

PEERS in Action Program Information

Facility Information

Facility Name: _____

Phone Number: _____

PEERS in Action Contacts

PEERS Representative:

Facility Staff Coordinator:

Shift Spokesperson(s):

Sign Up Today!

You have skills and experiences that can improve a dialysis facility and help engage fellow patients.

The ways you enhance a unit may differ from other PEERS. That's one of the things that makes this program unique.

Take time to work together with staff and discover their talents and skills, and **together** you can decide how **everyone** can make a difference!

Ask your staff members how you can work with Qsource ESRD Networks to join PEERS in Action!

To file a grievance, patients may contact:

ESRD Network 10 (IL)
911 E. 86th Street, Ste. 202
Indianapolis, IN 46240
Toll-Free Patient Line: (800) 456-6919
ESRDNetwork10@qsource.org

ESRD Network 12 (IA, KS, MO, NE)
920 Main, Ste. 801 | Kansas City, MO 64105
Toll-Free Patient Line (800) 444-9965 |
ESRDNetwork12@qsource.org



ESRDNetwork10.org | ESRDNetwork12.org

This resource was developed while under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. Contract #NW10 - 75FCMC21F0001 and #NW12 - 75FCMC21F0002. The contents presented do not necessarily reflect CMS policy. 21.Q-ESRD10.06.065



PEERS in Action

Patients Educating, Empowering,
Representing, and Supporting



Encourage Peer Mentorship

About the Program

PEERS in Action are individuals who are on dialysis or have had a kidney transplant. They volunteer at their dialysis clinic, work with staff to help improve the patient experience and share patient education. PEERS can also serve as peer mentors to fellow patients by sharing their experiences and providing support and encouragement.

PEERS are role models in their clinic, because of their positive outlook and desire to learn as much about kidney disease and treatment as possible to improve their quality of life.

Role of PEERS in Action

The PEERS' role is very important. You will:

- share vital information with other patients.
- provide the patient “voice,” share questions and concerns with facility staff.
- encourage patients to be involved in their own healthcare.
- make a positive difference in the quality of life of dialysis patients.

Role of the Staff Coordinator

The staff coordinator will work with PEERS to communicate with the facility administration, other departments and the patient shift representatives.

The coordinator will work with the ESRD Network and PEERS to implement facility-based activities to promote and engage patients as active members of their own healthcare team.

Role of the Shift Spokesperson

Keeping the lines of communication open between patients and multiple shifts isn't an easy task.

The PEERS and staff coordinator may decide to secure additional patients and/or other family members to act as a shift spokesperson.

The shift spokesperson will assist in sharing information or receiving feedback on different shifts.



Build Bridges for Communication

Value of the PEERS Program

Your involvement in the PEERS program assures that patients are:

- engaged in their care.
- involved in peer-to-peer mentorship.
- establishing and building effective communication bridges between patients and staff.

This program works, because it helps create a positive facility culture for everyone!



Engage Patients in Their Care



Patient Involvement

PEERS involvement includes:

- taking part in quarterly educational calls.
- sharing quarterly newsletters.
- committing about one hour a week to the program.