

Transforming. Healthcare.

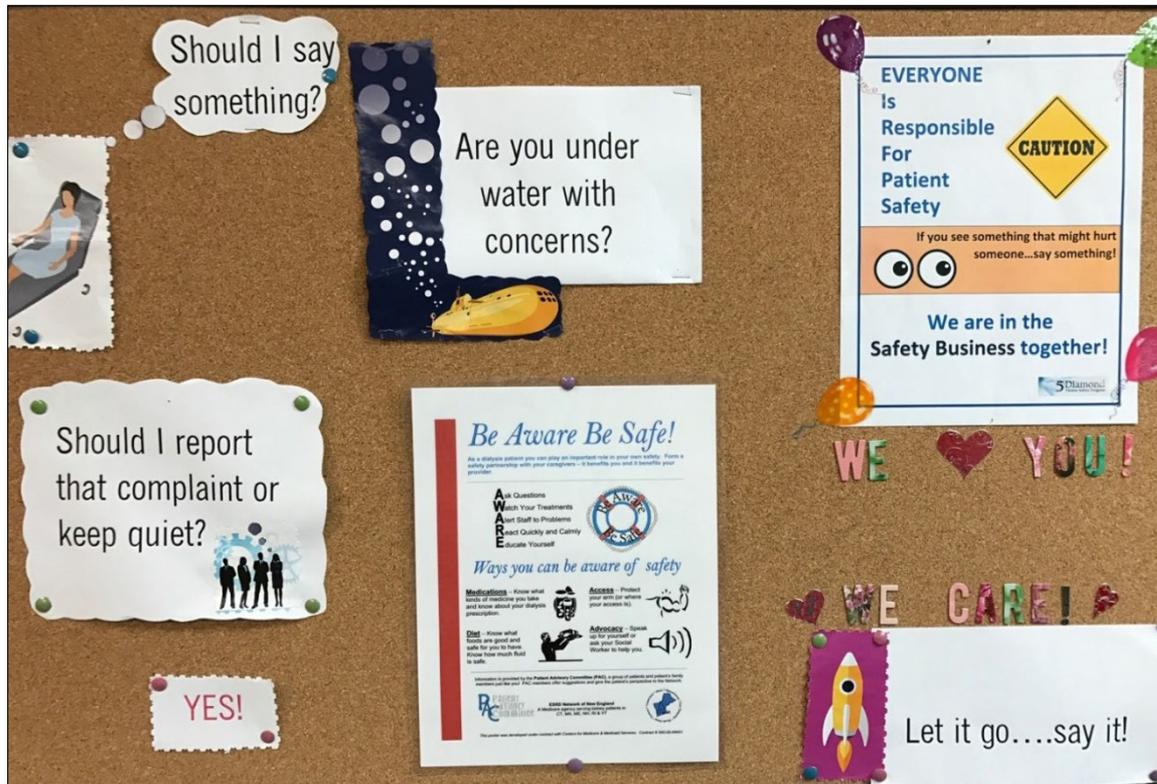


Patient Engagement Activity Showcase

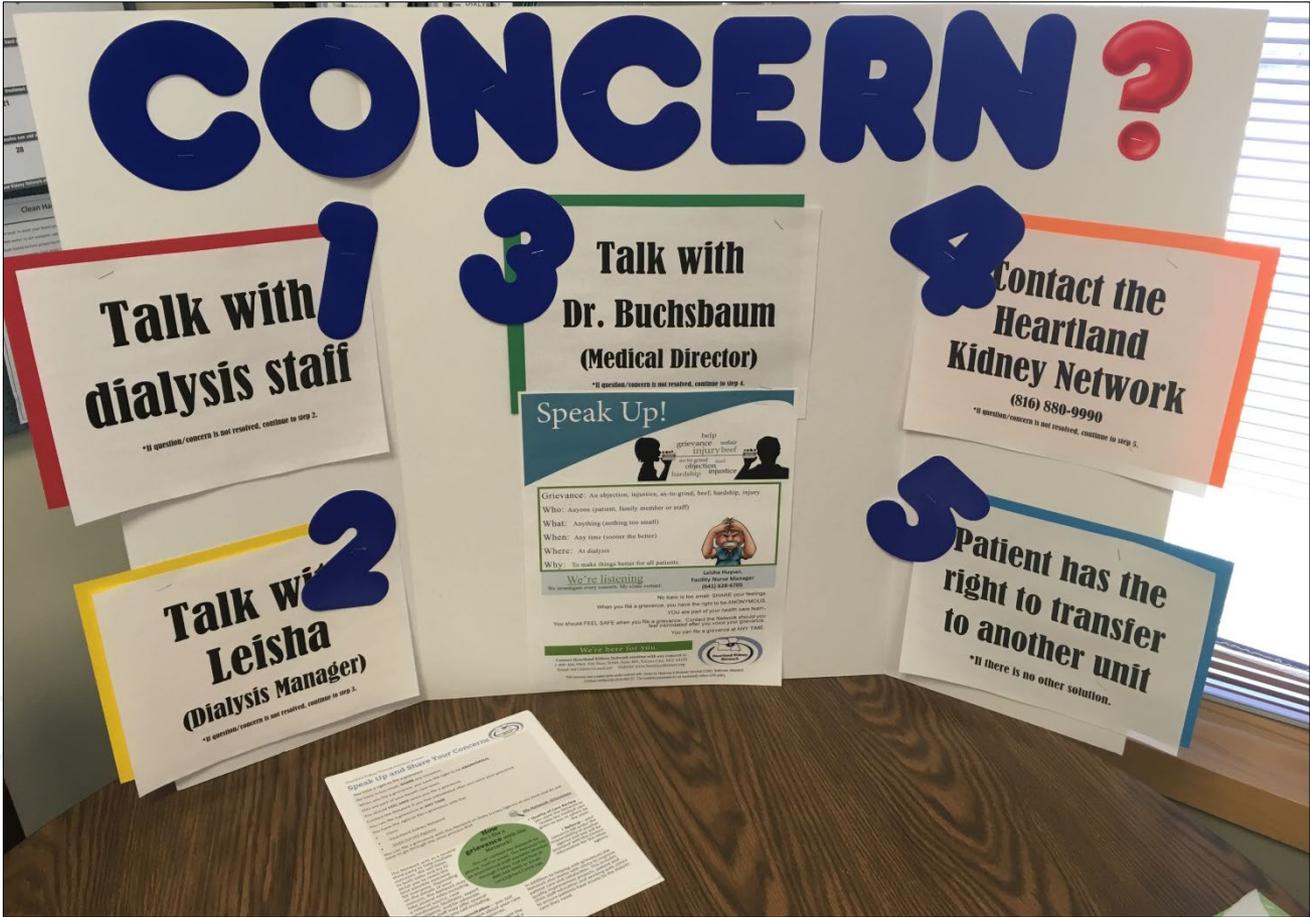
My Network Topics

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 reflect CMS policy.

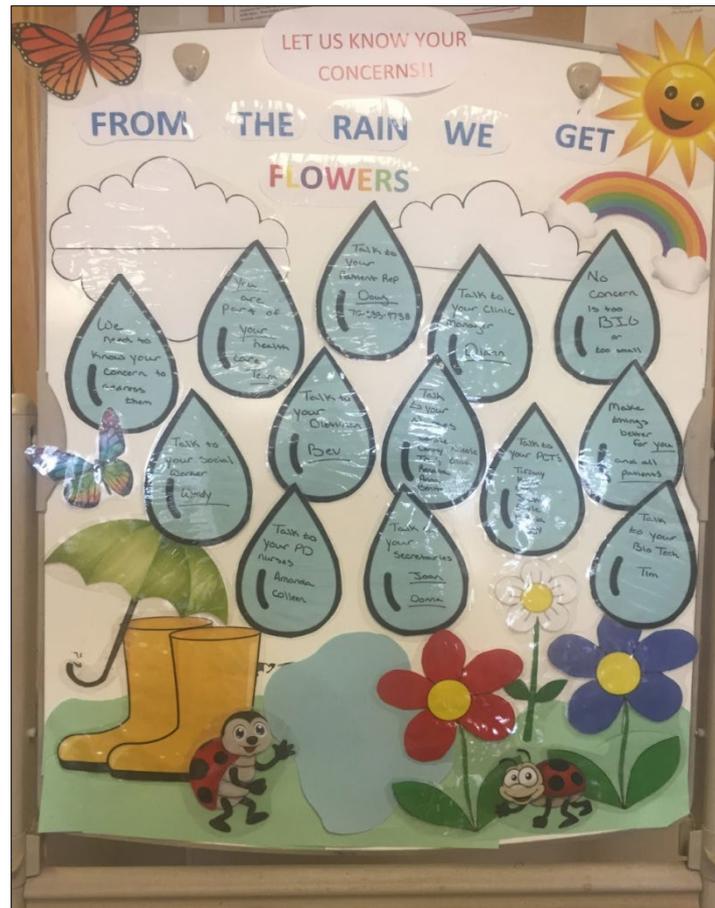
Are you under water with concerns?



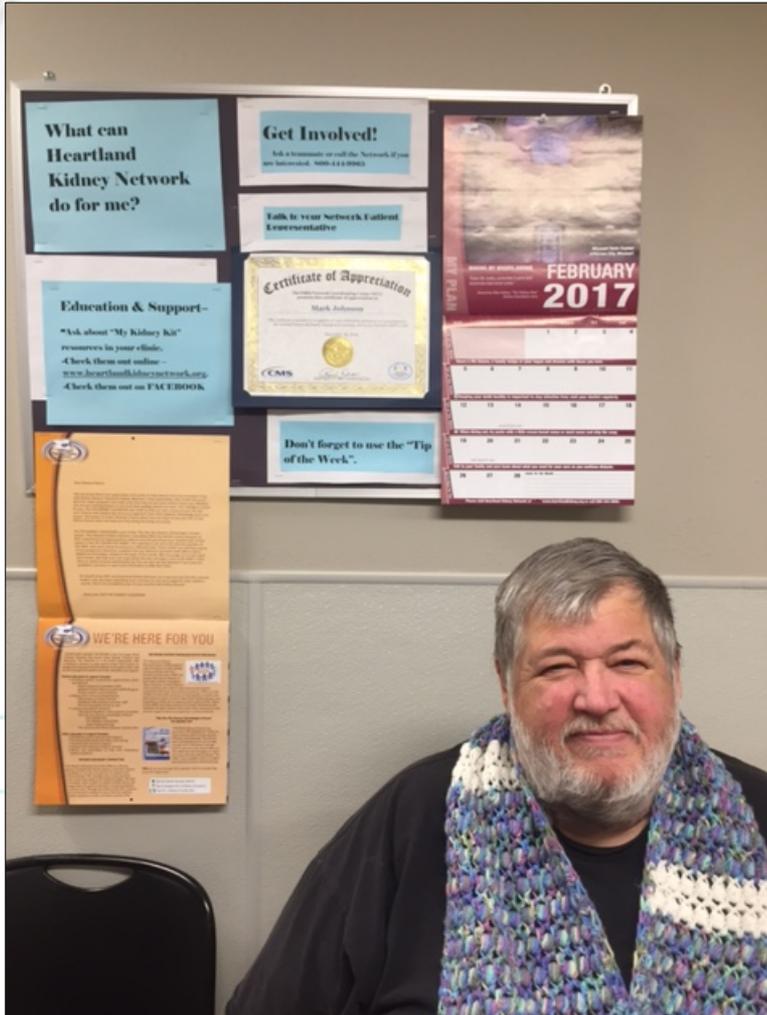
Concern?



From the Rain we get Flowers



Heartland Kidney Network



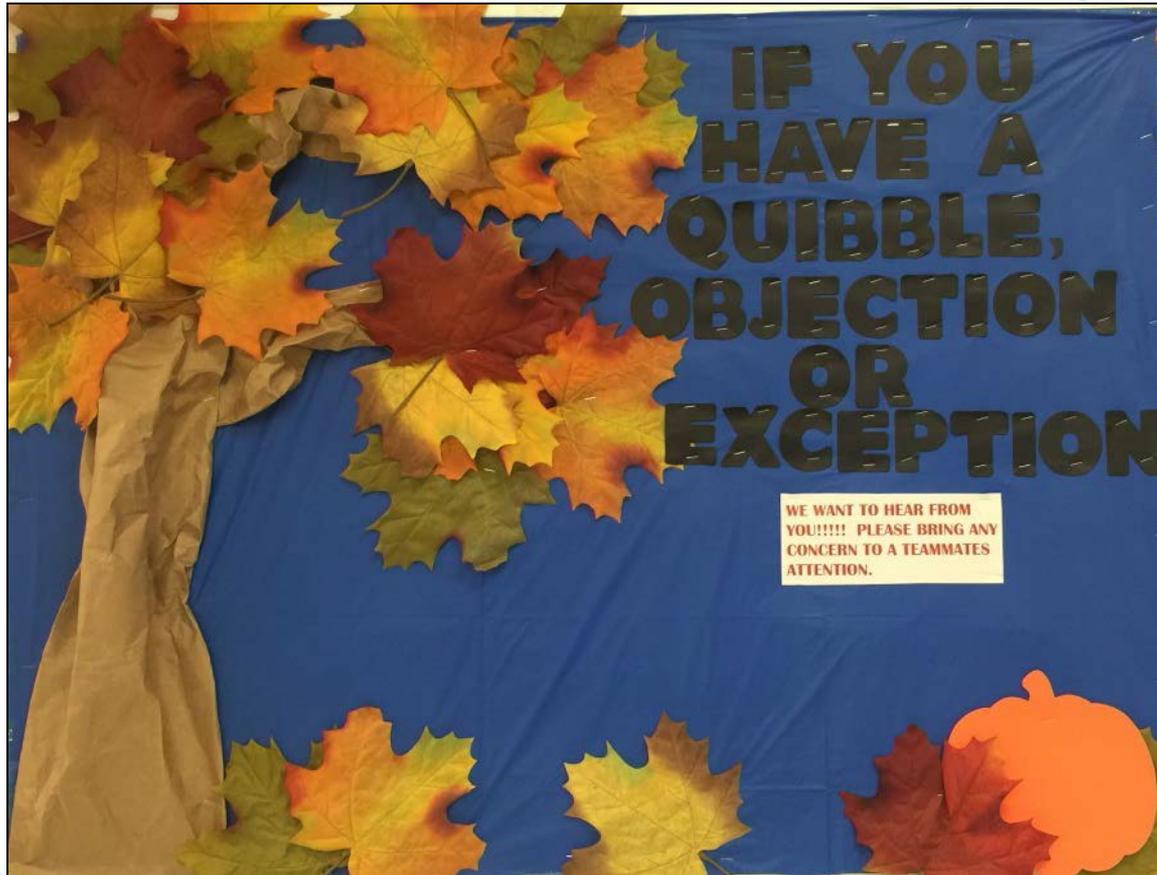
- **Goal:** Our Network Patient Representative had discussed with FA previously his lack of knowledge of resources, so the goal being to raise awareness to other patient, family members or care givers.
- **Activity:** Utilized the Heartland Kidney Network 2017 calendars as a point of discussion on resources available from the Network, reminding patients to use the "Tip of the Week", and encourage use of online resources as well as My Kidney Kit in the facility.

Hoo Hoo We want to hear from you!!



Shared by FMC-Bettendorf

If you have a quibble, objection or exception...



Network News

The collage features several key articles and advertisements:

- Speak Up!**: A DCI article titled "Speak Up and Share Your Concerns" encouraging patients to voice their opinions on dialysis care. It includes a "SPEAK UP TIP" and a "TIPS" section for traveling.
- Heartland Headlines**: A section with patient stories, including "Patient to Patient" about a kidney transplant and "I Haven't Given Up Ever" by a patient named Dawn.
- Take Control of Your Thirst**: A guide with tips such as "Flare on the salt", "Break your thirst", and "Stay hydrated".
- Your Rights & Responsibilities**: A list of patient rights and responsibilities, such as "You have the right to choose" and "You have the responsibility to".
- Life Beyond the Chair**: An advertisement for Qsource, highlighting their "Life Beyond the Chair" program and services.
- Values Matter**: A section with a "5 Ways to Protect Your Vision" graphic and text about patient care and quality.
- Advertisements**: Several DCI Dialysis Clinic, Inc. ads, including one for "Dialysis Clinic, Inc. For the past 13 years, an independent government report has found that, on average, patients receiving dialysis at DCI..." and another for "Life Beyond the Chair".

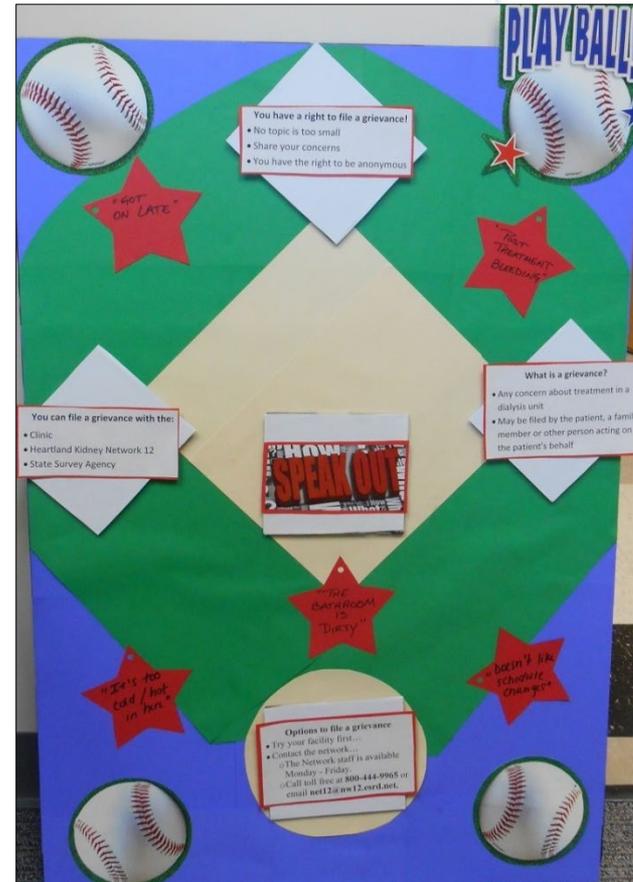
Shared by DCI - West Plains



Qsource
ESRD Network 12

Speak Out

- **Activity:** Bulletin Board to encourage patients to speak out about their concerns.
- **Goal:** For patients to feel more comfortable bring their concerns forward.



Speak Up



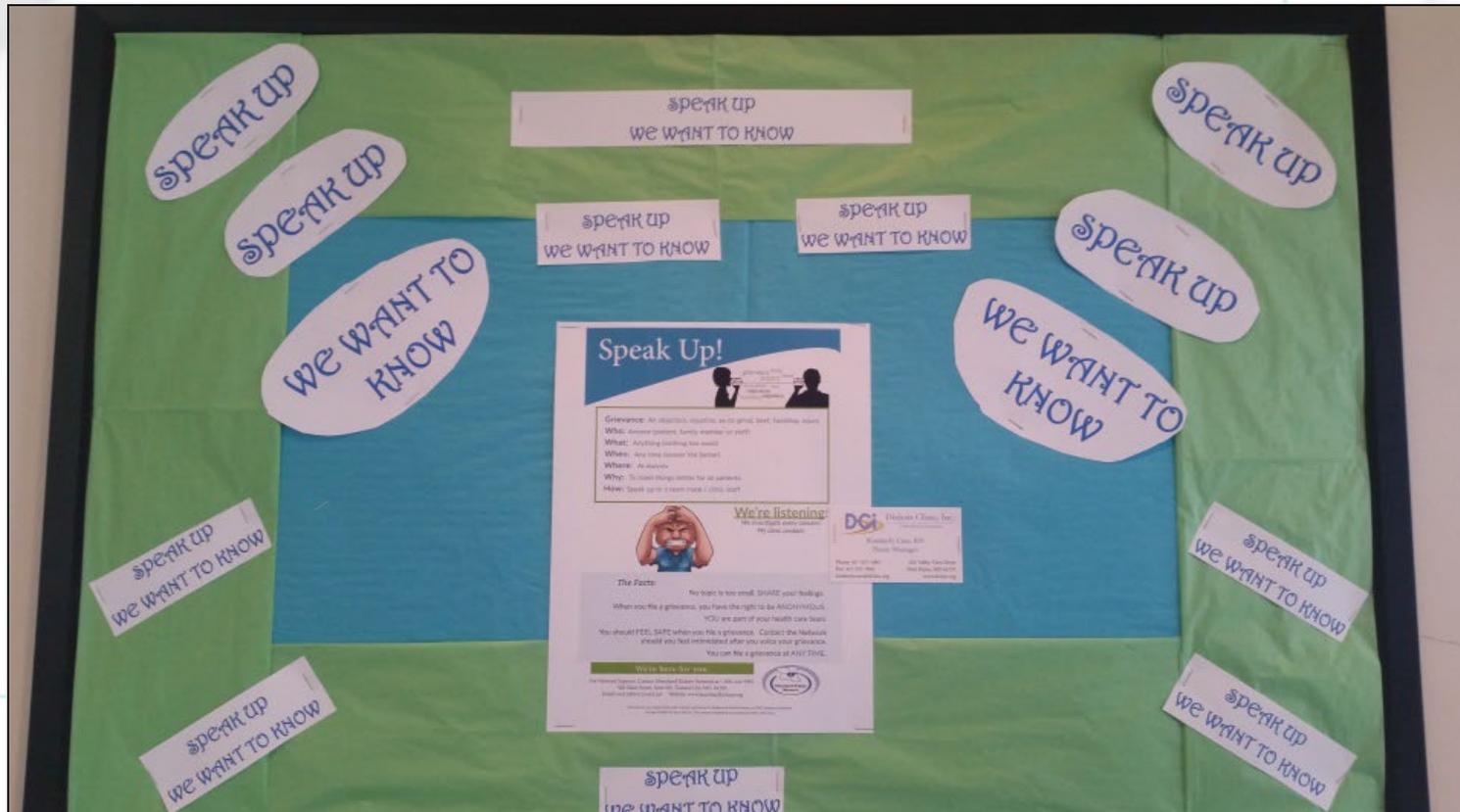
Shared by: FMC Dialysis Services - Des Moines

Speak Up - Prevent Errors



- **Goal:** To understand the importance of and the need to communicate concerns regarding their care and how good communication can play a key factor in decreasing and eliminating errors.
- **Activity:** Provided a handout titled "Speak Up- Prevent Errors" to all patients and S/O's if applicable. Met with each patient individually to discuss the importance of good communication to aide in the prevention of errors.
- **Result:** Patients all agreed that speaking up is important in decreasing and/or eliminating errors.

Speak Up - We Want to Know



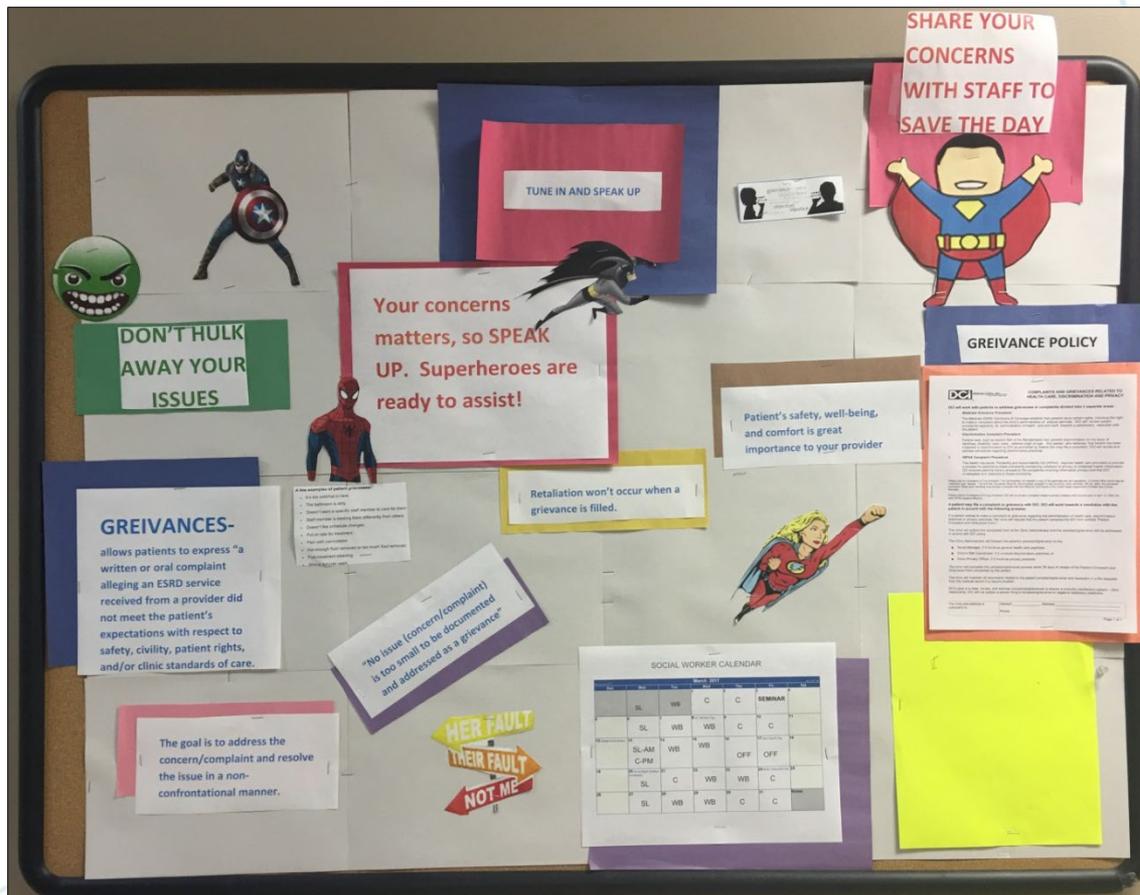
Shared by: DCI - West Plains

Suggestion Box



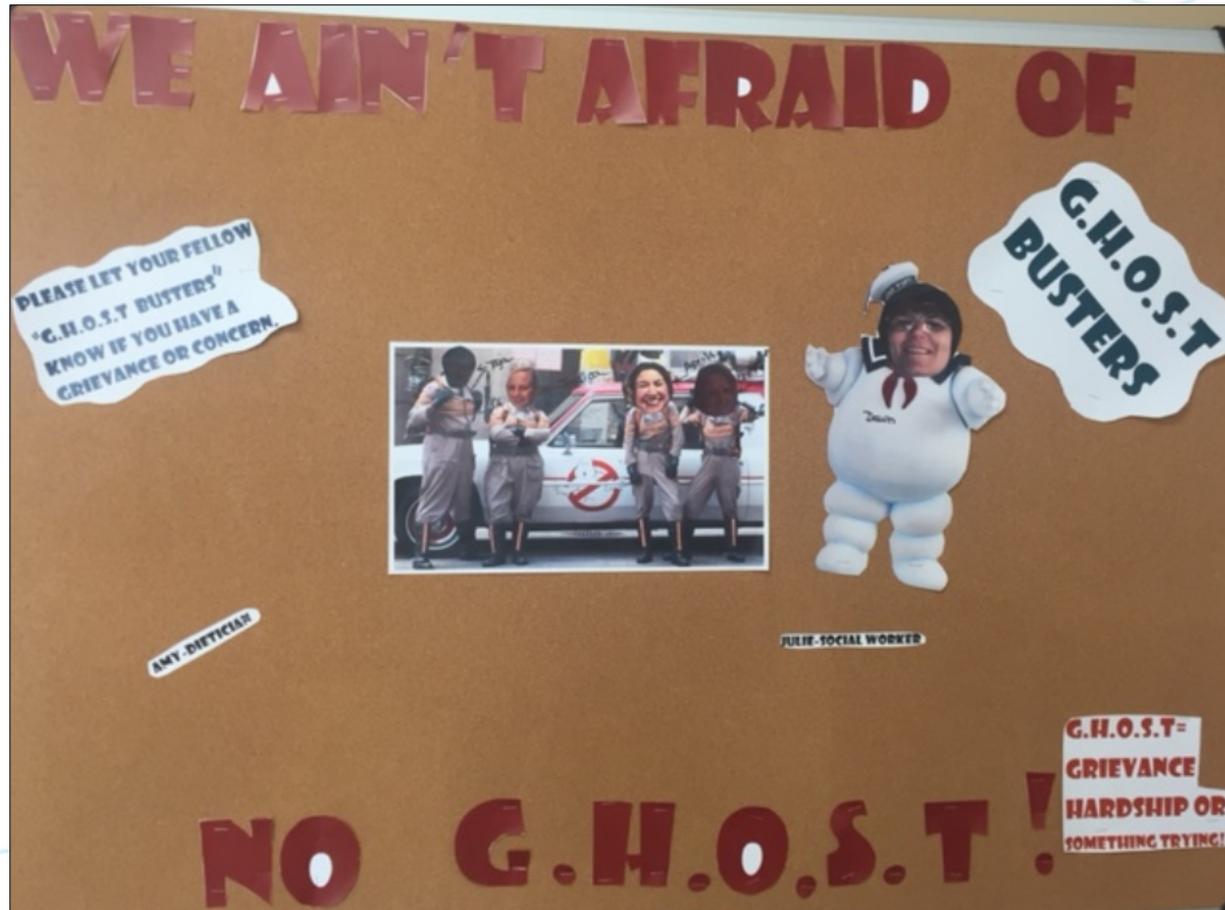
- **Goal:** Create a central location and process to make suggestion to improve patients experience while at the dialysis facility.
- **Activity:** A suggestion box was placed in patient lobby with paper and pen to invite patient and caregivers to make suggestions and requests to improve their experience while at the dialysis facility. At the end of each month the Facility Administrator collects items from suggestion box. The suggestions received are discussed during our monthly Facility Health Meeting with IDT. A notebook is placed by the Suggestion Box that addresses each item, so patients and caregivers can follow how the suggestion is being addressed.
- **Result:** It has opened a new process to hear the voices of patients and caregivers. Feedback received has been positive they feel they can make suggestions without making it a formal complaint or grievance. The notebook serves as communication addressing suggestion. The suggestions normally do not have names signed to them to go directly to that patient to respond.

Tune In and Speak Up



Shared by DCI - Warrensburg Dialysis

We ain't afraid of no G.H.O.S.T. (Grievance, Hardship or Something Trying)

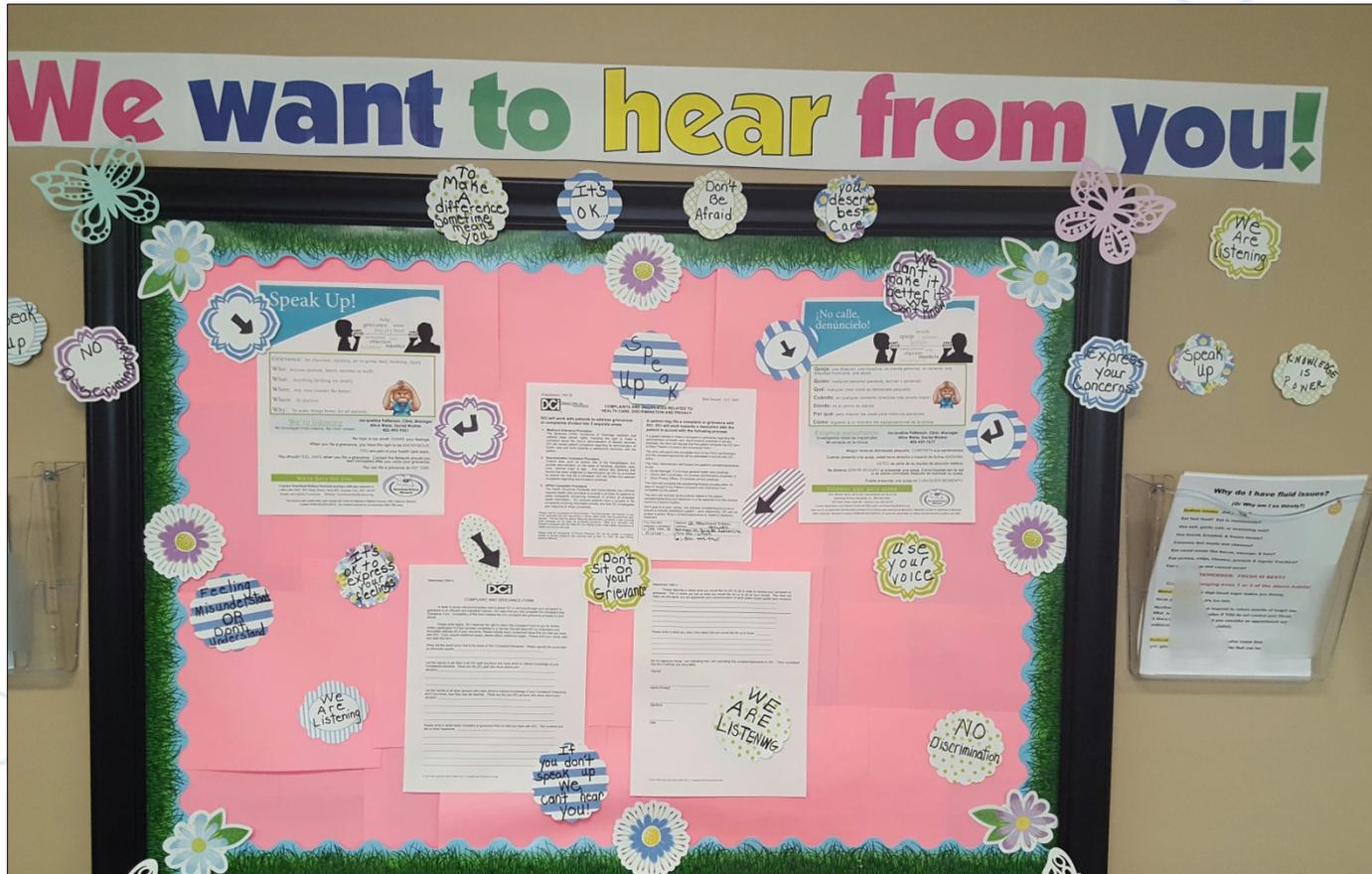


We Care



Shared by: FMC - Southeast Missouri

We want to hear from you!



Shared by DCI - West Omaha

What's Happening in Network 12?

Thank you for allowing us to care for you.

Parent Representatives:
Allen Deckard
Billy Tilley
Marcia Devo
Monica Rashford

What is Happening in Network 12?

- **Catheter Reduction Project**
It is well documented that patients have better outcomes with fistulas or grafts. We as a clinic are working toward assuring our patients have the best outcomes possible.

• **The Grievance Project**
You share your concerns with the staff and we work toward resolution as a group.

Speak Up!

• **Take 5 to Tune In**
We want to offer each of our patients time to share any information they would like to share with the staff. This gives the staff the opportunity to learn more about who you really are.

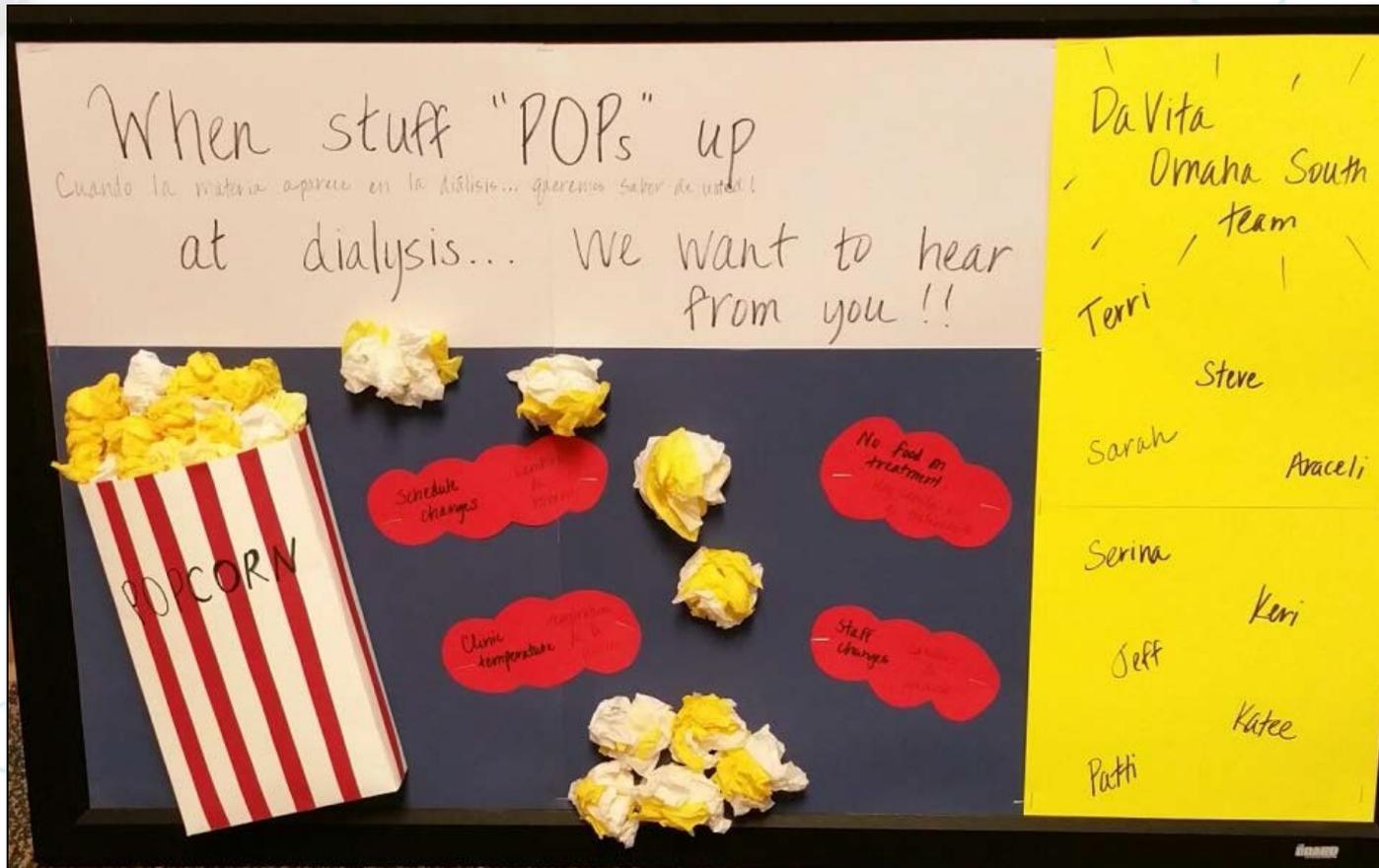
The Preliminary Results from our Professionalism Survey

Preliminary Patient Survey Results

DCI - Dialysis Clinic, Inc. logo and text: For the past 13 years, an independent government report has found that, on average, patients receiving dialysis at DCI. It is recognized by other patients as the best for quality practices. We are proud to have been recognized as a national leader in patient care and satisfaction. We are committed to providing the highest quality care to our patients and staff. We are committed to providing the highest quality care to our patients and staff.

DCI logo and text: The staff... We want to offer each of our patients time to share any information they would like to share with the staff. This gives the staff the opportunity to learn more about who you really are.

When stuff "POPs" up...



Shared by Omaha South Dialysis