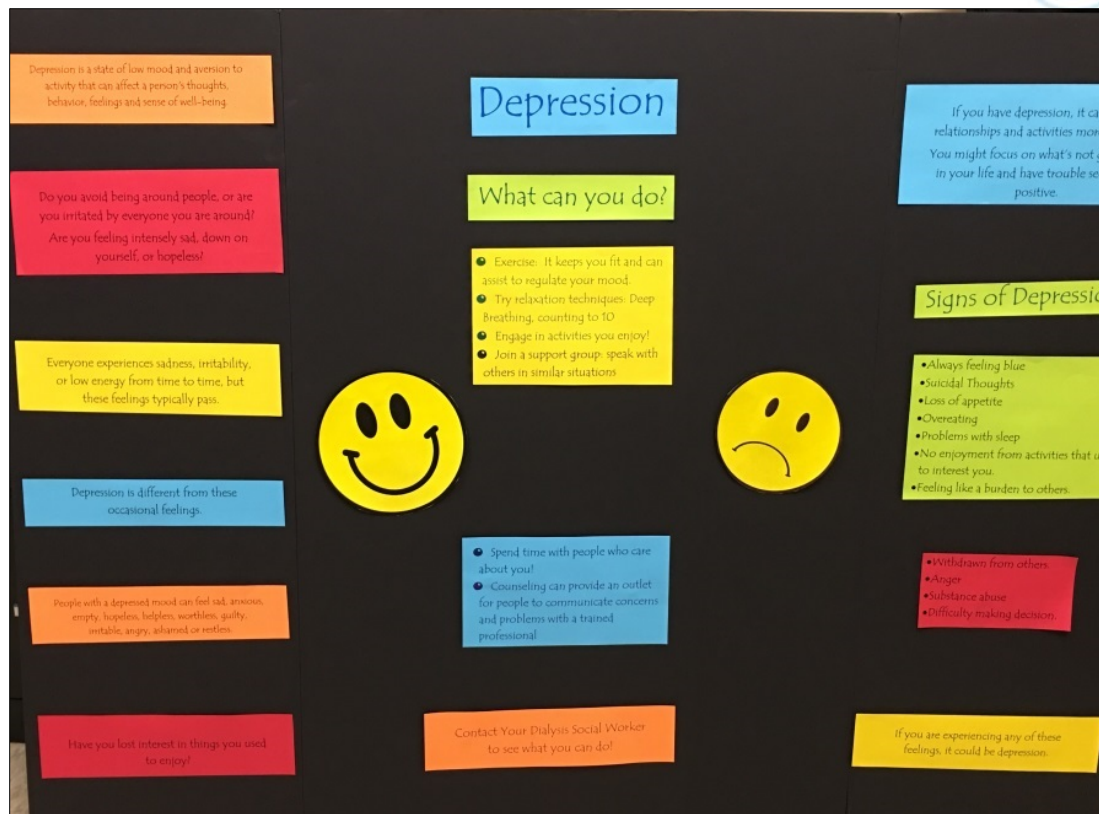
Shared by Frontenac Home Dialysis Center

# Depression: Do you have the facts?

- **Goal:** Increase patient education on depression
- **Activity:** Staff is conducting a Yellow Brick Road fluid gains activity which includes a lobby display. Myths/Depression bulletin board displayed in lobby and reviewed with NPR.



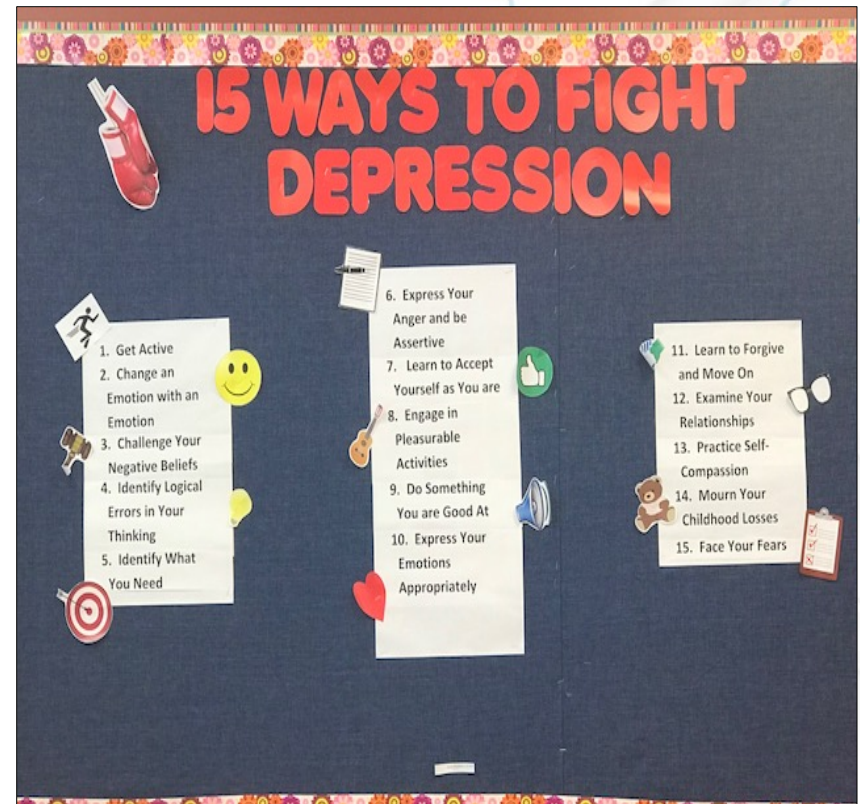
# Depression- What Can You Do?



Shared by FMC Dialysis Services- Des Moines

# Fighting Depression

- **Goal:** Educate patients, family, care givers and staff.
- **Activity:** Educational bulletin board.
- **Results:** Positive feedback given to staff.





# Getting to Know You

- **Goal:** Patients and staff get to know each other better
- **Activity:** Each year a wall is created to feature patients that choose to participate. A picture of patient along with interesting facts is displayed. This creates conversation between patients and teammates to get to know each others areas of interest.
- **Results:** Successful. Patients stop by the wall to read and learn about each other.

Shared by St. Joseph Dialysis

# The Great Outdoors

- **Goal:** Patients are able to think of activities they are still able to do with ESRD, while also getting ideas from other patients.
- **Activity:** Patients were each asked what they enjoy doing in the outdoors as a way to encourage them to continue to participate in the activities that are meaningful and possible, despite ESRD. These ideas were posted in the waiting room on a bulletin board, titled "The Great Outdoors." Patients were able to see the brightly colored hobbies/interests/ideas from other patients.
- **Results:** Patients were eager to read ideas from other patients. They enjoyed sharing about the hobbies they have and it provided those waiting for their chair to be ready a topic of conversation.

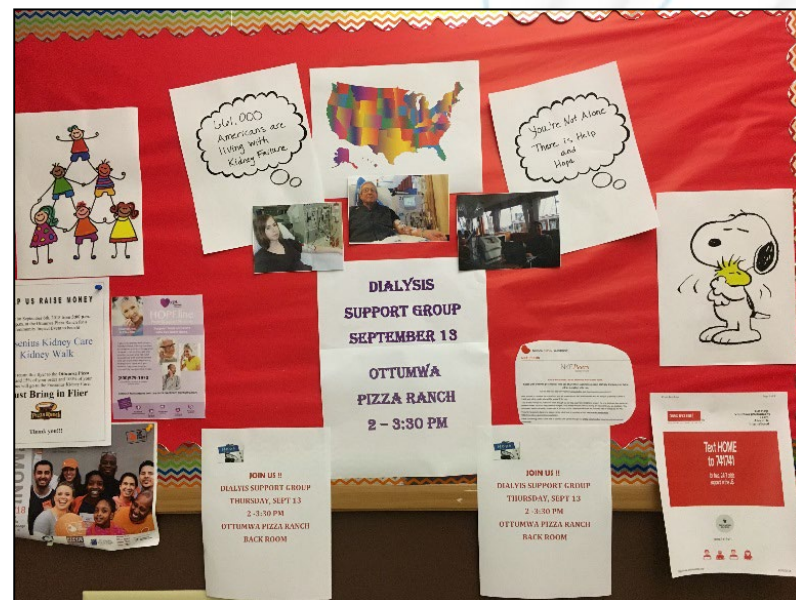
# Grilling out Safely

- **Goal:** Inform patients on safe food practices and choosing better options when grilling out that are low in phosphorus.
- **Activity:** Social worker put up information on safe food practices, and some summer recipes for patients on a bulletin board, with handouts available for patients to take.
- **Results:** Patients appreciated the recipes and took many of them (burger recipe and dessert recipe) as well as some of the safe food information handouts.

Shared by Cedar Rapids Dialysis

# Healthy Choices Go a Long Way

- **Goal:** To provide a forum for pt's to gain support and feel empowered to make healthy choices.
- **Activity:** A support focused bulletin board was created to introduce upcoming Patient Support Group.





# Health Fair



- **Goal:** To make education fun for patients and families.
- **Activity:** Booths were set up for two days with information and education from social work, dietary, and home therapy. We displayed community resources as well as information on diet, how to make your own spices, adjustment to dialysis, depression, importance of the caregiver, home therapy information, etc. Games were set up and prizes were given. When patients and/or families would visit each booth a sticker was given on a card we provided them and their name was then put in a drawing for a grand prize. Posters were made and banners were put up. It was a fun day and patients seemed to enjoy this different way of distributing education and information.
- **Result:** The patients seemed to enjoy this activity and provided them a different approach to the same information. They said "you should do this every 6 months, only next time have food;" "this was fun," "thanks for all the information."

# Healthy Mouth, Healthy You



- **Goal:** To increase awareness of need for improving dental health which impacts overall health for the patients including anemia, infections and requirement for transplantation.
- **Activity:** Staff was initially in-serviced on the "Healthy Mouth, Healthy You" program including the goals and interventions for engagement. Posters were hung. RN's were then assigned by the dietitians to disseminate the oral hygiene brochures and educate the patients. Appropriate patients then referred to MSW for referral to dental resources as needed. Toward the end of the program patients then participated in a questionnaire with the assistance of the team and then used them as discussion tools. At the end of the program patients received a "goodie bag" of dental products included in the attachment.
- **Results:** Patients did get involved and participated since the event was a more "fun" focus. Per the MSW, 15-20 patients did f/u with the MSW for a dental referral using the attached resource lists. Feedback was very positive.

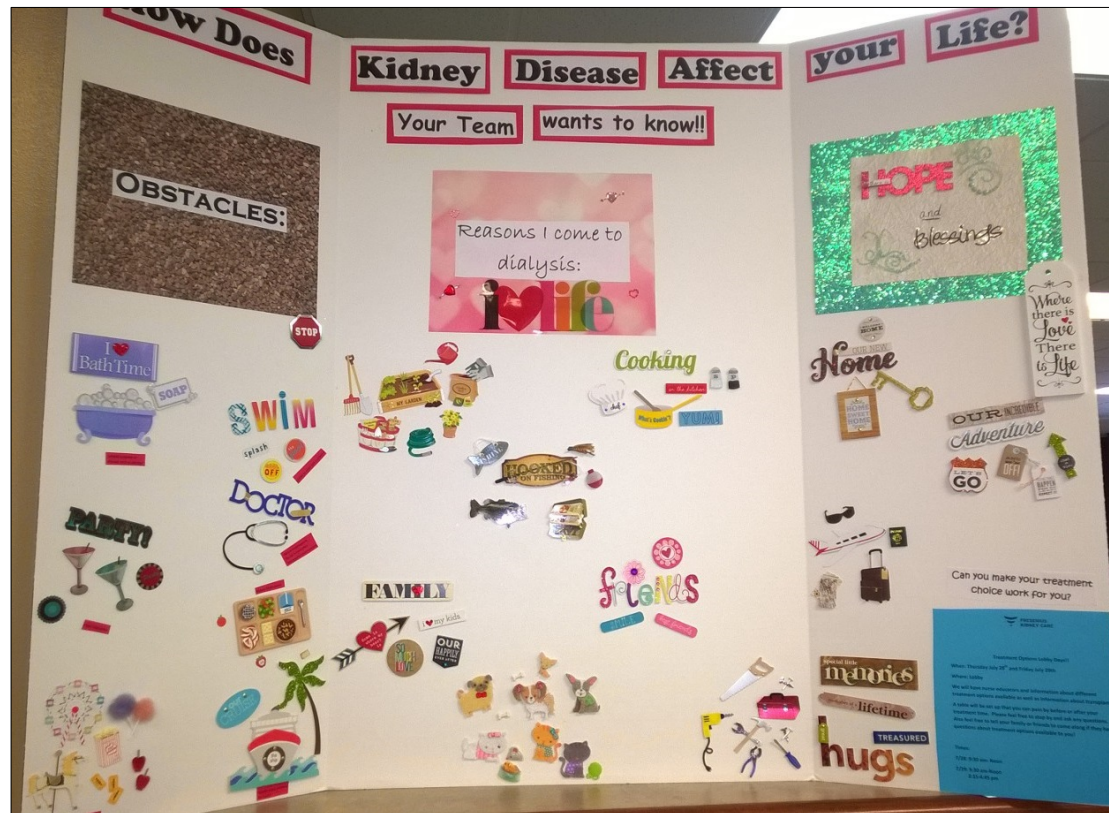
# Holiday Celebration and Bingo

- **Goal:** Promote engagement and provide an opportunity for fun in the clinic.
- **Activity:** Celebrated the 4th of July with treats in the lobby and Bingo in the treatment area.
- **Results:** Patients and staff both enjoyed the activity and treats.





# How Does Kidney Disease Affect Your Life?

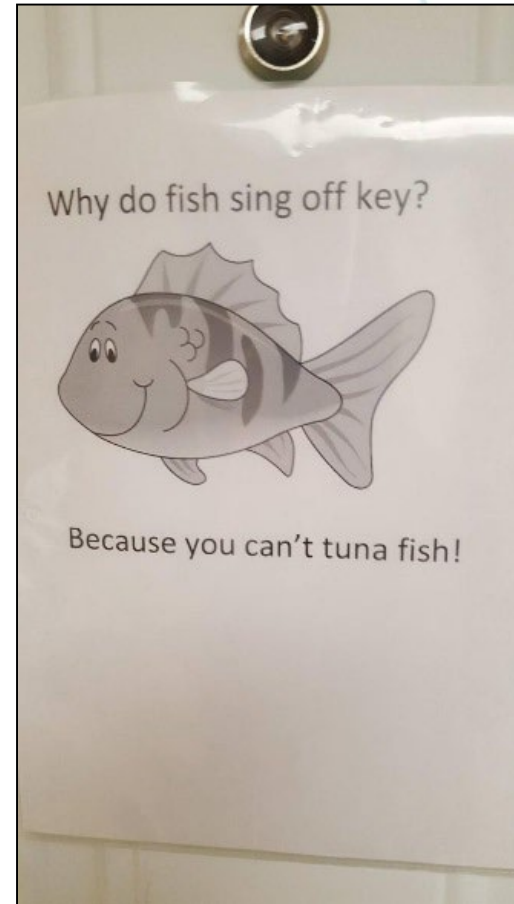


Shared by FMC- Lees Summit



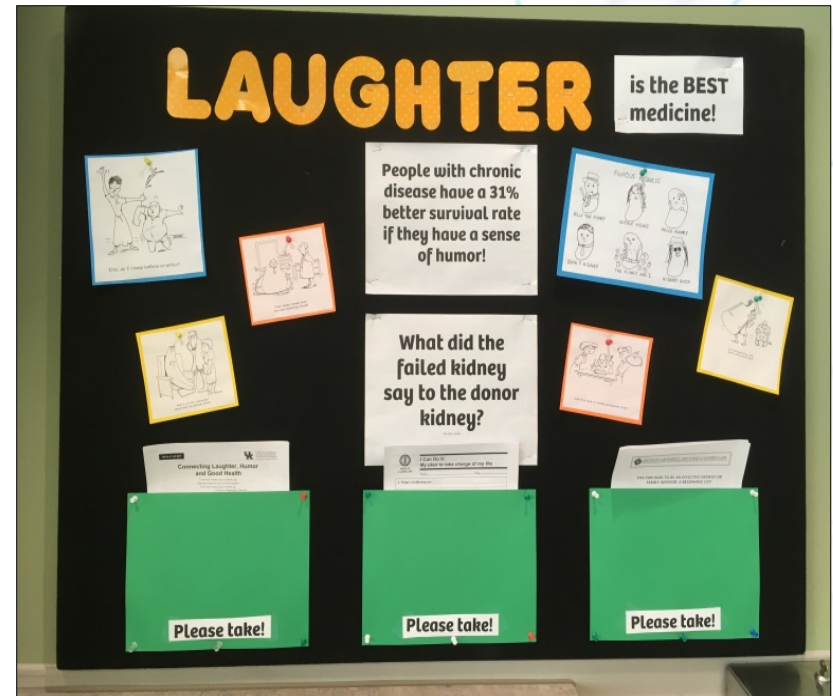
# Humor To Improve Communication

- **Goal:** Our goal is to lighten the atmosphere and improve communication between staff and patients through the use of humor.
- **Description:** PCT has begun posting silly jokes on treatment door for patients/families to read. Change them out twice a week.
- **Results:** Have found some of the patients really enjoy the jokes, they make jokes about the jokes and have even brought in jokes for us to post. Other patients seem indifferent, paying no attention to the jokes or at least making no comments about them.

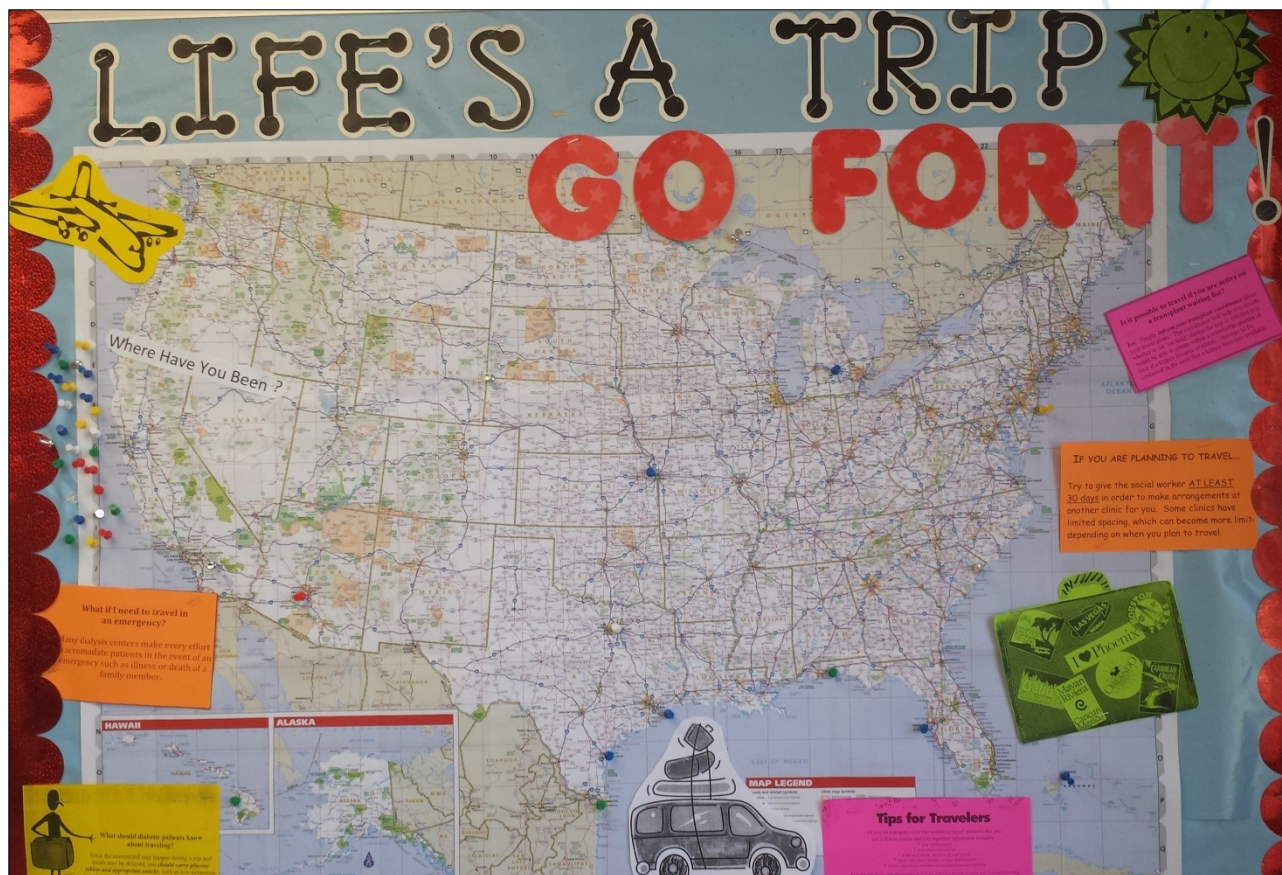


# Laughter is the Best medicine!

- **Goal:** Educate patients and also provide laughter.
- **Activity:** Laughter/Depression bulletin board
- **Results:** Patient's enjoyed the joke and comics and would like weekly jokes!



# Life's a Trip. Go for it!



# Living Well on Dialysis & Travel Tips

- **Goal:** Social worker wanted to address stress/depression and lower MCS scores as a clinic. Along with Living Well on Dialysis, I wanted to encourage travel and activities outside of dialysis.
- **Activity:** Handed out "Living Well on Dialysis" and "Traveling With Dialysis" handouts from the My Kidney Calendar Topics. I engaged patients in discussion about their emotional health and also made sure patients knew who the travel coordinator was at our clinic and encouraged them to explore travel opportunities. I spent extra time with newer patients so they knew they are not limited and are able to travel with proper planning and also made sure they were handling stress and aware of depression.
- **Results:** I had several patients express interest in travel and newer patients who were not even aware travel was an option for them. I expect more travel requests for the clinic in the upcoming year. The Living Well on Dialysis handout allowed me to check in on each patient and assess current mood. Many patients responded by saying "I'm not stressed" or "I don't have depression" but a few opened up and shared how they were feeling giving me an opportunity to further assess and assist. The Travel Coordinator was happy to know the patients had instructions on how to plan trips and the team was happy to know the topics were addressed in the clinic with the patients.



# March O' the Kidney



- **Goal:** The annual Freeman March O' the Kidney Walk is to raise awareness and funds to assist patient's with cost related for dialysis medications, nutritional resources, transportation expenses, transplant related expenses and other expenses deemed necessary for the patient.
- **Activity:** The March O' the Kidney Walk is an annual 1 mile walk at the North Park Mall. Patient's, families and friends both past and present, dialysis staff and physicians participate to raise awareness and funds for patient's.
- **Results:** There was a very positive turnout from patient's and their families. Patient's were very appreciative and appeared to enjoy the activity.

Shared by Freeman Health System Outpatient Dialysis Center and Freeman Nephrology and Dialysis Center

# Meal Planning

- **Goal:** To assist patients with planning meals
- **Activity:** Monthly lobby days. We provide samples of food utilizing recipes that are kidney friendly . The dietician speaks with the patients about the recipes and educates the patient about meal planning and choices.
- **Results:** The patients respond well. They have verbalized that the recipes and samples are good and easy to prepare and have stated that the education provided by the dietician is helpful.

# Mental Health Awareness Robot

- **Goal:** To enhance the knowledge of staff and patients on mental health.
- **Activity:** Mental Health Awareness robot.
- **Results:** Everyone enjoyed the robot and information provided.



Shared by Dialysis Clinics, Inc. – Warrensburg

# Oral Health (1)

- **Goal:** Promote oral care to decrease infection and increase albumin.
- **Activity:** “Healthy Mouth, Healthy You” campaign, we are focusing on oral care. Providing each patient with dental resources, and a bag with a toothbrush, toothpaste, mouth wash and floss. We continue to make patients aware, educated and active in their healthcare.
- **Results:** Patients seem to enjoy visiting with the staff while participating in the activities.





## Oral Health (2)

- **Goal:** To educate patients about the importance of good oral hygiene; Having Strong teeth and gums will help you.....Enjoy a variety of foods without pain or discomfort, protect yourself from bacteria that can make you sick, and reduce inflammation to stay heart healthy.
- **Activity:** Patients were talked to on an individual basis about their dental help and those needing dental work were referred to local dentist. Patients were then given a "goody" bag with a new toothbrush, toothpaste, and mouthwash.
- **Results:** The activity made patients aware of the importance of taking care of their teeth and gums and how it can affect their overall health. Patients who have dental problems typically have lower albumins which is important for them to thrive.

# Patient Engagement Days



**Patient Engagement Days**  
*Freeman Nephrology & Dialysis Center*

Wednesday, September 20      Thursday, September 21  
10:00 am - 2:00 pm      10:00 am - 2:00 pm

**FOOD** 🍁 **MUSIC** 🍁 **GIVEAWAYS**

Learn about community resources, emotional support, transplant information, donation opportunities and much more.

Freeman Hospital East  
932 E. 34th St., Joplin  
South Lawn – behind large parking area  
For more information, please call 417.347.3879

  
**Freeman**  
Health System  
*Nephrology &  
Dialysis Center*

- **Activity:** Patient Engagement Days is a program for all past and present dialysis patient's to socialize with other patient's, enjoy a dialysis friendly meal and dessert, participate in fun and activities, listen to music and meet vendors providing community resources, transplant information and providing emotional support.
- **Results:** The activity goals were very successful in all of our projects. The patient's were very engaged and appeared to enjoy all of the projects. There was a very positive turnout from patient's and their families. Patient's were very appreciative and appeared to enjoy all of the projects.

Shared by Freeman Health System Outpatient Dialysis Center and Freeman Nephrology and Dialysis Center

# Patient Groups: Branson Social Club



- **Goal:** To get to know fellow dialysis patients and staff as people not just as dialysis patients or staff.
- **Activity:** We have a social club consisting of lunch or dinner and an activity each month. The patients pick the place to eat and are responsible for their own food and transportation to and from the chosen place. We switch the days to allow for different shifts of patients to participate.
- **Results:** The patients love this. It is the hot topic of the waiting room for a week before and after each event. We have had a great turnout at each of the four times we have done this. Photos are posted, with patient consent, on a bulletin board in the waiting area.

Shared by Branson Dialysis



# Patient Support Group

- **Goal:** Ultimately, the goal of establishing a pt group would be to empower and encourage pt's to be more active in their healthcare.
- **Activity:** A survey was completed to gauge pt interest in the development of pt support group.
- **Results:** In-center pt's (33) were provided survey and 17 results were gained. 12 responded yes to pt group and 5 responded no.





# Promoting Fresh Herbs & Improving Energy

- **Goal:** To promote fresh herbs to improve patients' diet. To promote ways for patients to increase their energy.
- **Activity:** A planter was set up outside in front of the building. Our dietitian had brought it and set it up. The patients are the ones who water the plants and take care of it. They also use the herbs to improve their diet. In addition, a bulletin board was set up with ways to help improve their energy, discussed vitamins, exercise, regular eating addressing, depression and anemia. This was also working with the dietitian.
- **Results:** The patients are enjoying the fresh herbs. Several patients made comments they are glad they have information to help with their energy.

# Say Boo To The Flu



Shared by DCI-Warrensburg

# Share Your Lifestyle Record



**Share your "LIFESTYLE" Record**

Your dialysis team would like to try a new way to learn more about you and your life outside of dialysis.

How are you winning at the game of life?  
Show us a glimpse of your world:

1. You use your cell phone to take pictures of things you do such as:
  - When you eat (picture of the food) or who you eat with
  - When you take medications (medications with an food or beverage your use)
  - When you watch a TV show (picture of show or where you watch TV)
  - When you do something (like a walk, or let the dog out or grocery shop)
  - Who you live with (pets, people)
2. The next time you come to dialysis, share the pictures with us. They stay on your cell phone and you are in control of the pictures at all times.

*We are interested in how we can help you live your best life and not let dialysis stop you from doing what you enjoy!*  
The program is voluntary.

**We're here for you.**

For Network Support: Contact Heartland Kidney Network at 1-800-444-9965.  
920 Main Street, Suite 801, Kansas City, MO 64105  
Email: [net12@nw12.esrd.net](mailto:net12@nw12.esrd.net) Website: [www.heartlandkidney.org](http://www.heartlandkidney.org)

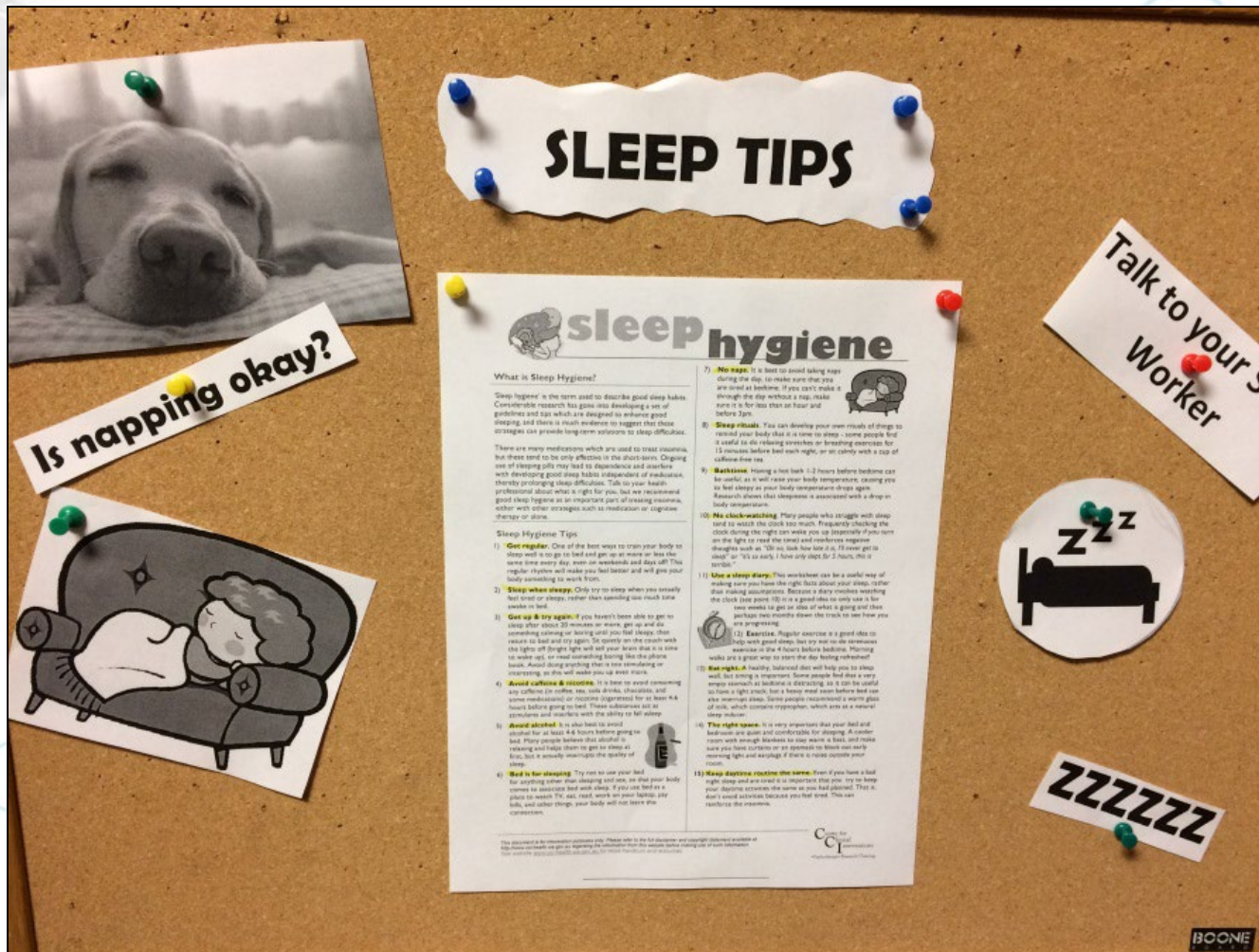


This resource was created while under contract with Center for Medicare & Medicaid Services (CMS), Baltimore, Maryland. Contract HHSM-500-2016-00012C. The contents presented do not necessarily reflect CMS policy.

- **Goal:** The record will help staff identify other ways to support their patients and see how kidney disease may be affecting various aspects of their life.
- **Activity:** Created a bulletin board for patients to share pictures or written comments on what brings them joy and satisfaction to their life. Encouraged patients to take pictures on their phone, or bring in pictures, of their life outside dialysis.
- **Result:** Efforts were made by staff and the patient rep to encourage enthusiasm and participation in the project.



# Sleep Hygiene Tips



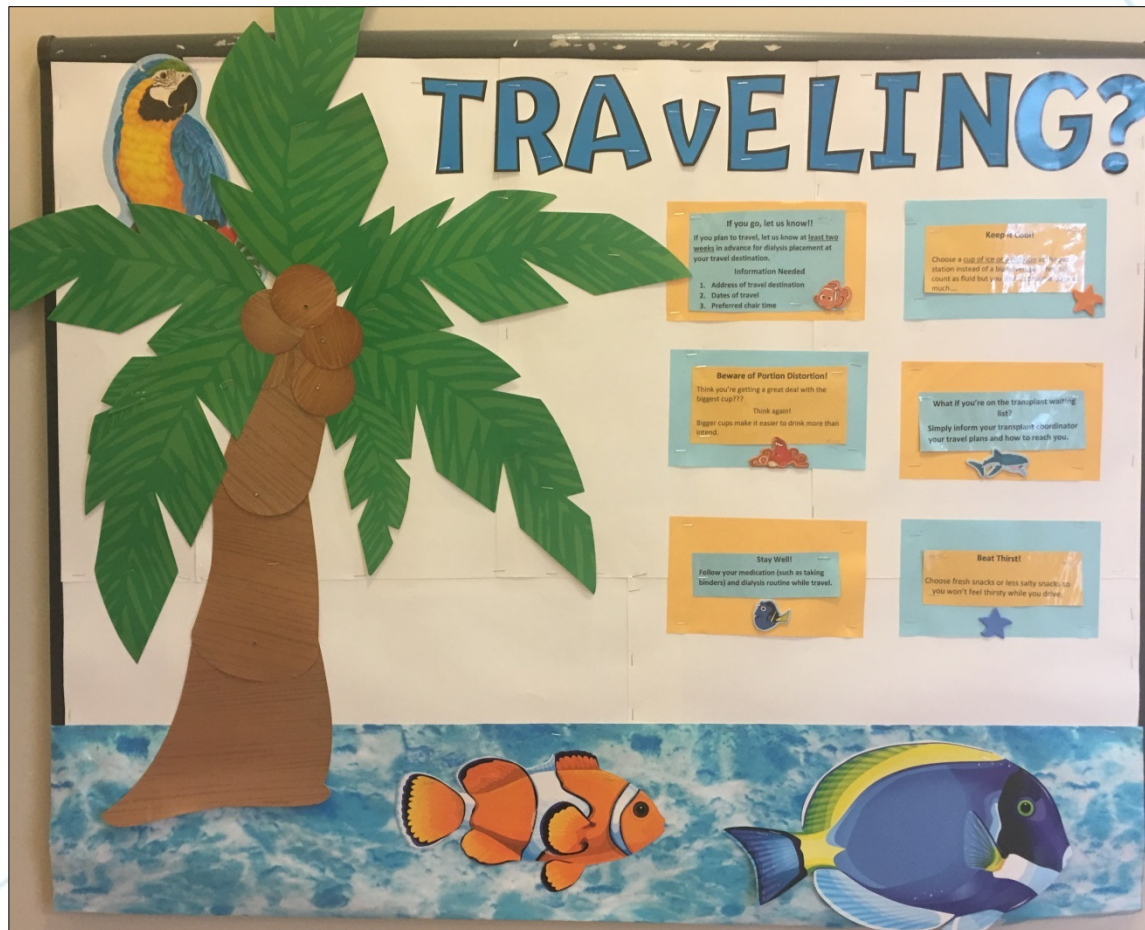
Shared by Council Bluffs Dialysis



**Qsource.**  
ESRD Network 12

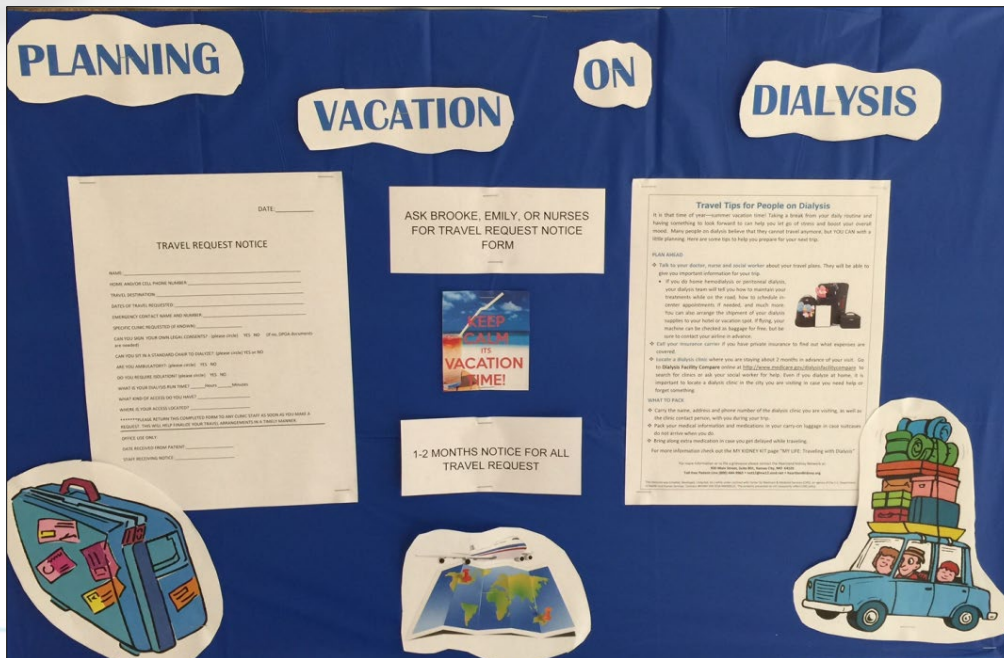


# Traveling?



Shared by Andover Dialysis

# Planning Vacation on Dialysis



- **Goal:** Increase patient knowledge that traveling on dialysis is possible.
- **Activity:** Passed out tips on traveling while on dialysis provided from Network to every patient and made bulletin board for lobby on traveling while on dialysis.
- **Results:** We have had several patients request travel arrangement for the summer. We have had 9 request for travel arrangements since starting the project awareness.

# Thriving More Than Surviving



- **Goal:** Focus on Coping with Dialysis and Being Active.
- **Activity:** Four week project. Week one and two- Coping with dialysis- Provide handout on Living Well on Dialysis, a list of local mental health services, and a handout on how to manage mental health symptoms. Week three and four- Be Active- Handouts on setting goals and handout on local fitness centers. Encourage use of fitness tracker.



# Vaccination- Fight the Flu

**FRESENIUS KIDNEY CARE**

**Fight the Flu**

**The power to fight the flu is in your hands.**

Join the millions of people who get their flu shot early—and stay healthy all season long. The flu shot cannot give you the flu. Act now to prevent illness and hospitalization.

**Flu Vaccine Facts & Myths**

**TOP 3 reasons to get your flu vaccine**

- 1 Prevents influenza-related death.**  
Each year over 36,000 people in the U.S. die because of the flu—most are 65 or older. More people die from flu than from any other vaccine-preventable disease.
- 2 Prevents severe illness.**  
In the U.S., influenza puts about 200,000 people in the hospital each year. Children younger than 2 years old are as likely to be hospitalized as adults who are 65 or older.
- 3 Protects other people.**  
You should get vaccinated if you live with or care for others who are at high risk of complications from the flu. Getting a flu vaccination yourself can help protect your family members, including seniors and young children.

**CDC**



# Vaccination Lobby Day

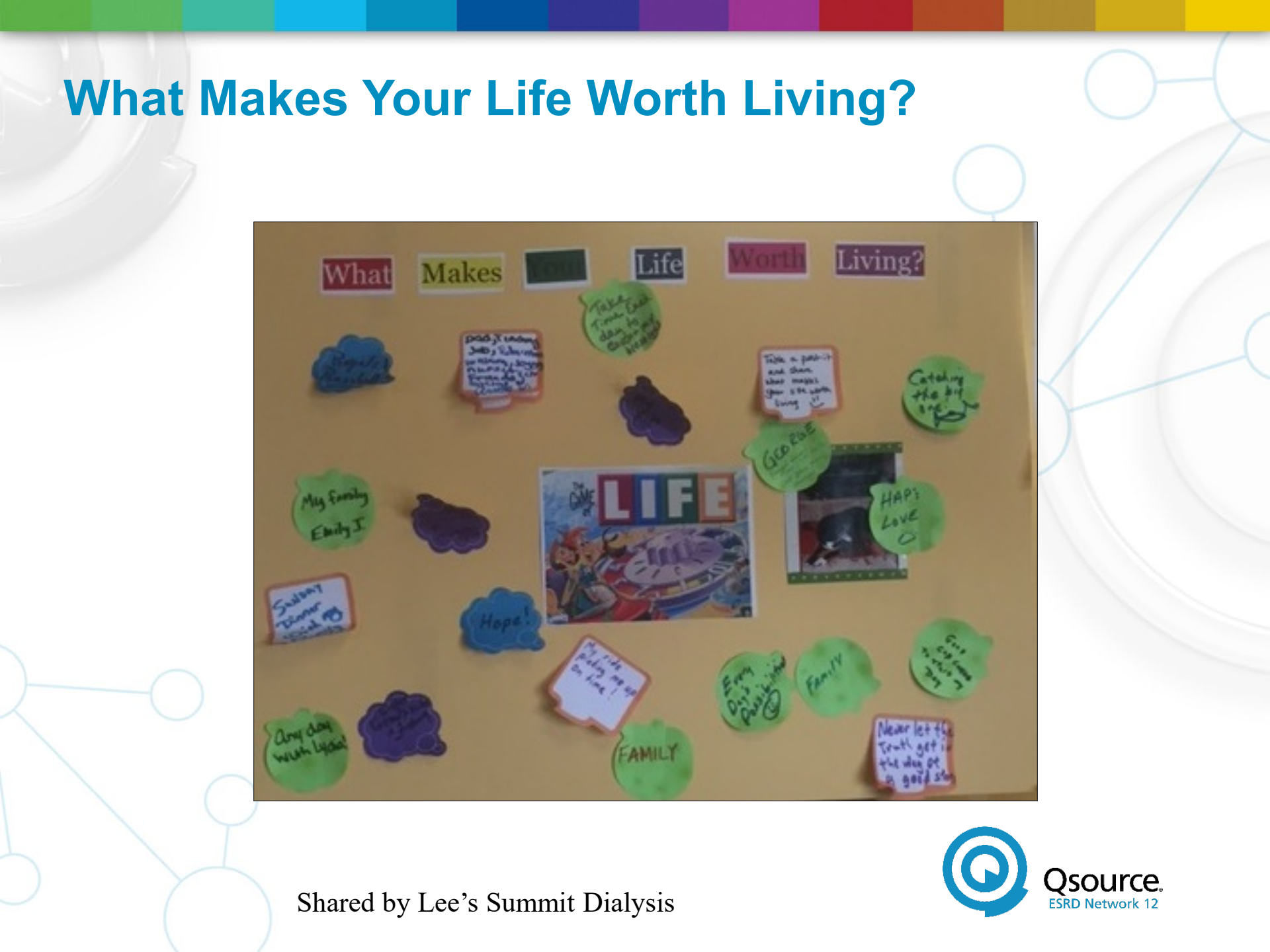


Shared by FMC- Rainbow

# What Makes You Happy?




- **Goal:** Each patient will become more than a patient. Patients will get to know each other better.
- **Activity:** Bulletin board called "What Makes You Happy" Patients are encouraged to tell us what makes them happy. This can include written items, photos or whatever they feel like using. Consents were signed to share photos.
- **Results:** Photo shown is after just two days of the project. Great patient response so far!

[illegible]

# What Makes Your Life Worth Living?

A collage titled "What Makes Your Life Worth Living?" is displayed on a light-colored background. The title is written in large, bold letters at the top. Below it, there are several handwritten notes and stickers arranged around a central image of a LIFE magazine cover. The notes include phrases like "Take Time Each day to do what you love", "My Family Emily J.", "HAPPY LOVE", "Family", "Every Day's Possibilities", "Near let the truth get in the way of a good story", "Hope!", "Sunny Dinner Social M", "Any day worth living", "Go to work", "Catch the big one", "Take a picture and share your life with us", "Dad's birthday", and "FAMILY". There are also purple cloud-shaped stickers and a small photo of a dog.

Shared by Lee's Summit Dialysis

 Qsource  
ESRD Network 12



# Winners in the Game of Life



Shared by DCI - Jefferson City West