



Best Practices for Dialysis Patient Engagement

Get Patient Feedback

- **Provide an anonymous method** such as a suggestion box for patients to submit their comments.
- **Request patient feedback by** sending out a patient satisfaction survey; discuss results and responses in the QAPI meeting.
- **Open your QAPI Meeting.** Consider having a patient come to your QAPI meeting and report concerns and issues.

Support Frequent and Open Communication

- **Maintain an open-door policy.** “Our manager’s office is located next to the dialysis floor. Patients can easily stop and speak with her on the way in or out or, by phone, to discuss suggestions or concerns.”
- **Encourage open communication** enabling patients to talk with the staff and management.
- **Develop a facility newsletter.** “In our quarterly newsletter we have an article summarizing our QAPI and/or current goals, and we offer patients and family members the opportunity to attend.”

Foster peer mentoring and support.

- **Plan a peer support group** and a **buddy system** to assist new patients to acclimate to the clinic and dialysis process. One provider reported offering a **Phosphorus focus/support group**.
- **Support a patient advocacy group** facilitated by an MSW.
- **Offer referrals to local counseling centers** and support groups. Provide the NKF Peer Support information. “Educational Bulletin Boards, translated by our bilingual patients, are in our unit lobby.”
- **Hold lobby days** to engage patients and families are involved and provide with education and support.

Emphasize Care Planning

- **Invite and encourage patients** to attend their care conference: family members/caregivers are always welcome.
- **Offer the choice** of chair side or conference room POC; family invited; NKF opportunities for mentor groups.