

Sign Up Today!

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

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

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

For more information on how to join, talk to your Facility Staff Champion:

Name: _____

Shift Spokesperson(s):

Email us if you have more questions :
Qsource-Peers@qsource.org

To file a grievance, patients may contact:
ESRD Network 10 (IL)
911 E. 86th Street, Ste. 30
Indianapolis, IN 46240
Toll-Free: (800) 456-6919

ESRD Network 12 (IA, KS, MO, NE)
2300 Main, Ste. 900
Kansas City, MO 64108
Toll-Free: (800) 444-9965

Connect With Us on Facebook:
facebook.com/QsourceESRDNetworks



esrd.qsource.org

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 **Facility Peers
in Action Program**



Encourage Peer Mentorship

About the Program

Facility Peers in Action are individuals who are on dialysis or have had a kidney transplant. Peers 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 the 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.

Patient Involvement

Peer involvement includes:

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

Role of Facility Peers in Action

In the peer role 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.



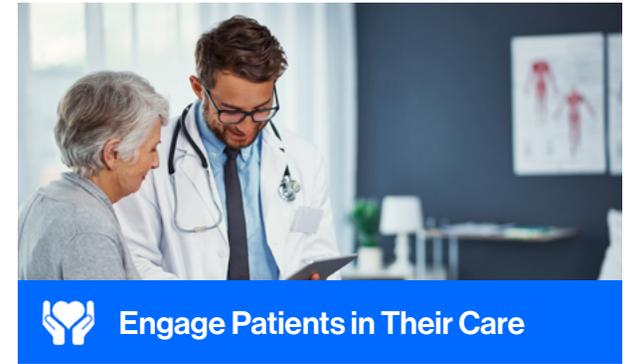
Build Bridges for Communication

Value of the Facility 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

Role of the Shift Spokesperson

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

The peer and staff champion may decide to invite 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.

Role of the Facility Staff Champion

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

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