Patients
First
Jan 30, 2020

WELCOME TO PATIENT ENGAGEMENT
PFE Notifications were sent Jan. 15th

The End Stage Renal Disease Network of Texas, Inc.
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www.texasnetwork.org

Patient Family Engagement 2020 Notification

-CNM - Facility Name-

What?
The ESRD Network of Texas has been directed by the Centers for Medicare and Medicaid Services (CMS) to collaborate with ESRD providers and stakeholders within the state of Texas. The goal is to support facility efforts to involve patients, family, and care team engagement at the facility level. CNM - Facility Name has been selected for participation in the Patient Family Engagement (PFE) initiative. This is not a project, however, it is CMS mandated requirements.

Why?
How does this affect you?
The Network will ensure implementation of interventions at the facility level that foster patient and family involvement in the areas of promoting better health for the ESRD population. Patient Engagement is an additional component to the QA projects.

Why do we have to do this?
For CMN, each Network is required to include at least one Quality Improvement Activity (QIA) project participating facilities in patient, family, engagement activities. Focus labs were chosen based on an analysis of NCC data and our facility was within this group. Our goal is to increase patient involvement in Support Groups, Individualized Plan of Care meetings and active patient involvement in Quality Assurance Performance Improvement (QAPI) by September 30, 2020.

How long should I do this?
The timeline for PFE activities begins January 1 and runs through the year. Facilities may receive all the PFE projects and PFE activities at the end of 2020, but unsatisfactory performance could result in the Network retaining the facility in projects beyond 2020.

What do we do?
Access to your monthly activity completion log is available on the ESRD website.

To meet the PFE requirements:
- All focus facilities must attend the PFE Introduction webinar scheduled Thursday, January 2020 and complete a pre-survey using a SMART Notebook by January 31.
- You will receive an email link to join the PFE Intro Webinar
https://smartscribe.com/join/vs1955/10155f58959a7114/755615ccdb6756a3d856a3dc6756a3d
- All facilities will be asked to provide a feedback on CMS feedbacks.
- A calendar of all webinar dates is posted on the ESRD website.

Submit monthly data using our SMART Scribe tool (to be provided).

Please note: this 2020 PFE initiative contains additional updates with the following facilities.

For questions regarding this project, please contact Breita Williams
Outreach Coordinator, by phone at 469-791-2021 or email at: Breita.Williams@AlaniHealth.org

PFE Pre-Project Survey due Jan. 31st

2020 Patient & Family Engagement

REQUIRED: Submit the 2020 Patient, Family Engagement Pre-Survey Form
DUE 1/31/19

Hello Everyone,
Welcome to the 2020 Patient & Family Engagement:

I am Breita Williams, the Outreach Coordinator at the ESRD Network of Texas (Network 4).

I will be your main point of contact throughout this QIA project. In case you have any questions, just email me:

Breita.Williams@AlaniHealth.org

Phone: (469) 916-3807

End Stage Renal Disease Network of Texas
The Network shall provide technical assistance to 30% project-participating dialysis facilities on establishing

- patient council support groups OR new patient adjustment groups OR patient councils
- incorporating patient, family and caregiver participation into the Quality Assurance Performance Improvement (QAPI) Program and/or governing body of the facility
- demonstrating patient, family and caregiver participation in the patient’s care (e.g., patient, family member and caregiver involvement in the development of the individualized plan of care and/or plan of care meetings).

Network efforts shall assist dialysis facilities in adjusting to the heightened focus on patient and family centered care, aiming to help dialysis facility staff to optimize customer satisfaction and improve clinical outcomes.
Patient Support Groups

- New brand name Patient Information Exchange (P.I.E)
- Provide a facility conference call number monitored by CM, FA, SW for patients to call on a designated date (ex. Every 4th Friday)
- Continue with hosting onsite group meetings
Quality Assurance Performance Improvement (QAPI)

- Define QAPI and how patients can benefit from attending.
- Provide a facility conference call number and/or WebEx monitored by CM, FA to invite patients, family members, and caregiver a 15 minute talking time to address patient’s needs.
Plan of Care

- Offer patients a private one on one meeting
- How are patients involved in their healthcare needs prior to their Plan of Care meeting?
- Frequently ask patients if there is a change in their needs and goals.
- Some patients don’t know the “piece of paper” they signed is their plan of care.
- Provide patients with a signed copy of their plan of care from all facility personnel.
How do you address food cravings and your diet?

What does Quality of Care mean to you?

How would you prepare for a disaster?

What advise would you give a new patient?

Patient Engagement Topics (PAC Suggestions)

- Bedbugs
- Travel
- Community Resources (i.e. where to receive hygiene products, food, clothes, etc.)
PATIENT AND FAMILY ENGAGEMENT 2020

Patient Engagement Activities are available online:

https://app.smartsheet.com/b/publish?EQBCT=eeb9f27449f74501aa3cd60353ae4af2
QUALITY IMPROVEMENT ACTIVITIES 2020

- **Infection Detection**
  - Lead: Maryam Alabood- 469-916-3803
  - Email: maryam.alabood@allianthealth.org

- **Home/Transplant Modality**
  - Lead: Dany Anchia- 469-916-3813
  - Email: dany.anchia@allianthealth.org

- **Hospitalization**
  - Lead: Dany Anchia- 469-916-3813
  - Email: dany.anchia@allianthealth.org

- Patient Engagement is **NOT** a QIA project. PFE is an additional component to Quality Improvement Activities. Facilities are asked to report their level of patient engagement as many are currently doing.

- Patient Engagement information will be collected monthly using Smartsheet link: https://app.smartsheet.com/b/publish?EQBCT=85da10f690a548518a89a6e086badde1

- Facilities are encouraged to send pictures of their patient and family engagement activities.

- Highlight your BEST Practices...we would love to showcase your clinic to CMS and other Networks to help increase patient's involvement in their healthcare decisions.
Newsletter is available to patients and dialysis facilities.

Sign-up to receive the electronic subscription via our Smartsheet website.

Monthly issues will address requests received by patients and facilities.

Facilities can print a copy for patients without mobile access.

Subscribe to newsletter:
https://app.smartsheet.com/b/publish?EQBCT=c72b0f013b2f43a3aef04e2ded7270d9

Un-subscribe to newsletter:
https://app.smartsheet.com/b/publish?EQBCT=d1e487684e8142b9adb33327566a02ea
Patient Engagement Topics (patient requests)

- Chemistry of how binders work
- Diet
- Disaster Preparedness
- How Kidneys work and dialysis replace their function
- Skin care
- Quality of Care
- Vitamin D: Why it Matters
QUESTIONS?

***Please use chat box***
CLOSING REMARKS

Please remember to complete your attestation form

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Patient Services Director  
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- PF Engagement
- TEEC/EMResource

To file a grievance please contact ESRD Network of Texas (Network 14) at 1-877-886-4435 or ESRD Network of Texas, Inc.  
4099 McEwen Rd, Ste. 820 Dallas, TX 75244.  