Including Patients in Your Facility QAPI Meetings: Format and Guide

Created by John Adams, LMSW, Renal Social Worker at SUNY Downstate Parkside Dialysis Center and adapted for the IPRO ESRD Network Program.

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 member of the QAPI team includes the patient in the follow-up process.

End-Stage Renal Disease Network Program

IPRO End-Stage Renal Disease Network Program
Corporate Office:
1979 Marcus Avenue, Lake Success, NY 11042-1072 •
Patient Services: (516) 231-9767 • Toll-Free: (800) 238-3773
Email: esrdnetworkprogram@ipro.us • Web: esrd.ipro.org

IPRO, the End-Stage Renal Disease Organization for the Network of New England, Network of New York, Network of the South Atlantic, and Network of the Ohio River Valley, prepared this material under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. CMS Contract Number: 75FMC1900029. CMS Task Order Numbers: 75FMC21F0001 (Network 1), 75FMC21F0002 (Network 2), 75FMC21F0003 (Network 6), 75FMC21F0004 (Network 9).
Publication # ESRO.PRO-G3-NW-20221003-137 v.2 12/6/2022