

**END STAGE RENAL DISEASE  
NETWORK OF TEXAS**

## PATIENT ENGAGEMENT LEARNING AND ACTION NETWORK

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### Learning Session 2

## WELCOME AND INTRODUCTIONS

- **Network 14 Staff**
  - Glenda Harbert, Executive Director
  - Rachelle DuBose Caruthers, Outreach Coordinator
  - Kelly Shipley, Quality Improvement Director
  - Charlonda Thrower, Patient Services Director
  - Debbie O'Daniel, Office Manager
  - Jason Simmington, Quality Improvement Specialist
  - Kathleen Prewitt, Data Clerk
  - Lydia Omogah, Administrative Assistant
- **Patients**
  - Subject Matter Experts
  - Patients
  - Family members
- **126 Dialysis Facilities**
  - Staff (RQM, CM, RN, SW, RD, Tech, AA)
- **Community Partners**
  - National Kidney Foundation (NKF)
  - State of Texas Kidney Foundation (TKF)
  - Hispanic Wellness Coalition (HWC)
  - Medical Review Board (MRB)
  - Department of State Health Services (DSHS)
  - Centers for Medicare & Medicaid Services (CMS)
  - Others?
- **Multiple languages**

(CCN is your facility's six-digit Medicare Provider Number)



## OBJECTIVES

- Review PE LAN activities and goals
- Discuss Learning Session 1 feedback
- QIA Train the Trainer: FPR Handbook and Tools
- All Teach, All Learn
  - Campaign 1: Fluid (Diet) patient workbook materials
  - Campaign 2: Missed Treatments workbook materials
- Collect Baseline
- Next steps



## AGENDA

- 11:30 am – 12:15 pm – Lunch
- 12:15 – 12:45 pm – Overview of PE LAN
- 12:45 – 2:15 pm – QIA: FPR Toolkit
- 2:15 – 2:30 pm – Break
- 2:30 – 3:30 pm – Patient Education Campaign
- 3:30 – 3:45 pm – Baseline Data Collection
- 3:45 – 4:00 pm – Wrap-up and Next Steps



## NETWORK 14 MISSION STATEMENT

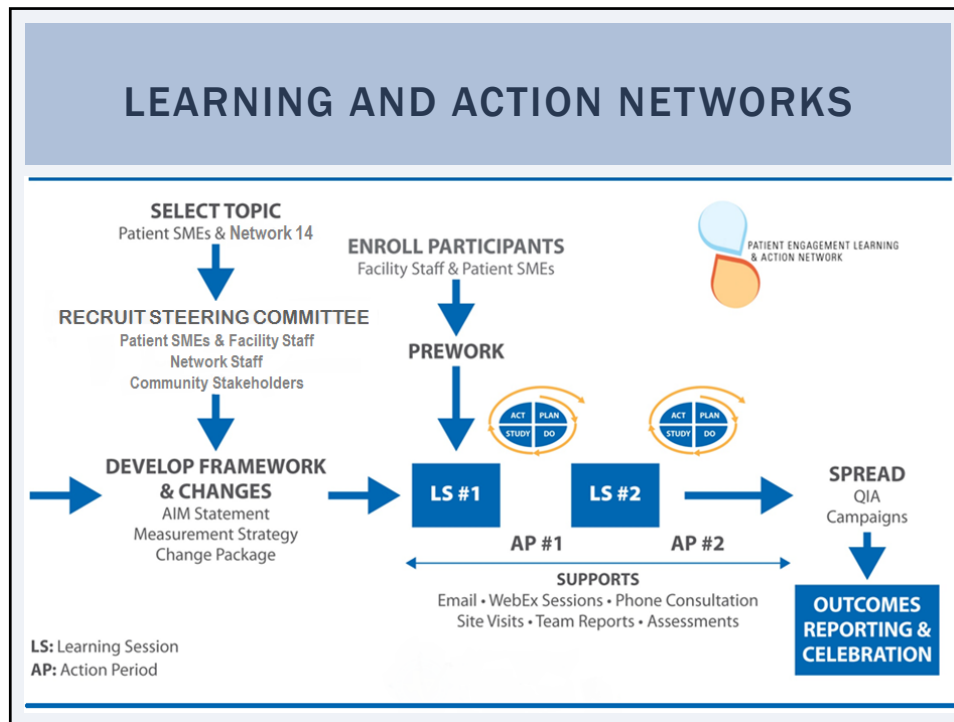
We support equitable patient- and family-centered quality dialysis and kidney transplant health care through the provision of patient services, education, quality improvement, and information management.



## WHAT IS A LEARNING AND ACTION NETWORK (LAN)?

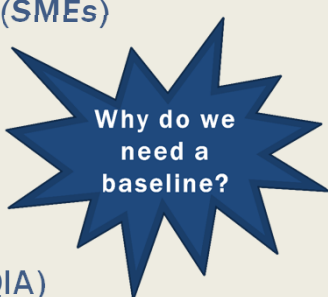
- <https://youtu.be/zUnEzRijSBk>
- An organized effort of sharing learning by a network of organizations or teams to:
  - Adapt known BEST PRACTICES for a specific health priority or issue,
  - Achieve significant results in a short period of time,
  - Scale up BEST PRACTICES to other organizations via a planned SPREAD strategy.
- All Teach, All Learn environment






## 2015 PE LAN

- **Requirements**
  - Patient Subject Matter Experts (SMEs)
  - At least 4 meetings
  - Monthly reporting
- **Topics**
  - Patient-driven
- **Activities**
  - Quality improvement activity (QIA)
    - 5% relative improvement over baseline
  - Two patient education campaigns
    - 10% relative improvement over baseline




**Why do we need a baseline?**



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## 2015 PE LAN: QIA


- **Quality improvement activity (QIA)**
  - **Activity: Recruit and train Facility Patient Representatives (FPRs)**
  - **Target: 5% relative improvement over baseline**
  - **Measures**
    - **QIA: The number of FPR applications collected at the facility during the prior month**
    - **QIA: The number of FPRs during the prior month that have received one or more hours of training using the FPR Toolkit**



## QIA MEASURES

- **QIA: Recruit and Train FPRs**
  - **Process Measure (NOT CUMULATIVE)**
    - **Numerator:** The number of FPR applications collected at the facility in the prior month
    - **Denominator:** The total number of patients in the facility in the prior month
  - **Outcome Measure**
    - **Numerator:** The number of FPRs that have received one or more hours of training with the FPR Toolkit in the prior month (CUMULATIVE # of FPRs)
    - **Denominator:** The total number of patients in the facility in the prior month
- **Example: In April, you report that have 0 trained FPRs in the prior month.**

	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	
<b># of trained FPRs</b>	0	0	1	2	1	2	3	<small>END STAGE RENAL DISEASE NETWORK OF TEXAS</small>



## 2015 PE LAN: CAMPAIGN 1

### ■ Patient Education Campaign 1: Diet

- Activity: Patients complete activities in a fluid management workbook to learn about diet
- Target: 10% relative improvement over baseline
- Measure
  - The number of patients that complete one or more module(s) in the patient workbook during the current month
  - “Complete” is defined as finishing two or more activities in a module.



## CAMPAIGN 1 MEASURES

Tracking: The number of patients that complete one or more module(s) during the current month

Patient	Module 1	Module 2	Module 3	Module 4
Anna A.	June	June	June	July
Bob B.	June	June	July	
Cathy C.	July	August		
David D.	June	June	July	July

Reporting example: In June, you report that 3 patients completed modules during the current month



Mar	Apr	May	Jun	Jul	Aug	Sep
0	0	0	3	4	1	0



## 2015 PE LAN: CAMPAIGN 2

### ■ Patient Education Campaign 2: Missed Treatments

- **Activity:** Patients complete activities in a workbook to learn about the impact of missing treatments
- **Target:** 10% relative improvement over baseline
- **Measures**
  - The number of unexcused missed treatments in the prior month
  - The number of scheduled treatments in the prior month



## PE LAN BASELINE MEASURES: ONE PER FACILITY

1. **Name of person** that will complete the survey EVERY MONTH
2. **Job title** of person completing this survey EVERY MONTH
3. **Email address** of person completing this survey EVERY MONTH
4. **Facility CCN** (6-digit Medicare Provider Number)
5. **Phone number** to reach the person completing this survey
6. QIA: The **number of FPR applications** collected at the facility during the prior month
7. QIA: The **number of FPRs** during the prior month that have received one or more hours of training using the FPR Toolkit
8. Patient Education Campaign 1: Diet (Fluid Management) - The **number of patients** that complete one or more module(s) in the patient workbook during the current month ("Complete" is defined as finishing two or more activities in a module.)
9. Patient Education Campaign 2: Missed Treatments - The **number of unexcused missed treatments** in the prior month
10. Patient Education Campaign 2: Missed Treatments - The **number of scheduled treatments** in the prior month
11. The **total number of patients** in the facility in the prior month




## PROJECT TIMELINE

### Option 1


- Baseline: April
- 1. QIA: May-Jun
- 2. Campaign 1: Jun-Jul
- 3. Campaign 2: Jul-Aug
- Deadline: Aug 30

### Option 2

- Baseline: April
- May-Aug
- 1. QIA
- 2. Campaign 1
- 3. Campaign 2
- Deadline: Aug 30




**All Teach,  
All Learn**



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## PROJECT TIMELINE

2015 PE LAN Activity	Mar	Apr	May	Jun	Jul	Aug	Sep
I. Learning Session 1 Webinars							
II. Learning Session 2 Meetings							
*Data Collection: Baseline via LS2 Meetings							
A. QIA: Recruit and Train FPRs							
III. Learning Session 3 Webinars							
B. Campaign 1: Patient Workbook on Fluid Management							
IV. Learning Session 4 Webinars							
C. Campaign 2: Patient Workbook on Missing Treatments							
V. Learning Session 5 Webinars							
*Data Collection: Monthly via Survey Monkey							



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## 2015 PE LAN QIA

- **Activity Goal:** All facilities have one or more trained FPRs for MWF and TTS (two or more total FPRs)
- 1. Recruit 2 or more FPRs by:
  - Posting job description
  - Recruiting appropriate candidates
  - Collecting FPR applications
- 2. Train 2 or more FPRs for a minimum of one hour each during May and June by:
  - Reviewing the complete FPR Handbook with patient
  - Completing the FPR Orientation Checklist
  - Collecting signed FPR Agreements
  - Updating CROWNWeb with FPR information



## FPR TOOLKIT

### FPR Handbook + Tools = Toolkit

- **2: NEW** Commonly Used Terms (acronyms and definitions)
- **3: NEW** (TOOL) Orientation Checklist
- 4: Overview (**reduced from 5 pages**)
- 5: What is a FPR/what do they do?
- 6: Grievance Process
- 7: Confidentiality and Medical Information
- 8: Patient Advisory Committee
- 9: Patient Engagement Learning and Action Network
- 10-11: (TOOL) Role Description
- 12: (TOOL) Application
- 13: (TOOL) Staff Referral
- 14: **NEW** (TOOL) Agreement
- 15: Network Contact Information



## CAMPAIGN 1: DIET

- **Focus: Fluid Management**
- **Intervention: Patient workbook**
- **Format: Four modules with 3 – 5 activities in each module**
- **Project Implementation and Support: FPRs/Techs**
- **Facility-specific Recognition Program**



## PATIENT FLUID MANAGEMENT WORKBOOK

- **Intro: Set SMART goals for fluid**
  - Definitions
  - Goal worksheet
  - Kidney coloring pages
- **Module 1: How Much Fluid Can I Have?**
  - Fluid tracker worksheet
  - What is EDW
  - High fluid foods
  - Ways to decrease thirst
- **Module 2: How Much Salt is Okay to Eat?**
  - Low and high salt foods
  - Eating out
  - Cooking ideas
- **Module 3: How Can I Still Enjoy Foods I Love? (Portion Control)**
  - Examples of portion sizes
  - Puzzle/crossword
- **Module 4: How Do I to Manage Diabetes When I Have Kidney Disease?**



## CAMPAIGN 1 RECOGNITION

### Tracking

Patient	Module 1	Module 2	Module 3	Module 4
Anna A.	June	June	June	July
Bob B.	June	June	July	
Cathy C.	July	August		
David D.	June	June	July	July

### Recognition Program Ideas

- When patients complete a module:
  - Poster that patients sign
  - Balloons
  - Stickers/sticker chart




## CAMPAIGN 2: DIET WORKBOOK

- Intro: Set SMART goals for fluid
  - Definitions
  - Goal worksheet
- Module 1: How Much Fluid Can I Have?
  - Fluid tracker worksheet
  - What is EDW
  - High fluid foods
  - Ways to decrease thirst
- Module 2: How Much Salt is Okay to Eat?
  - Low and high salt foods
  - Eating out
  - Cooking ideas
- Module 3: How Can I Still Enjoy Foods I Love? (Portion Control)
  - Examples of portion sizes
  - Puzzle/crossword
- Module 4: How Do I to Manage Diabetes When I Have Kidney Disease?




## CAMPAIGN 2: MISSED TREATMENTS

- **Focus:** Missed Treatments
- **Intervention:** Patient workbook
- **Format:** Two to four modules with 3 - 5 activities in each module
- **Modules:**
  1. A
  2. B
  3. C
  4. D
- **Numerator:** The number of unexcused missed treatments in the prior month
- **Denominator:** The number of scheduled treatments in the prior month




## NEXT STEPS

- **Learning Session 2**
  - April 2 - Lubbock
  - April 9 - San Antonio
  - April 23 - Dallas
  - April 30 - Houston



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Learning  
Session  
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