

HSAG ESRD Networks Improve PFE in QAPI and Life Planning



ESRD Networks 7, 13, 15, 17, 18

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.

Network Strategies

- Sharing best practices Network-wide
- Targeting specific dialysis facilities for data-driven, 1:1 technical assistance
- Distributing resources for patients by patients

Resources

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 staff.”

— Home Therapies Program 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

