

QAPI Binder Kit

What is Quality Assurance & Performance Improvement (QAPI)? QAPI activities involve the clinic's medical director and the interdisciplinary team at the dialysis center. They are used to help identify areas where you can improve, make a plan to correct areas that need improvement, and continuously monitor these improvements in your dialysis center. Quality Assurance (QA) is how you make sure you are providing quality care to your patients. Performance Improvement (PI) is how you monitor the care you are providing to your patients, and look for gaps in quality of care.

CMS encourages patients and family members to join Quality Assurance and Performance Improvement meetings in some capacity to give ideas, raise concerns, and get involved. This helps patients and family members know that their voice matters. Staff can even ask for ideas on ways to improve things in the facility including things that affect the patients such as transportation issues, infection prevention education, and communication between staff and patients. Patients and family members can join QAPI meetings in person or virtually for scheduled parts of the meeting (10-15 minutes), join quarterly, or even write down ideas in the facility's QAPI Idea Binder. Here is a resource from the ESRD National Coordinating Center (NCC) that talks about what a QAPI meeting is and gives a few great examples on what can be discussed during QAPI meetings: [Patient Module: Understanding and Participating In QAPI \(esrdncc.org\)](https://www.esrdncc.org/patient-module-understanding-and-participating-in-qapi)

What is the patient and family role in QAPI?

You and your family talk about your concerns. You also share your ideas to get patients more involved at the facility. These questions may help you get ready for the meeting:



- What do you think is being done well in the dialysis facility?
- What do you think could be better?
- Why do you think patients miss or shorten treatments?
- What is the best way for staff to communicate with patients about their treatments?

What are examples of concerns for a QAPI meeting?

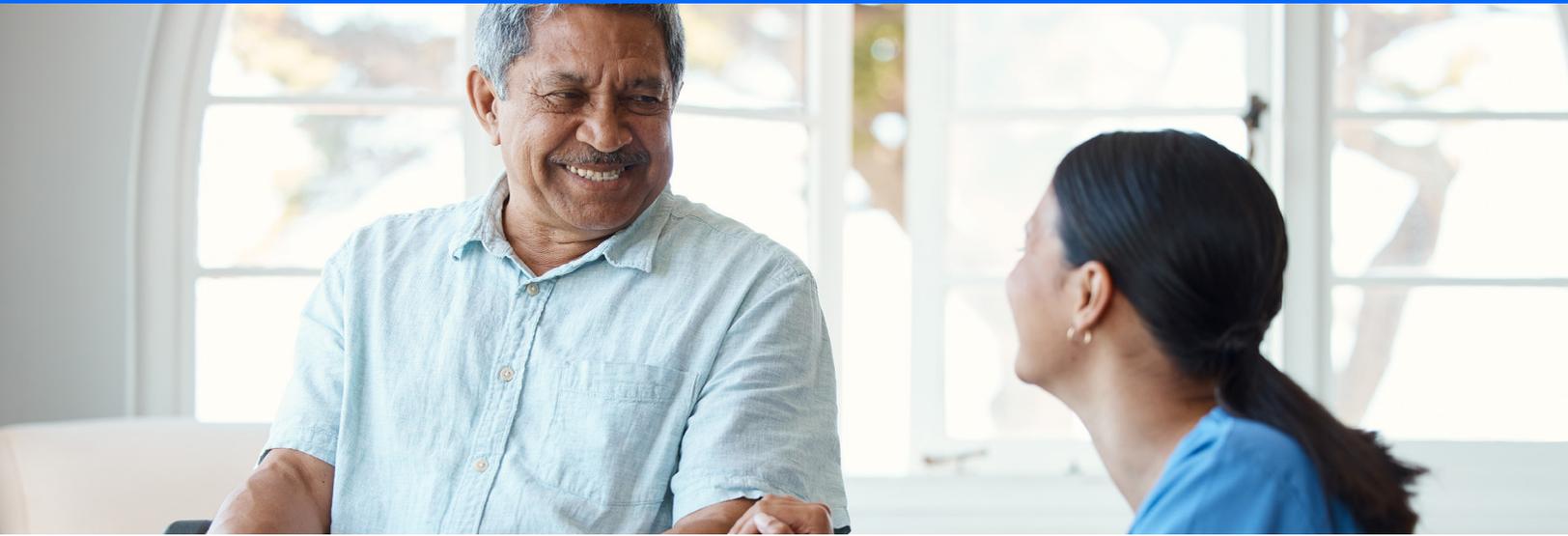
- Scheduling flexibility
- Transportation availability
- Treatment timeliness
- Infection prevention
- Diet and fluid management
- Home dialysis and transplant education
- Peer mentoring and support groups

The QAPI Binder Kit is also a great way to get your facility started on this goal. Fill the binder with the following QAPI discussion topic sheets for patients to add their suggestions and ideas. Patients and family members can add ideas as they come in for their treatment, complete their monthly lab work, or they can email their thoughts for you to print out and place in the idea binder.

[esrd.qsource.org](https://www.esrd.qsource.org)

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You're Invited

On behalf of the entire care team, we would like to invite you to join us in the clinic's monthly quality improvement meeting. Our clinic calls this meeting: _____

When: _____ **Where:** _____

We would like to partner with you to review the quality and safety of dialysis care we provide and to look at what we can do to make things better. During the meeting, we will be looking at information to see how we meet standards and what we can do to improve. Just like the dietitian reviews your labs with you monthly to see if you are meeting goals, we look at the bigger picture of how all patients as a group are doing and if the clinic is meeting its goals.

What is the Quality Assurance & Performance Improvement (QAPI)?

QAPI activities involve your physician and your care team at the dialysis center. They are used to help identify areas where we can improve, make a plan to correct areas that need improvement, and continuously monitor these improvements in your dialysis center.

Quality Assurance (QA) is how we make sure we are providing quality care to our patients.

Performance Improvement (PI) is the way we monitor the care we are providing to our patients, find areas that need improvement, and identify ways to improve.

Looking at improving quality has many names. Our clinic calls it: _____.

Tips for Being Involved in QAPI

- Believe you can help
- Communicate openly
- Be honest
- Ask questions
- Be open-minded
- Avoid assumptions
- Be willing to partner and learn from others
- Be a team player
- Thank them for asking for your input
- Adapt to different situations
- Try not to complain, and instead offer suggestions on how it could have been made better.

This month we would like to get your patient perspective on this topic:

During the meeting we would like you to share your thoughts on the following questions from a patient perspective:

1. What do you think is the biggest concern for patients around this topic?

2. What do you think staff could do to improve around this topic?

3. What do you think patients could do to improve around this topic?

To file a grievance, patients may contact:

ESRD Network 10
911 E. 86th Street, Suite 30
Indianapolis, IN 46240
Toll-Free: (800) 456-6919

ESRD Network 12
2300 Main, Suite 900
Kansas City, MO 64108
Toll-Free: (800) 444-



Engaging Patients in Quality Assurance and Performance Improvement (QAPI)

The Network encourages facilities to engage patients beyond just patient care, to include their patient voices in quality improvement and governance activities. Bringing a patient perspective to the process can help the facility to better understand issues patients may be experiencing, and in developing patient-centered interventions.

Facilities often say they are concerned that having a patient in a QAPI meeting will violate confidentiality. To preserve confidentiality, plan the agenda for the meeting so the patient representative is at the beginning of the meeting. Then, confidential topics can be discussed after the patient has left the meeting.

Benefits of Patient Engagement in QAPI and/or Governance

Benefits of engaging patients in quality improvement activities include:

- Diverse perspectives and ideas can result in solutions that appeal to a wider population. Having that patient and/or family member involved can give you another perspective to incorporate into your interventions.
- Patients are in a position that allows for the repetitive observation of most initiatives and can report back on what they are seeing. By nature of the treatment, patients spend several hours, three days a week in the dialysis facility. They are watching and listening to what is happening around them and they can share what they are observing.
- Inclusion in the team can dramatically open up a patient perspective and demonstrate the dialysis facility's commitment to solving the problem. The patient can go back and share with other patients that the facility is committed to making improvements and they see first-hand the "bigger" picture of what the facility does to not just improve their care but care for all.

Steps to Engaging a Patient in QAPI

The process of engaging your patients into the QAPI (or Governing Body) meetings can be broken down into several parts: selecting and inviting, meeting, and sharing after the meeting.

Patient Selection

Patient selection should be considered with some thought and method behind it. Look for a person who:

- Can see beyond their personal experiences
- Shows concern for more than one issue
- Has a positive outlook on life
- Listens well
- Shows respect for perspective of others
- Interacts with different people
- Speaks comfortably in a group with candor

Patient Invitation

There are several key components to successfully inviting a patient to participate:

- Make it personal—invite the patient in-person away from other patients.
- Explain the purpose of the meeting.
- Share reasons why the patient is being invited.
- Review their role during and after the meeting.
- Accommodate the patient's schedule to attend the meeting.
- If the patient agrees, educate the patient on the topic(s) covered and answer any questions they have.

Before the Meeting

- Remove any Personal Health Information from reports.
- Provide the patient with any policy and procedures that may be relevant to the discussion.
- Determine with the team what areas you would like patient input on or if the patient will participate in the entire meeting.
- Interdisciplinary team members should all prepare specific, directed questions for the patient.
- Ask the patient how long they would like to stay during the meeting.
- Set an agenda by:
 - Including introductions as part of the agenda.
 - Planning for the first 20-30 minutes to discuss the topics that are a priority for patient input.
 - Providing the patient with a copy of the agenda prior to the meeting.

During the Meeting

- Introduce all members attending by name and role.
- Ask the patient to introduce him/herself.
- Observe confidentiality requirements.
- Keep to the agenda, observing time limits set, to ensure patient feedback is included.
- Use plain language and explain any acronyms when reviewing reports and data.

- Ask the patient the prepared questions and about their experience with the topic, for example: “We have just reviewed the data we have on blood stream infections...”
 - Have you ever had an infection since starting dialysis?
 - What steps do you take personally to help you stay infection free?
 - How do you think we could help patients with this?
 - How do you think staff could improve their practices?

After the Meeting

Facility staff:

- Include patient's attendance and participation in QAPI or Governing Body Committee meeting minutes.
- Follow up with the patient directly on any hot-topic issues prior to the next meeting.
- Check in with team about what can be done to improve the process for the next meeting.

Patient:

- Update patients on the topics discussed.
- Ask for any feedback needed to share at the next meeting.

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2300 Main, Suite 900
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