



# 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 Assessment & 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 Assessment (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? How could staff help?

---

---

---

---

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. Contracts #HHSM-500-2016-00010C and #HHSM-500-2016-00012C. The contents presented do not necessarily reflect CMS policy. 19-Q-ESRD.09.086

For more information or to file a grievance, please contact:

Qsource ESRD Network 10 (IL) | 911 E. 86th Street, Suite 202 | Indianapolis, IN 46240 | (800) 456-6919

Qsource ESRD Network 12 (IA, KS, MO, NE) | 920 Main, Suite 801 | Kansas City, MO 64105 | (800) 444-9965