

# Kidney Chronicles

IPRO END-STAGE RENAL DISEASE NETWORK PROGRAM

2018 ISSUE 2

HELPFUL TIPS  
TO EMPOWER  
ESRD PATIENTS  
AS CONSUMERS



Better healthcare,  
realized.

## Getting Involved in Your Facility's Quality Assurance Performance Improvement (QAPI) Meetings



Your facility conducts Quality Assurance Performance Improvement (QAPI) meetings every month. The QAPI team members represent a range of facility staff serving in different roles and include your nephrologist, as well as the clinical manager, social worker and dietician. This monthly meeting brings together your care team to discuss how the staff is working to provide excellent care to you and the other patients at your facility. The QAPI team looks carefully at the different ways staff handles practices at your facility, including preventing infections, resolving grievances, and managing safety processes.

Quality activities in your dialysis facility may include:

- Evaluating how care is provided and identifying problems, as well as areas for improvement.
  - Identifying and addressing safety concerns.
  - Making changes that will improve the quality of life for patients.

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*It is important for you to become involved with activities that can improve the quality of life, quality of care and safety for you and the other patients at your facility.*

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### Why should you and/or your family members attend QAPI meetings?

Your involvement will:

- Give facility staff members a better understanding and respect for patient choices, dignity, and rights to purposeful living.

### How the Network Serves You

- Advocates for you;
- Answers your questions about treatment, modality choices or other issues;
- Develops and provides educational materials for you and your family;
- Works with renal professionals to improve the care given to you;
- Helps keep you informed and supports your active participation in your care and
- Evaluates and resolves grievances.

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**In an emergency, if you can't reach your facility, contact your Network.**

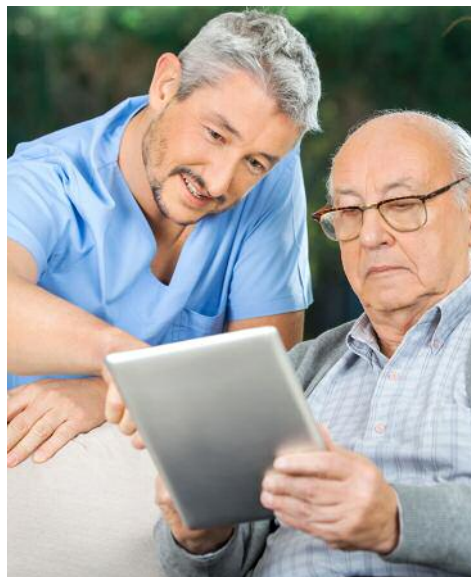
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- Help to make sure care provided by facility staff is patient-centered
- Allow you to build a relationship with the facility staff and better understand their roles.

## How can you get involved in QAPI meetings?

Talk to your facilities social worker if you are interested! Here are some ways to help you participate effectively:

- **Speak regularly** with facility staff and leadership.
- **Share your ideas** for improvement.



- **Share concerns** with facility staff as soon as they arise, and direct your concerns to a staff member who can address the problem (social worker, administrator, or clinic manager).
- **Offer possible solutions to problems.** Try to offer concrete and simply stated ideas.
- **Let staff members know when things are working well.**
- **Participate**, when invited, in facility committees and/or quality assurance committee meetings.
- **Participate** in patient and family councils.
- **Participate in care plan development.** Patient advocates should be active members of the healthcare team. You have the right to participate in your care planning. If you or your advocate has not been invited, talk to your charge nurse or social worker.

**If you have questions about your facility or you have a concern, please contact your ESRD Network at:**

### **IPRO End Stage Renal Disease Network of New England (CT, MA, NH, RI, VT)**

1952 Whitney Avenue, 2nd Floor  
Hamden, CT 06517  
Patient Toll-Free: 1 (866) 286-ESRD (3773)  
Fax: (203) 389-9902  
E-mail: info@nw1.esrd.net  
Web: network1.esrd.ipro.org

### **IPRO End Stage Renal Disease Network of New York**

1979 Marcus Avenue  
Lake Success, NY 11042  
Patient Toll-Free: 1 (800) 238-3773  
Fax: (516) 326-8929  
E-mail: info@nw2.esrd.net  
Web: network2.esrd.ipro.org

### **IPRO End Stage Renal Disease Network of the South Atlantic (GA, NC, SC)**

606 Aviation Parkway, Suite 30  
Morrisville, NC 27560  
Patient Toll-Free: 1 (800) 524-7139  
Fax: (919) 388-9637  
E-mail: info@nw6.esrd.net  
Web: network6.esrd.ipro.org

### **IPRO End Stage Renal Disease Network of the Ohio River Valley (IN, KY, OH)**

3201 Enterprise Parkway, Suite 210  
Beachwood, OH 44122  
Patient Toll-Free: 1 (844) 819-3010  
Fax: (216) 593-0101  
E-mail: info@nw9.esrd.net  
Web: network9.esrd.ipro.org

*The Network will accept grievances by phone, fax, email or postal mail.*



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