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_

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

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