



END STAGE RENAL DISEASE NETWORK OF TEXAS

How Patient and Family Group Meetings Improve Patient- and Family-Centered Care

Patient and family group meetings improve patient- and family-centered care (PFCC) in dialysis centers.

Patient- and family-centered care (PFCC) means that you help make decisions about your health. Staff does not make choices FOR you; staff makes choices WITH you! You can help the PFCC at your dialysis center get better by going to patient and family group meetings.

You and your family can share your ideas and feelings with staff and other patients in the group. This helps make care at your center better because:

1. You, your family, other patients, and staff will listen to each other with **respect**. It is easier to work together when everyone is treated with **dignity**!
2. Everyone in the group can **share information**. This means that you can ask questions when you want to know something. You will also learn new things from staff and other patients. This will help you know how to stay healthy.
3. When you know how to be healthy, you can take action. You will understand and follow the plan you help make with your Care Team. This means that you are **participating** in your care!
4. When staff, patients, and families share ideas with the group, you can work together to make care better for ALL patients. This is called **collaboration**.

Help your staff improve PFCC at your center. Ask your Facility Patient Representative (FPR) or a staff member when the next patient and family group meeting will be. Invite your family and go to the meeting!

Patient- and Family-Centered Care (PFCC) includes:

1. Respect and dignity
2. Information sharing
3. Participation
4. Collaboration



This material was developed by the Network #14 2014 Patient Engagement Learning and Action Network (PE LAN).



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STAFF: Please return this completed form to the ESRD Network of Texas, Inc. by fax to 972-503-3219 on or before Saturday, December 13, 2014.

Facility Name: _____

Medicare Provider Number (6-digits starting with 45 or 67): _____

Facility Contact: _____

Facility Contact's Email: _____

Patient Survey

What is a patient and family group meeting? Patient and family group meetings are regularly scheduled meetings that focus on the needs of patients and their families. At least one patient helps the facility staff plan the meetings. In some instances, such as patient and family groups designed to meet the needs of a subset of the population, facilities and patients may collaborate on developing and promoting groups that meet offsite (e.g. a dialysis facility and transplant center collaborate on a transplant support group held at the transplant center).

Examples: Patient council, support groups (patient and/or care partner), patient advocacy groups, vocational rehabilitation groups, new patient adjustment groups.

Answer one question:

1. I know how participating in patient and family meetings can improve patient -centered care in my dialysis facility.

Strongly Disagree Disagree Agree Strongly Agree

To file a grievance, please contact the ESRD Network of Texas, Inc., at 877-886-4435 office, 972-503-3219 fax, info@nw14.esrd.net, 4040 McEwen, Ste. 350, Dallas, TX 75244, or <http://www.esrdnetwork.org/>.