



Guidelines for Patient Representatives Who Attend QAPI Meetings

1. No personal information about any patient will be discussed.
2. No identifying information that relates to or could connect to a particular patient or a staff member shall be discussed when a patient representative is present.
3. Input from patient representatives is given first priority in QAPI meetings. Patients need to share their positive and negative experiences during the preceding month.
4. To ensure the patient perspective is accurately represented, select patients from each shift to participate in the QAPI meeting. If this practice is not feasible, a facility may have one designated patient and continue to make efforts to recruit additional patients.
5. QAPI should serve as a platform to address center-wide issues and not individual or personal concerns. For individual and personal concerns, we have the grievance process. Patient representatives should help direct and guide the focus of the center's patient related QAPI goals.
6. The role of the patient representative is to voice any general comments, concerns "top of list" issues that matter most to patients on dialysis. This includes any suggestions for improvements that would result in making patients' visits to our facility more enjoyable, calm and comfortable as well as suggestions about needed patient education (e.g., insurance changes, Medicare or Medicaid rules, travel rules and requirements, etc.)
7. Patient representatives should be aware of the behaviors that could lead to an Involuntary Discharge, as well as the process, e.g., non-payment of co-payments or threats to other patients, staff members or any providers, etc.
8. Patients who act as a QAPI representative should be active members of the quality improvement team at the facility working with facility leadership on quality activities. They should also be active patient liaisons assisting new patients and existing patients to better understand and advocate for their care.
9. If patients are unable to attend the QAPI meeting they can also provide a written report or call into the meeting to provide their updates to encourage attendance.

To file a grievance, please contact us:

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

Developed by the IPRO ESRD Network Program while under contract with the Centers for Medicare & Medicaid Services.
Contract # 75FCMC19D0029 Publication # ESRD.IPRO-G3-NW-20221003-137 v.2 12/12/2022