



**Right Care.
Right Time.
Every Time.**

Patient Engagement Activity Showcase

My Plan 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.

A.S.K. - “Always Seeking or Sharing Knowledge”

- **Goal:** Encourage patients to bring their questions and challenges
- **Activities:**
 - Patients engagement campaign. We’re distributing the “My Questions and Goals” along with the newsletter to encourage them to bring their questions and challenges. We created a suggestion box along this theme to have patient or family member write any question or suggestion.
 - Patient representative in the QAPI meeting: we’re opening an invitation to the patients to participate in our monthly QAPI meeting and it’s going to be on a rotation basis.
- **Result:** Patients are interested in attending QAPI and sharing their concerns more through the suggestion box.

Social Work Scoop!

There is a new suggestion box where you can put your questions and suggestions, we are calling it the A.S.K (Always Seeking or Sharing Knowledge). We’ve gotten some great and entertaining suggestions. Keep them coming!



Heartland Kidney Network Patient Engagement

It is our goal to engage with patients and their families in a meaningful way. This can be accomplished as patients and their family walk in the door for their first treatment and every step of the way. At Flint Hills Dialysis we do this in a variety of ways such as asking patients to participate in our monthly Quality Assurance & Performance Improvement (QAPI) meetings, seeking your suggestions, and questions through our A.S.K. box. As well as daily tasks and interactions that are made with patients and their family, we hope that you and your family feel as a valuable member of the Flint Hills Dialysis team!



Being Active in Your Plan of Care

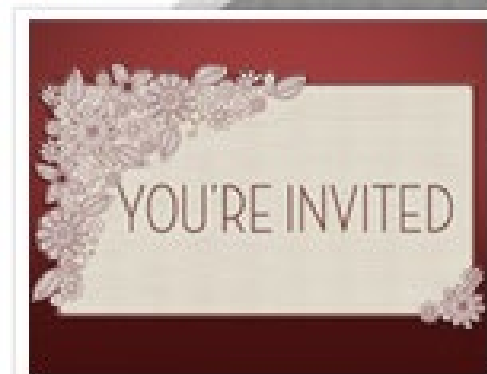


All About YOU Review

- **Goal:** Improved understanding and participation in care planning process.
- **Activity:** Social worker, dietitian, FA and RNs educated patients about the importance of the their active participation in their plan of care. We used the Network “All About You Review Plan of Care” toolkit.
- **Results:** Some patients are now involving their family in the care plan and some patients are coming with questions to their plan of care.

Care Plan Attendance

- **Goal:** Increase patient participation in developing/implementing their POC.
- **Activity:** New care plan invitations were developed with patient specific participation offerings and a second page where patients can take notes/record things to address at their care plan meetings.
- **Results:** Patient engagement and attendance is still being evaluated.



Emergency Preparedness



- **Goal:** Making patients aware of Emergency Preparedness.
- **Activity:** Each patient was given the My Kidney Kit- My Plan packet to develop an individualized plan for each patient.
- **Results:** Patients were for the most part receptive to the information. We have had some severe weather in our area these past few months and I think this helped to have patients engaged.

Emergency Preparedness



Shared by FMC - Omaha Ames Avenue

Emergency Preparedness

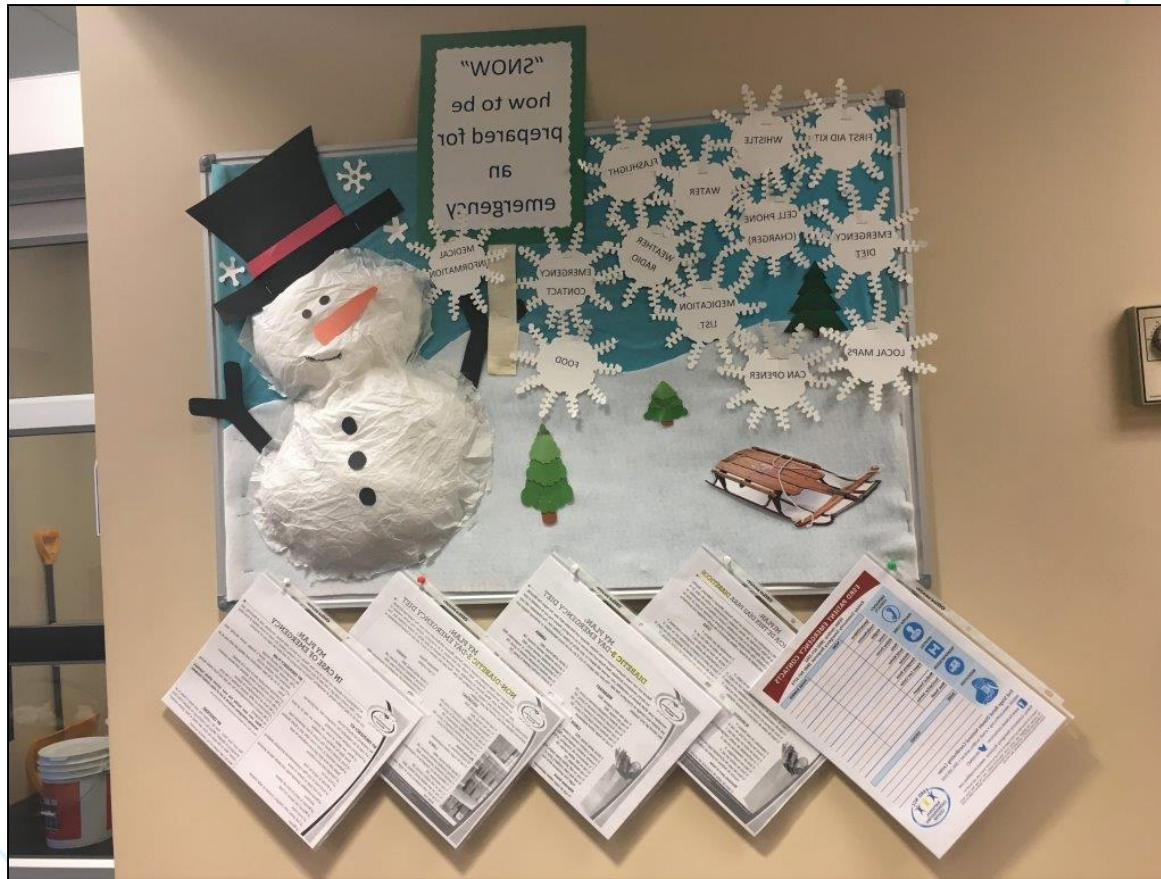
- **Goal:** Patients would be educated on what to do in an emergency or natural disaster and where to go.
- **Activity:** Clinic put together a large Ziploc bag(waterproof) which included: Patients Summary of Information, education on diet during an emergency, bracelet that had DaVita national number on it, evacuee notification letter that had information on which dialysis center patient attended and patient Kardex that listed information on patient's medication and treatment plan. Each patient received bag with personal information. Emergency Preparedness was discussed.
- **Results:** We felt that goal for education was met and patients were better prepared in an emergency. Patients were receptive to the information and seemed interested in learning and discussion for emergency preparedness. A few patients mentioned that it was good to have the bag of supplies in the home for future need and were thankful.

Monthly Care Plan Rounds

- **Goal:** Engage families in ongoing care and multidisciplinary rounds to lead to better compliance.
- **Activity:** We are involving parents/caregivers in our Monthly multidisciplinary care plan rounds. Whether they are physically present to go over all topics, or a phone call is made and they are given updates via the group. They are encouraged to discuss and ask questions.
- **Result:** With better family engagement the goal is for better compliance and participation in care and we have seen some of these areas improve. Families have given positive feedback that they feel more involved in their child's care and are able to voice their concerns with all member of the care team in one room.



“Snow” how to be prepared for an Emergency.



Shared by University of Iowa-Washington Dialysis