



# The End Stage Renal Disease Network of Texas, Inc.

4040 McEwen Road Suite 350 Dallas TX 75244 972-503-3215 fax 972-503-3219 [www.esrdnetwork.org](http://www.esrdnetwork.org)

A Division of Alliant Health Solutions

**Be the Voice**



**Be the Change**

Dear Facility Patient Representative (FPR),

Your facility is working with the ESRD Network of Texas (Network 14) to improve poor patient survey scores for the ICH CAHPS\* survey question cited below:

*Peritoneal dialysis is dialysis given through the belly and is usually done at home. In the past 12 months, did either your kidney doctors or dialysis center staff talk to you about peritoneal dialysis?*

First of all, it is important to understand what this question means and what it does NOT mean.

What this question means:

- It asks the patient if one of their kidney doctors or dialysis staff **talked to** them about **peritoneal dialysis** in the last **12 months**.

This question does NOT mean:

- Did you (the patient) consider going on to peritoneal dialysis?
- Did you (the patient) want to switch to peritoneal dialysis?
- That you (the patient) has given permission to start the process of switching from in-center hemodialysis treatment to at-home peritoneal dialysis

As FPR for the facility, you have an important role in improving the patient experience at the facility. Turn the page to find out how you can assist with this project. Thank you for your time and attention to this important patient care activity. For more information about this project, please contact your social worker or Kelly Shipley at Network 14.

Sincerely,

*The Patient Advisory Subcommittee for ICH CAHPS*

*Kelly Shipley, Quality Improvement Director  
office 469.916.3803, email [kshipley@nw14.esrd.net](mailto:kshipley@nw14.esrd.net)*

*\*ICH CAHPS stands for In-Center Hemodialysis Consumer Assessment of Healthcare Providers and Systems*

*\*\*QI stands for Quality Improvement*



**Be the Voice**



**Be the Change**

### General Activities

- Be the facility's go-to-patient-expert to explain the ICH CAHPS survey to other patients and why it is important to participate in surveys
- Attend a facility QI\*\* meeting (these are held monthly) and look for reporting of ICH CAHPS survey results and what the facility is doing for the project
- Post **ICH CAHPS Survey: Patients' Rights Poster** for patient information and education

### Surveys

- Distribute surveys to patients, briefly explain instructions
- Assist patients complete the surveys, if patients need assistance; keep answers confidential
- Distribute the large print survey for patients who have poor eyesight
- Encourage patients to complete the survey and place it in the Response Drop-off Box by the end of the month
- Show the patients where the Response Drop-Off Box is located
- Encourage patients to complete the survey because their perspective is important and tell patients their answers will be used to improve care at this facility

### Patient Group Discussion

- Make plans with facility staff for the Home Therapies Group Discussions to be held with other patients in May
  - Notify patients of time and place that group discussions will be held
  - Encourage fellow patients to attend and share their opinion, viewpoint, and ideas
  - Co-lead the discussion groups with facility staff
  - If bi-lingual, provide translation during the group discussions

### Facility Improvement Activity

- Assist facility come up with ideas
- Assist facility carry out chosen idea

### Network Project Webinars or Project Conference Calls

- Attend project webinars or calls , if available

To file a grievance, please contact the ESRD Network of Texas, Inc. at 1-877-886-4435, [info@nw14.esrd.net](mailto:info@nw14.esrd.net), 4040 McEwen, Ste. 350 Dallas, TX 75244, [www.esrdnetwork.org](http://www.esrdnetwork.org)

\*ICH CAHPS stands for In-Center Hemodialysis Consumer Assessment of Healthcare Providers and Systems

\*\* QI stands for Quality Improvement