

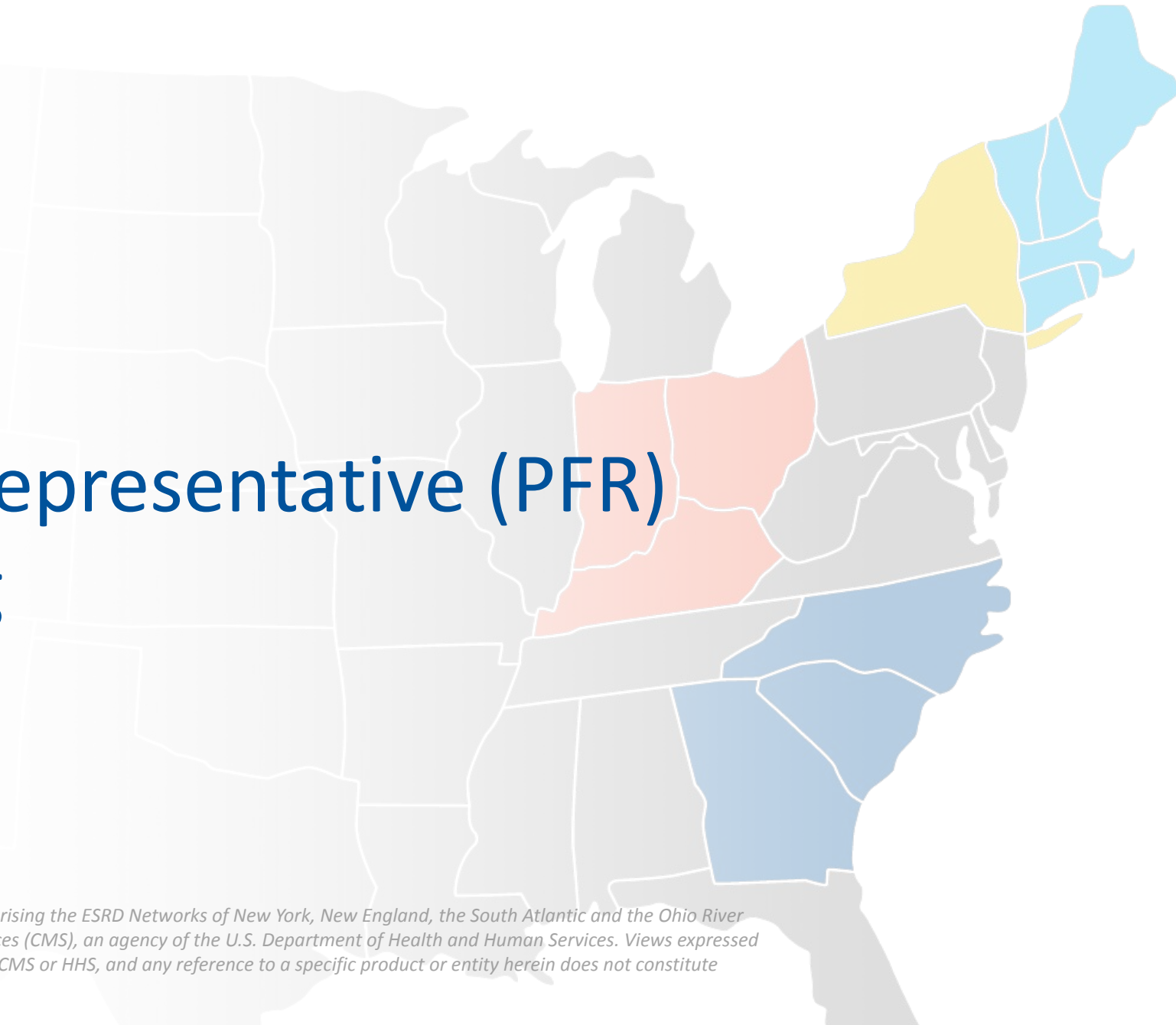


End-Stage Renal Disease
Network Program

Patient Facility Representative (PFR) Alliance Meeting

October 3rd, 2024

This material was prepared by the IPRO ESRD Network Program, comprising the ESRD Networks of New York, New England, the South Atlantic and the Ohio River Valley, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. Views expressed in this material do not necessarily reflect the official views or policy of CMS or HHS, and any reference to a specific product or entity herein does not constitute endorsement of that product or entity by CMS or HHS. Publication #



Patient and Family Engagement Facilitators



Aisha Edmondson
Patient and Family Engagement
Lead

Patient and Family Engagement Facilitators



Stephanie Cole, BA, PSM, QP
Patient Services Speaker



Tiffany Reese-Arrington, CCHT
Quality Improvement Speaker

Today's Agenda

Topics for Review/Discussion



Meeting
Reminders

Patient
Services
Topic

PFR Check-In

Closing
Remarks

Quality
Improvement
Topic



Meeting Reminders



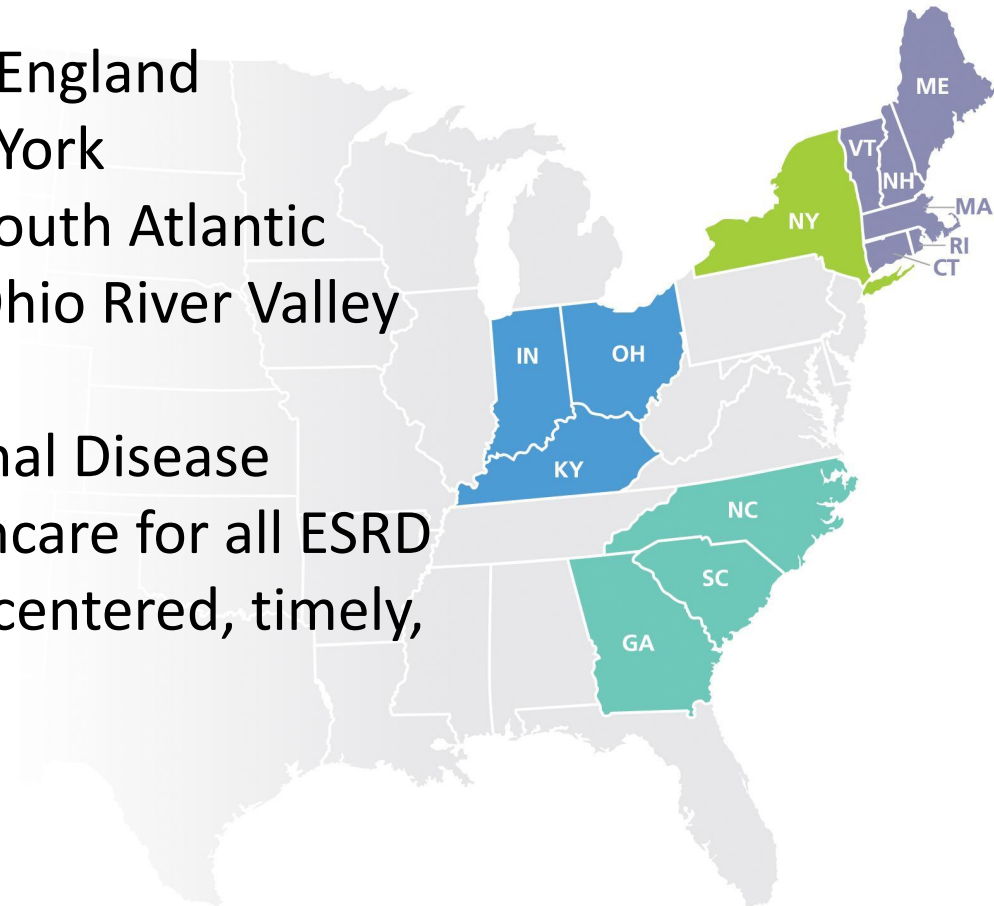
- All phone lines are muted upon entry to eliminate background noise/distractions
- We will be monitoring Chat throughout the meeting for questions or comments
- All slides will be shared within a week of completion of the meeting



IPRO ESRD Network Program



- The IPRO End-Stage Renal Disease Network Program includes four ESRD Networks:
 - Network 1: ESRD Network of New England
 - Network 2: ESRD Network of New York
 - Network 6: ESRD Network of the South Atlantic
 - Network 9: ESRD Network of the Ohio River Valley
- The mission of the IPRO End-Stage Renal Disease Network Program is to promote healthcare for all ESRD patients that is safe, efficient, patient-centered, timely, and equitable.



The Network's Role

What the Network's staff CAN and CANNOT do




Network staff CAN...

- Advocate for patients' rights, depending on the situation.
- Provide information and educational resources.
- Investigate concerns about issues related to quality of care.
- Help patients understand their rights and help them navigate the ESRD care delivery system.

Network staff CANNOT...

- Force a facility to accept a patient.
- Close a dialysis facility.
- Go onsite to investigate a facility's clinical procedures, witness interactions between staff and patients, or view a videotape of incidents (HIPAA violation).
- Add a patient to the transplant list.
- Recommend a lawyer and assist with a lawsuit.
- Get staff members fired or arrange for staff to have their pay docked.
- Force a facility to change its admissions policy regarding catheters.
- Verify Medicare coverage or give out Medicare cards.
- Interfere with facility surveys.
- Hide a patient's involuntary discharge (IVD) history.

The IPRO ESRD Network Program can help resolve many concerns you may have about the care you receive as a dialysis patient.



The mission of the IPRO End Stage Renal Disease (ESRD) Network Program is to promote health care for all ESRD patients that is safe, effective, efficient, patient-centered, timely, and equitable.

Network staff CAN...	
Advocate for patients' rights, depending on the situation.	~ Example: "My unit is too cold" With your permission, a Network staff member can contact your facility to find out if the temperature can be controlled.
Provide information and educational resources.	~ Example: "I need a fourth shift, and my facility does not offer one" The Network can provide you with a list of facilities in your area that offer a fourth shift (Dialysis Facility Compare tool available on www.medicare.gov)
Investigate concerns about issues related to quality of care.	~ Example: "I am upset about the care I am receiving at my facility" The Network can conduct a review of your medical record to evaluate the quality of care you are receiving.
Help patients understand their rights and help them navigate the ESRD care delivery system.	~ Example: "I don't agree with a policy at my facility" The Network can advocate on your behalf and could help you work with facility staff to find a compromise that would work for you and the facility.

However, some concerns may be beyond the Network's scope. Network staff CANNOT...

✘ Force a facility to accept a patient.	✘ Get staff members fired or arrange for staff to have their pay docked.
✘ Close a dialysis facility.	✘ Force a facility to change its admissions policy regarding catheters.
✘ Go onsite to investigate a facility's clinical procedures, witness interactions between staff and patients, or view a videotape of incidents (HIPAA violation).	✘ Verify Medicare coverage or give out Medicare cards.
✘ Add a patient to the transplant list.	✘ Interfere with facility surveys.
✘ Recommend a lawyer and assist with a lawsuit.	✘ Hide a patient's involuntary discharge (IVD) history.

The Network collaborates with the State Department of Health to advocate for individuals and help resolve concerns about care received at dialysis facilities.

IPRO Better healthcare, realized.

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
 E-mail: 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 # F31CMC1100029 Publication # ES01993.GA.MW.020209.3.014 v1.0/02/2022 IPRO, the End Stage Renal Disease Network Program, the Network of New England, Network of New York, Network of the South Atlantic, and Network of the Ohio River Valley, prepared the 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: F31CMC1100029. CMS Task Order Number: F31CMC1100029 (Network 1), F31CMC1100029 (Network 2), F31CMC1100029 (Network 3), F31CMC1100029 (Network 4), F31CMC1100029 (Network 5).

Welcome Our New PFRs!

- Dethenia Williams
- Precious Bledsoe
- Joseph Greco
- Cory Crockett
- Christopher Bailey
- Russell Sandberg
- Deanna Wright
- Peter Ciotti



Network Check-In

Polling Question



Which Network are you from?

- Network 1 (Connecticut, Massachusetts, Maine, New Hampshire, Rhode Island, Vermont)
- Network 2 (New York)
- Network 6 (North Carolina, South Carolina, Georgia)
- Network 9 (Indiana, Kentucky, Ohio)



Vocational Rehabilitation and Ticket to Work



Stephanie Cole, BA, PSM, QP
Patient Services Specialist

Network Check-In

Polling Question



Have you ever heard of the SSA (Social Security Administration) program Vocational Rehabilitation or Ticket to Work?

- Yes
- No
- Unsure



Network Check-In

Polling Question



If yes, have you ever taken part of the SSA (Social Security Administration) program Vocational Rehabilitation or Ticket to Work?

- Yes
- No
- Unsure



What is Vocational Rehabilitation? What is Ticket to Work?



Vocational Rehabilitation, which some people call VR, is a program that the government pays for. It helps people who have disabilities get and stay in jobs. Another name for it is Ticket to Work. This program doesn't cost anything, and it's a choice for people who receive SSA benefits. If they want to return to work, this program is there to help them.



Ticket to Work

Phases



- Phase 1: Ticket to Work
 - In Phase 1, they will share with you all the interesting stuff about the program and clear up any wrong ideas about having a job while still getting benefits. You'll also hear about people who did really well, and they might give you some cool ideas!
- Phase 2: Ready to Work
 - In Phase 2, they will help you figure out what job you want and find the right Ticket to Work program for you.
- Phase 3: Getting a Job
 - In Phase 3, they will help you get ready to find a job. You will learn how to look for jobs, how to ask for one by filling out an application, and how to get ready for interviews.
- Phase 4: Managing Your Job
 - In Phase 4, they will give you tips and help so you can do your best in your new job. They'll make sure you start off on the right foot, and make sure benefits are protected.

Eligibility and Benefits of the Ticket to Work Program



- You are eligible for the Ticket to Work Program if:
 - You are between the ages of 18 and 64
 - Diagnosed as blind or have a disability
 - Receive Social Security Disability Insurance (SSDI)
 - Receive Supplemental Security Income (SSI)
- Why you might consider the Ticket to Work program:
 - Increased Opportunities
 - Financial Independence
 - Reduced Reliance on disability benefits while maintaining continued access
 - Additional support services

Other Reasons to Consider Ticket to Work

9 Reasons to Participate in Ticket to Work

Resource Link: [Here](#)

1. This program doesn't cost anything and you can choose if you want to join. It's made to give you help so you can get and keep a job.
2. Employment Networks, also called ENs, are eager and prepared to help people start working again.
3. They can help you discover the skills you already have for a job. They will also help you find jobs that need your skills by exploring different jobs and learning what you need to do them.
4. Lots of Employment Networks (ENs) have their own special job areas. Some of these jobs let people work from home or be their own bosses.
5. Lots of businesses like to hire people using the Ticket program. They do this because they want to have many different kinds of people working for them.

Other Reasons to Consider Ticket to Work

9 Reasons to Participate in Ticket to Work

Resource Link: [Here](#)

6. In your state, you can find ENs that will help you with what you need.
7. Going back to your job can be hard and take a lot of effort. Why try to do it all by yourself when there are helpers ready to support you?
8. Some ENs have Benefits Counselors. They teach people how the money they make from a job can change the help they get if they have a disability, and it's important to know the rules about your benefits so you can keep getting them while you work.
9. When you're ready to look for a job, you'll have career helpers and job finders to guide you. They'll make it easier by splitting it up into small steps you can handle.

Contact Information

State Vocational Rehabilitation Phone and Website Information



State-level Vocational Rehabilitation Agencies

STATE	CONTACT INFORMATION
Connecticut DORS Department of Rehabilitation Services	<ul style="list-style-type: none"> Voice and TTY: (860) 247-0775 https://portal.ct.gov/rehabilitation/services
Maine Department of Labor, Bureau of Rehabilitation	<ul style="list-style-type: none"> Voice and TTY: (888) 457-8883 (option 4), Maine Relay call 711 https://www.maine.gov/rehab/ticket/index.shtml
Massachusetts Rehabilitation Commission Central Office	<ul style="list-style-type: none"> https://www.mass.gov/orgs/massability/locations https://www.mass.gov/info-details/ticket-to-work-program-at-massability
New Hampshire Vocational Rehabilitation	<ul style="list-style-type: none"> Voice and TTY: (603) 271-3494, Relay NH (800) 735-2964 https://www.education.nh.gov/who-we-are/deputy-commissioner/bureau-vocational-rehabilitation
Rhode Island Department of Human Services Office of Vocational Rehabilitation	<ul style="list-style-type: none"> Voice and TTY: (401) 421-7005, RI Relay: call 711, Espanol: (401) 462-7791 https://ors.ri.gov/programs/vocational-rehabilitation-program
Vermont Division of Vocational Rehabilitation	<ul style="list-style-type: none"> Voice and TTY: (866) 879-6757 https://www.hireabilityvt.com/get-started
New York State Education Department Adult Career and Continuing Education Services	<ul style="list-style-type: none"> Voice: Access-VR: 1-800-222-JOBS (5627) https://www.access.msed.gov/vr
Georgia Department of Labor, Rehabilitation Services	<ul style="list-style-type: none"> Voice: (844) 367-4872 https://dvs.georgia.gov/vocational-rehabilitation

continued on next page

State-level Vocational Rehabilitation Agencies (continued)

STATE	CONTACT INFORMATION
North Carolina Department of Health and Human Services Division of Vocational Rehabilitation	<ul style="list-style-type: none"> Voice: (800) 662-7030 http://dvr.dhhs.state.nc.us
South Carolina Vocational Rehabilitation Department	<ul style="list-style-type: none"> https://www.scvrd.net/217/Find-My-Area-Office https://www.scvrd.net
Indiana Department of Workforce Development	<ul style="list-style-type: none"> https://www.in.gov/fssa/ddrs/find-a-ddrs-local-office/vocational-rehabilitation-services-locations https://www.in.gov/fssa/ddrs/rehabilitation-employment/vocational-rehabilitation-employment
Kentucky Office of Vocational Rehabilitation	<ul style="list-style-type: none"> Voice and TTY: (800) 372-7172 https://kcc.ky.gov/Vocational-Rehabilitation/Pages/Kentucky-Office-of-Vocational-Rehabilitation.aspx
Ohio Opportunities for Ohioans with Disabilities	<ul style="list-style-type: none"> https://ood.ohio.gov/about-us/find-us/find-us https://ood.ohio.gov/information-for-individuals/services/vocational-rehabilitation-services/vocational-rehabilitation



End-Stage Renal Disease Network Program

For more information or 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.org • Web: esrdipro.org

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IPRO ESRD Vocational Rehabilitation Resources

Program Information Packet and Voc Rehab Word Search





End-Stage Renal Disease
Network Program




Vocational Rehabilitation: Answers to Your Questions

Explore the Social Security Administration's (SSA) programs that assist individuals with returning to the workforce, maintaining employment, and navigating the work environment.


Staying active and involved is an important part of a fulfilling life. Some kidney patients are able to continue to work in their jobs by making only minor changes after they are diagnosed. Other patients may need to look for new types of work.

Enrollment in a vocational rehabilitation agency or employment network may serve as a bridge for kidney patients in returning to the workforce.



[Link to Resource](#)


Learn the Terms: Vocational Rehabilitation
WORD SEARCH



V	C	D	T	J	S	F	H	T	U	Q	J	L	P
O	A	R	C	O	A	O	M	D	W	A	B	K	O
C	R	J	O	B	T	R	A	I	N	I	N	G	S
A	E	R	Q	P	F	U	O	S	C	E	R	N	T
T	E	T	A	L	H	J	P	A	R	D	F	I	E
I	R	G	A	A	S	H	J	B	T	C	H	L	M
O	P	H	H	C	J	G	K	I	H	R	S	E	P
N	L	J	Y	E	A	T	M	L	Y	F	H	S	L
A	A	Y	Y	M	J	R	N	I	U	F	J	N	O
L	N	T	Y	E	K	D	D	T	J	T	A	U	Y
R	N	D	L	N	I	E	E	Y	K	G	L	O	M
E	I	J	O	T	U	D	R	L	I	G	B	C	E
H	N	L	J	P	G	G	T	K	U	H	R	R	N
A	G	O	G	O	B	D	Y	J	Y	E	C	E	T
B	W	U	B	H	N	G	H	H	C	M	V	E	S
I	D	G	N	B	M	N	Y	G	B	P	N	R	U
L	P	S	M	F	V	I	T	F	N	L	S	A	P
I	Q	A	H	R	D	L	S	C	N	O	J	C	P
T	L	F	V	L	C	E	K	V	M	Y	L	M	O
A	L	G	R	A	V	S	O	B	K	M	W	T	R
T	A	C	E	D	B	N	U	Q	I	E	B	Y	T
I	M	V	D	C	N	U	L	E	Q	N	S	U	A
O	A	B	B	V	I	O	F	R	A	T	X	D	E
N	X	N	O	F	O	C	R	Y	S	W	X	F	I
T	Z	J	O	R	E	S	T	U	D	O	J	L	O
T	I	C	K	E	T	T	O	W	O	R	K	I	U
G	V	R	M	W	E	I	O	J	C	K	N	F	F
H	R	O	S	R	D	F	R	Z	E	P	E	V	R
P	T	P	E	T	V	E	Y	X	S	W	U	V	T
R	Y	W	Y	Y	L	N	Q	B	I	F	I	E	J
Y	T	I	R	U	C	E	S	L	A	I	C	O	S
T	H	A	O	I	P	B	C	R	O	C	P	E	K
Q	R	Y	J	V	S	N	J	I	L	N	M	L	S

Vocational Rehabilitation	Benefits Counseling	Employment Network	Job Placement
Social Security	Job Training	Career Planning	Post Employment Support
Career Counseling	Ticket to Work	Red Book	Disability

See page 2 for definitions and puzzle solution.



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[Link to Resource](#)

Healthy Living and Vaccinations



Tiffany Reese-Arrington, CCHT
Healthy Lifestyles

Network Check-In

Polling Question



Has your facility included you/your input/support with engaging patients for vaccination season?

- Yes
- No
- Unsure



Gear Up for Vaccination Season

Roadmap to Success



- Way to build campaign Ideas and vision for season to reach the masses
- Encourage uptake to prevent illness and hospitalizations
- Ability to dispel fears and mis- or disinformation
- Address barriers including hesitancy and fatigue
- Ability to collab with PFR and/or family members with initiative

End-Stage Renal Disease Network Program

Gear Up for Vaccination Season

5: Achieve and sustain!
Did we achieve our goal?

- If "yes"... how do we maintain sustainability moving forward?
 - Celebrate success with staff and patients, i.e., countdowns to goals, "I got protected" stickers, etc.
- If "no/not yet"... what changes can be made to achieve our goal?
 - Should changes be made during the Planning, Promotion, or Execution phase?

4: Evaluate.
How are we doing towards meeting our goal?

- Have we provided enough awareness? Do we have enough staff to help? Do we have enough inventory? Are there any facility challenges?
- Are we meeting the targets we set for vaccination? Is our documentation in the EMR up to date and matching EQR5?

3: Take action.
Get started on accomplishing the goal.

2: Plan.

- Do we have all signed consents? Who are routine or consistent refusals?
- Are there enough supplies?
- Do we have enough staff, PPE, supplies?
- Were patients made aware – bulletin boards, patient lobby days, discuss on MD rounds?
- Who will ensure all vaccines given on site or at other locations are captured and documented?

1: Assess.
Evaluate previous seasons

- What goals/targets do we want to achieve for each vaccines? What steps are needed to increase uptake?
- What are our facility's top barriers?
- Did we provide enough education to patients?
- How do we measure success? Do we have systems in place to capture all vaccines given on and off site?

continued on page 2

My Goal - My Action Plan

Just wanting something is not enough to make it happen. The best way to achieve something that is important to you is by making an **action plan**.

Root Cause
top barrier
ion rates?
ppening?

Step 3: Take Action

- Put your **Plan** into action and begin to accomplish your facility's goal.
- Action Step 1:
- Action Step 2:
- Action Step 3:

Step 4: Evaluate

- How are we doing?
- Should we take a different course of action?

Step 5: Achieve and Sustain!

- Did we achieve our goal?
- If the answer is "yes"... How can we make sure that it continues to be achievable moving forward?
 - Celebrate successes!
- If the answer is "no/not yet"... What changes can be made to achieve goal? Was it during the Planning, Promotion, or Execution phase?

ge Renal Disease
k Program

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CDC's 5 part Share Model

How to Make a Strong Recommendation to Others



- ***Influenza viruses are constantly changing, and new influenza viruses are always emerging. Preventing and responding to influenza threats requires continuous vigilance and innovation.*** - **Vivien Dugan, PhD** Director, Influenza Division, CDC



SHARE

the tailored reasons why the recommended vaccine is right for the patient given his or her age, health status, lifestyle, occupation, or other risk factors.



HIGHLIGHT

positive experiences with vaccines (personal or in your practice), as appropriate, to reinforce the benefits and strengthen confidence in vaccination.



ADDRESS

patient questions and any concerns about the vaccine, including side effects, safety, and vaccine effectiveness in plain and understandable language.



REMIND

patients that vaccines protect them and their loved ones from many common and serious diseases.



EXPLAIN

the potential costs of getting the disease, including serious health effects, time lost (such as missing work or family obligations), and financial costs.

Header – Calibri 32

Sub-Header – Calibri 28



SHARE the reasons:

•“This vaccine can protect you and your family from getting sick from flu. By getting the vaccine today, you’ll be protecting yourself and others like you who are more vulnerable to serious flu illness.”



HIGHLIGHT positive experiences:

•“CDC recommends that everyone get a flu vaccine each year. I always get one myself so I don’t pass along flu to my family, friends and peers.”



ADDRESS patient questions:

•“To answer your question, a flu vaccine cannot cause flu illness. There can be some mild side effects, but this is not flu illness. There are different side effects that may be associated with getting a flu shot or a nasal spray flu vaccine.”



REMIND patients that flu vaccines protect them and their loved ones:

•“Flu activity is going to start to pick up, and CDC says to expect more cases in the coming months.”



EXPLAIN the potential costs of flu:

•“It’s important to get vaccinated this season because flu vaccination can reduce potential flu illnesses, doctor visits, and missed work or school due to flu.”

Agenda

Themes and Ideas



Pneumococcal vaccine update



- CDC modified recommendations Jan 2022
- Policy update effective 10/1/2022
- Moving to single dose of Prevnar 20

Previous vaccine	Administer	Follow-up
No previous vaccine	PCV20	Note: series completed
PCV15	-OR-	
PCV15	PCV15	PPSV23 at least one year later (minimum interval is 8 weeks and can be considered in adults with an immunocompromising condition)
Previous vaccine	Administer	Follow-up
PPSV23	PCV20 OR PCV15 at least one year after most recent PPSV23	Note: series complete
PCV13	PPSV23 at least 8 weeks after PCV13	PPSV23 at least 5 years after 1st dose of PPSV23 If <65 yrs. old at time of 2nd dose, provide a 1st dose once turns 65 and at least 5 years from 2nd dose

NOTE: The dose of PCV20 may be used if PPSV23 is not available. If PCV20 is used, their pneumococcal vaccination are complete.

Protect Yourself with 3



I • R • C Vaccines

Influenza
RSV
Covid

We recommend all three "IRC" vaccines to our patient population.
INFLUENZA, RSV AND COVID VACCINES are safe
 Ask your care provider to learn more.



spread joy. spread love. spread ideas. spread peanut butter.

SPREAD LOVE, NOT THE FLU.

Get a free drive-thru flu vaccine for the whole family!

DON'T LET THE FLU GET YOU

TRUE OR FALSE?

COUGHS & SNEEZES spread disease!

GET YOUR FLU SHOT in October!

ARMWARD TO VICTORY

DON'T WAIT. VACCINATE.

VETERANS COALITION FOR VACCINATION

GET VACCINATED!

What changes can be ma



TAKE 3 ACTIONS TO FIGHT FLU

Influenza (flu) is a contagious disease that can be serious. Every year, millions of people get sick, hundreds of thousands are hospitalized, and thousands die. To help you and your family stay healthy, the CDC urges you to take the following actions to protect yourself and others from flu.

GET YOURSELF AND YOUR FAMILY VACCINATED!

A yearly flu vaccine is the first and most important step in protecting against flu viruses.

Everyone 6 months or older should get an annual flu vaccine. Protect yourself, protect your family. Get vaccinated. It's quick.

STOP THE SPREAD

Take everyday preventive actions to help stop the spread of flu viruses!

Avoid close contact with sick people, avoid touching your eyes, nose, and mouth. Cover your coughs and sneezes, wash your hands often with soap and water.

ASK YOUR DOCTOR ABOUT FLU ANTIVIRALS

Take antiviral drugs if your doctor prescribes them!

Antiviral drugs can be used to treat flu illness and can make illness milder and shorten the time you are sick.

WWW.CDC.GOV/FLU #FIGHT FLU CDC

de to nabius and?

IT'S NOT TOO LATE

FIGHT FLU

GET A FLU VACCINE TO #FIGHT FLU CDC

A comic-style illustration featuring a muscular orange arm with a bandage on the elbow, flexing its bicep. The background is blue with white dots. The text "IT'S NOT TOO LATE" is in a white box at the top left. "FIGHT FLU" is written in large, bold, blue and white letters. At the bottom, it says "GET A FLU VACCINE TO #FIGHT FLU" with the CDC logo.

Get your Flu Shot!



Before the flu gets

Before it bugs you

Take your VACCINE!

A framed poster with a red background and a yellow grid pattern. It features several green, spiky cartoon bugs. The text "Before it bugs you" is in white, and "Take your VACCINE!" is in blue and white. The CDC logo is in the bottom right corner.

Next Steps



Aisha Edmondson
Patient and Family Engagement

Community Awareness Campaigns

October is Health Literacy Month!!!



October is Health Literacy Month – a time when health organizations, literacy programs, libraries, social service agencies, businesses, professional associations, government agencies, and other groups work together to integrate and expand the mission of health literacy. Together, we can build a world with greater health equity where all people can attain positive health outcomes. Visit healthliteracymonth.org today to learn how you can turn awareness into action!

#healthliteracymonth

Every October, we celebrate Health Literacy Month — a time to recognize the importance of making health information easy to understand and the healthcare system easier to navigate.



Social Media

Follow Us!



- [IPRO ESRD Network Program's Facebook Page](#)
- [IPRO ESRD Patient Facility Representative \(PFR\) Alliance Group](#)



- [IPRO ESRD Network Program's Twitter Page](#)



- [IPRO ESRD Network Program's LinkedIn Page](#)



- [IPRO ESRD Network Program's Instagram](#)



Next PRF Meeting - Mark Your Calendar!

Thursday, November 7th 2024 at 5:30pm ET

- Upcoming Topics: Transplantation and Access to Care

- Things to Think About: Patient Activation!
How do you become an Active Patient....

Because Your Voice Matters!

Your dialysis facility often invites patients like you to take part in what is called a Quality Assessment & Performance Improvement (QAPI) meeting. You can also ask to take part in a QAPI meeting. This meeting gives you the chance to talk to the dialysis facility leaders about your concerns and other patient issues. Many times, the ideas and decisions that come out of QAPI meetings affect how the dialysis facility is run.

To have a good QAPI meeting experience, use this document to help you before, during, and after the meeting. Write down notes on what you would like to talk about with the healthcare team. This will help you stay on track during the meeting. Remember, your ideas can help make patient care better.

Before the QAPI Meeting

To prepare, think about questions, concerns, or feedback you and/or other patients may have. Ask the manager what topics will be discussed at the meeting. This might include:

Facility improvement	Home dialysis and kidney transplant education
Preventing infections	Emergency preparedness education
Fistula/Catheter education	Reducing patient hospitalizations

During the Meeting

In most cases, you will only be in the meeting for the first 15 minutes. You will be asked to offer suggestions for improving patient engagement and care. The dialysis facility leaders will ask you for your opinion and/or to share your experiences. The questions are meant to help the staff make the dialysis experience better for patients. If you do not understand something, just ask! You may be asked questions like:

- What do you think we are doing well in the dialysis facility?
- What areas do you think we could improve in the dialysis facility?
- What do you think are the most common reasons patients miss or shorten treatment?
- What is the best way for staff to communicate with patients about their treatment?

For more information, visit www.esrdncc.org/patients.

After the Meeting

Follow up with the facility administrator or clinic manager about decisions or plans made during the meeting that will affect what happens on the dialysis floor. Keep sharing your ideas with staff. Tell them if you would like to attend a QAPI meeting again in the future. If you are comfortable, share your experience with other patients.

Discussion Topic During the meeting, write down discussion topics	Follow-up Items Shortly after the meeting	Results By the end of the month of the meeting
<i>Example:</i> Reducing infection rate in clinic.	<i>Example:</i> I asked staff to provide more information about the importance of washing hands.	<i>Example:</i> Nurse posted Clean Hands poster above sink.

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Questions? Comments?



Thank you for your ongoing commitment to the ESRD community!

For more information, contact:

Aisha Edmondson
Project Manager: Patient and Family Engagement
Tel: 216-755-3056 | E-mail: aedmondson@ipro.org



**End-Stage Renal Disease
Network Program**

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

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