



# Social Media and the Workplace

Welcome to the first installment of ESRD Network 14's one-page newsletter focusing on professional issues! Here you will find topics focused on professional development, quality of care and treatment issues related to dialysis, and how to engage patients. Each month a different topic will be presented, so let's jump right in! Let's talk about social media and the workplace.

## TTYL (Talk to You Later)

This is what most employees in your facility should be texting when they get a message; however, patients tell the Network that many clinic employees are choosing differently. This is why it is important to review and enforce your company policies when it comes using cell phones on the treatment floor and policies for posting on social media. Patients are watching and don't feel safe.



## FYI (For Your Information)

The Centers for Medicare & Medicaid Services (CMS) initiated the Conditions for Coverage in 2008. The conditions provide medical directors the oversight of dialysis facilities, and their purpose is to promote important patient safety, well-being, and continuous quality improvement. Risk management issues are significantly increased by distracted employees. Staff being on the cell phone is a common complaint to the Network from patients.

## WYD (What are you doing?)

*So what are the takeaways?*

- Make sure that indeed your company has a policy on cell phone usage and social media.
- Review your policies often (Technology changes quickly!)
- Educate staff during new hire orientation and when policies change.
- Routinely and silently observe staff on the treatment floor for cell phone interactions.



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