HSAG ESRD Networks Improve PFE in QAPI and Life Planning

HSAG ESRD Networks successfully worked with dialysis facilities to increase patient and family engagement (PFE) in the following goal areas: • Increase the number of facilities engaging with patients and caregivers in monthly Quality Assurance and Performance Improvement (QAPI) meetings. • Increase the number facilities that utilize a Life Planning process in patient goal setting.

Dialysis Facility Identified Areas for Improvement

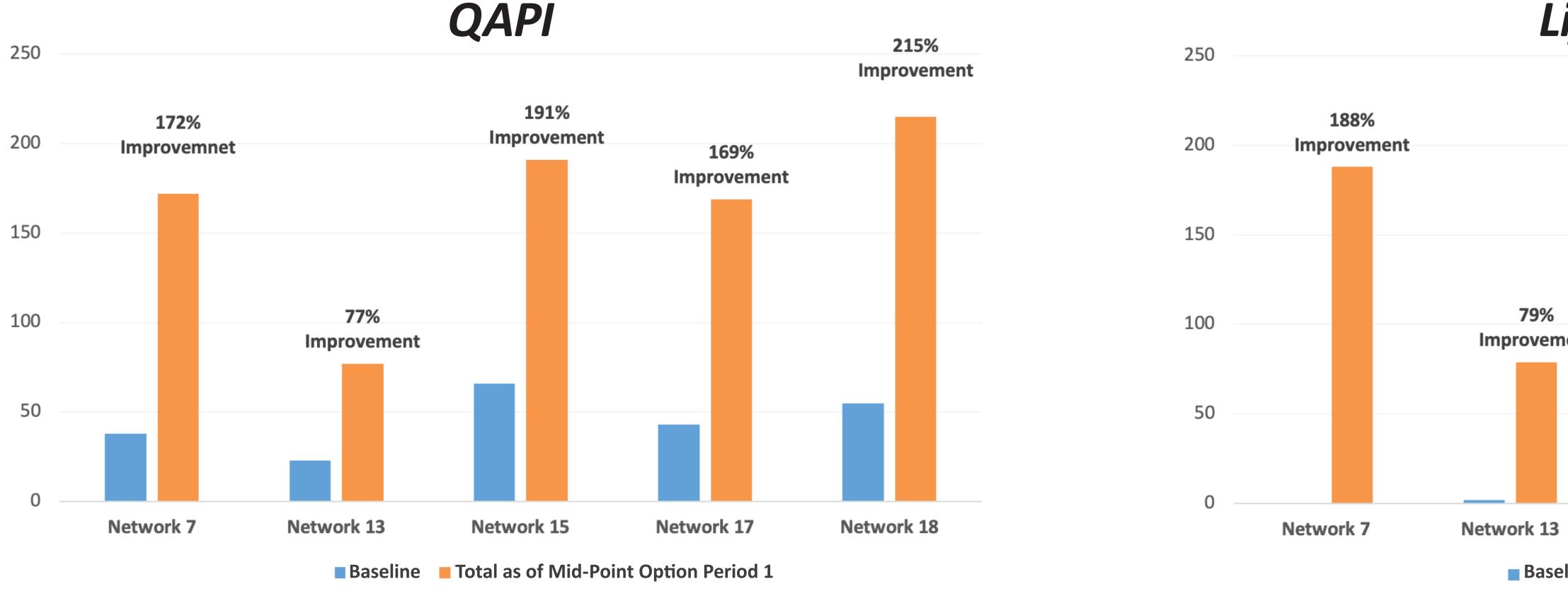
- Making QAPI meetings easily accessible to patients
- Ensuring dialysis facility staff understand the differences between Life Planning and the standard Plan of Care

Best Practices QAPI

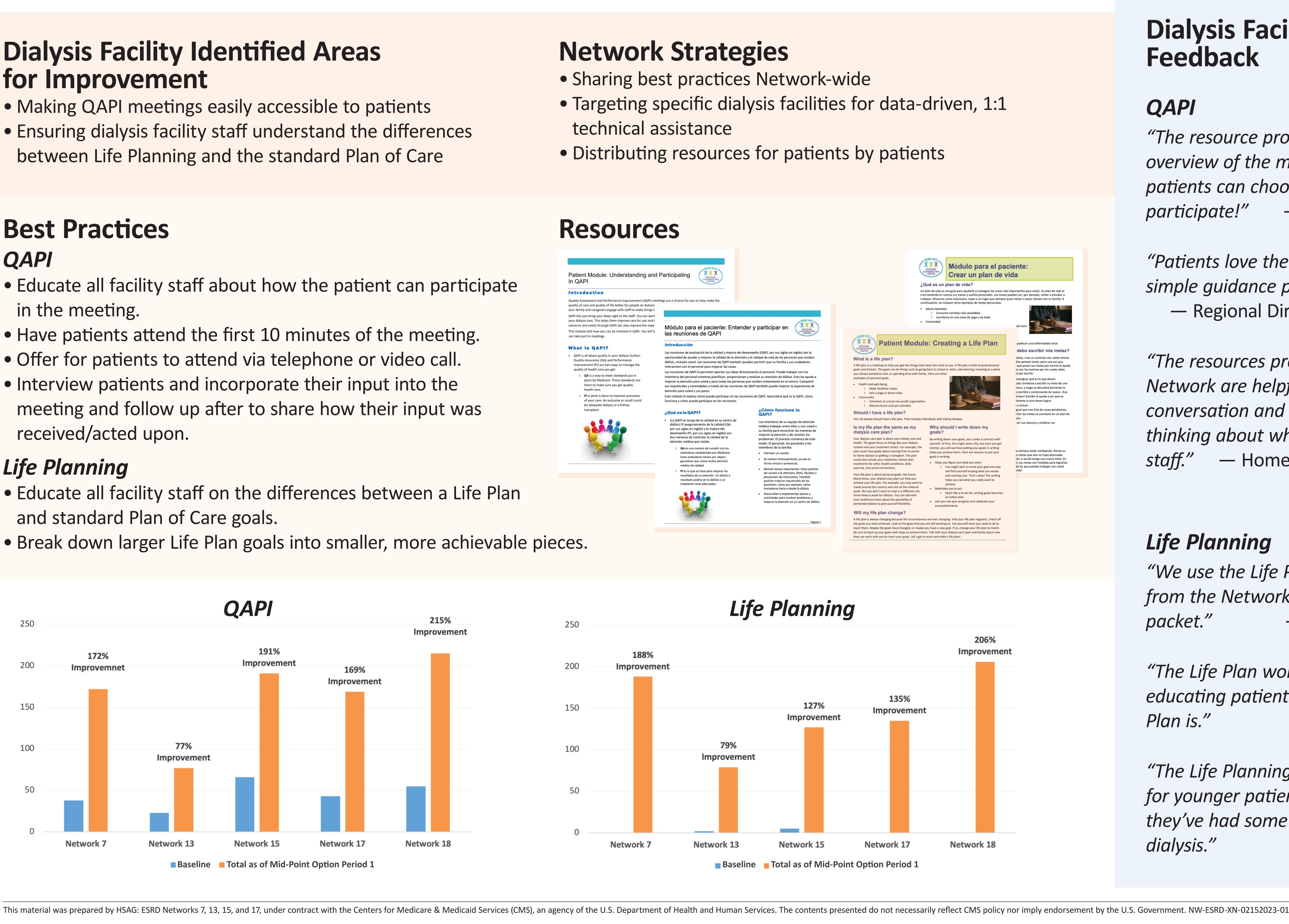
- Educate all facility staff about how the patient can participate in the meeting.
- Have patients attend the first 10 minutes of the meeting.
- Offer for patients to attend via telephone or video call.
- Interview patients and incorporate their input into the meeting and follow up after to share how their input was received/acted upon.

Life Planning

- Educate all facility staff on the differences between a Life Plan and standard Plan of Care goals.
- Break down larger Life Plan goals into smaller, more achievable pieces.



- technical assistance





ESRD Networks 7, 13, 15, 17, 18

Dialysis Facility Feedback

QAPI



"The resource provides a concise" overview of the meeting process, and patients can choose how they can participate!" — Social Worker, CA

"Patients love the explanations and simple guidance provided." — Regional Director of Nursing, FL

"The resources provided by the Network are helpful to start the conversation and get patients thinking about what they need from — Home Therapies Program staff." Manager, NM

Life Planning

"We use the Life Planning resources" from the Network in our intake packet." — Social Worker, LA

"The Life Plan worksheet is good for educating patients about what a Life Plan is." — Social Worker, FL

"The Life Planning tools are beneficial for younger patients, especially after they've had some time to adjust to dialysis." — Social Worker, HI