

Kidney Chronicles

IPRO END-STAGE RENAL DISEASE NETWORK PROGRAM



Better healthcare,
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Getting Involved in Your Facility's Quality Assurance Performance Improvement (QAPI) Meetings

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.

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; and
- Making changes that will improve the quality of life for patients.



HELPFUL TIPS
TO EMPOWER
ESRD PATIENTS
AS CONSUMERS

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 updated to support your involvement in your care and treatment options; and
- Evaluates and resolves grievances.

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

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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;
- Help to make sure care provided by facility staff is patient-centered; and
- 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.



Remember: There are multiple ways to participate in these virtual meetings by using online applications such as Zoom, Google Meet, Messenger Apps, and Webex.



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The IPRO End-Stage Renal Disease Network Program, ESRD contractor for Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont (NW1), New York (NW2); Georgia, North Carolina, South Carolina (NW6) and Ohio, Indiana and Kentucky (NW9) developed this material under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy. CMS Contract Numbers: NW1: HHSM-500-2016-00019C; NW2: HHSM-500-2016-00020C; NW6: HHSM-500-2016-00006C; and NW9: HHSM-500-2016-00009C

v.2 - 6/29/2020

If you have questions about your facility or to file a grievance, please contact your local ESRD Network:

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

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Hamden, CT 06517

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Main: (203) 387-9332

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Patient Toll-Free: (800) 238-3773

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

909 Aviation Parkway, Suite 300
Morrisville, NC 27560

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