Including Patients in Your Facility QAPI Meetings: Format and Guide

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Patient Selection

- Select patients from different treatment schedules and shifts, if available.
- Talk to each patient about their preferred way of participating (in person, virtual, teleconference, chairside, written report out).

Creating Your Process

- Develop guidelines specific to your facility's policies, procedures, and culture.
- Take time to help the patients feel comfortable about contributing to QAPI meetings.

Scheduling the Patient

- Schedule times during the meeting for each of the patients to present their report.
- Make sure patients understand that the scheduled time is dedicated to their presentation and that they are to focus only on center-wide issues.
- Be sure that patients don't share PHI or PII of other patients.

After the Patient Presents

- Thank patients for their contributions to the meeting.
- Make sure they know that a follow up to their report will be provided after the meeting.
- Be sure that patients don't share PHI or PII of other patients.

Follow-Up

- Identify issues discussed during the meeting which require follow-up.
- Create a timeline with due dates for actions leading to resolution.
- Ensure that a designated memer of the QAPI team includes the patient in the follow-up process.



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