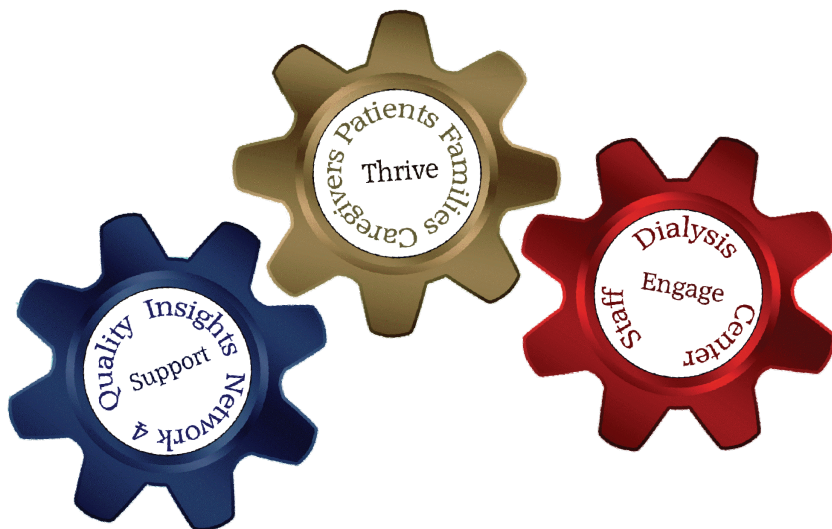




emBRACE

.....

*Increasing **Patient and Family**
Engagement at the Facility Level*



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Introduction

We at Quality Insights Renal Network 4 (QIRN4) understand that engaging patients, families and caregivers at the facility level is widely recognized as a valuable and worthwhile practice but is one that can be challenging to sustain. As you've likely heard, the Centers for Medicare and Medicaid Services (CMS) has tasked us all to engage patients, families and caregivers in a more patient-centered model of care. Toward that end QIRN4 has designed the emBRACE program to assist you in assessing your current level of engagement, bettering your practice and sharing your best practice.

"emBRACE" is a five step Certification Program in which dialysis providers can participate to improve patient engagement. Facilities that enroll and complete this program will be recognized by QIRN4 for their exemplary work and best practices. This Network certification will acknowledge their dedication to excel amongst all others in providing outstanding patient engagement at the facility level.

We see patient, family and caregiver engagement as a patient-centered culture of care rather than a task to be completed. Patient-centered care is not characterized by a particular program or practice, but rather by the core values and attitudes that drive programs and practices in our centers. Engaging patients, families and caregivers in the care of a patient means engaging the hearts and minds of the people we work with and the patients we care for. When we study the patient experience and consider their perspective in our programming patients will do better and our outcomes will improve. It's a very tall order in today's healthcare arena but our patient's futures are worth our very best effort.

We encourage you to register as soon as possible and start producing
innovative changes in your facility and in your patients' lives!

Overview of emBRACE Program Steps

To participate please complete the registration form below and return it to QIRN4. We will confirm your facility's registration while you begin working on the five to steps to emBRACE patient-centered care at your facility. Also below is a checklist you can print to keep track of your progress in the program.

Step 1: **B**aseline for clinic activities in which patients are currently involved must be established. Identify and document facility best practices in place at baseline.

Step 2: **R**eview the requirements for patient, family and caregiver engagement included below.

Step 3: **A**cquire knowledge by attending two Network 4 webinars and completing the enclosed training module to educate staff on patient, family and caregiver engagement.

Step 4: **C**ollaborate with patients to choose a Patient Representative, develop support groups, patient councils, patient mentor programs, etc. Encourage the patients to get involved. Invite patients, families and caregivers to plan of care meetings and actively seek their participation. Ask the Patient Representative to present patient related concerns at your quality meetings and to the Governing Body.

Step 5: **E**ducate others e.g. fellow facilities in your organization, colleagues, councils, etc. Provide documentation to the Network on what actions your facility has taken to achieve the goal of increasing patient, family and caregiver engagement. Demonstrate how your facility has succeeded in improving patient, family and caregiver engagement from baseline. Share this information with other facilities in the Network.



Facility Registration Form

Facility Name

Date

Full Address

Provider Number

Facility's emBRACE Coordinator

Name

Job Title

Phone Number

Email Address

Questions / Comments

Program Checklist

Facility Registration Form

Baseline- Evaluation Form

Webinars:

October 3, 2013 – 1pm

Survey (mandatory for all)

November 7, 2013 – 1pm

Survey (*complete only if you didn't attend the live webinar*)

Providing Patient-Centered Cared Training Module

(Minimum 75% staff participation required)

In service attendance log

Program Reporting Form



Facility Name:

Facility #

Return this form to QIRN4

Gather a baseline

Evaluate your facility's current level of patient and family engagement.

Identify best practices currently in place.

1. Does the facility currently offer opportunities for patients and their family/caregivers to become active participants in their own health care? Yes No If yes: How so?

2. Are patients invited to attend their Plan of Care meetings? Yes No

If yes: How many attended thus far in 2013?

3. Are family member/caregivers invited to the Plan of Care meeting with the patient?

Yes No

If yes: How many attended thus far in 2013?

4. Does the facility offer any other opportunities for patients and their family/caregivers to be active participants in their own health care? E.g. support groups, mentor programs, volunteer opportunities, etc. Yes No If yes: How so?

Facility Name:

Facility #

Return this form to QIRN4

Gather a baseline cont.

5. Does the facility have a Patient Representative actively attending the facility's QAPI and Governing Body meetings? Yes No

6. Do you communicate with patients in writing when there are changes in the facility's operations that have a direct or indirect impact to them? Yes No

7. What are some of the ways, not previously mentioned that patients are actively engaged in their care and/or involved at the facility?

8. Identify areas of the facility, relating to patient engagement, that you see as areas for improvement.

How do you suggest it can be enhanced?



CMS and Patient, Family and Caregiver Engagement

CMS has tasked us all to move to a patient-centered model of care in which patients, families and caregivers are more genuinely considered integral parts of the renal care team who collaborate with renal care professionals in making clinical decisions and guide their own care. They now require that we work more diligently with patients, families and caregivers to ensure that renal care decisions respect the patients' wants, needs, and preferences and that patients have the education and support they need to make healthcare decisions and actively participate in their own care management.

Specific CMS' minimum expectations include:

- CMS expects dialysis facilities to have patient representatives to the Network that will facilitate the exchange of information between the Network and the patient population.
- CMS expects dialysis patients and their families to be directly involved in care planning and expects facilities to actively encourage patients to participate in care plan meetings.
- CMS expects dialysis patients and their families to have a presence in the facility Quality Assurance and Performance Improvement (QAPI) meetings.
- CMS expects dialysis patients and their families to have a presence in the facility Governing Body meetings.
- CMS expects patient and family support groups to be facilitated by the clinics.
- CMS expects dialysis facilities to participate in all Network patient and family engagement initiatives.



Acquire knowledge

There are two Webinars and a training module on patient centered care to be completed. At least one staff member from each participating facility is required to join the Webinars. At least 75% of the staff must complete the training module. Live attendance will be conducted during the Webinar training. All Webinar trainings will be recorded and posted on our website for future viewing and reference.

Webinar I

On October 3rd at 1:00pm the first Webinar training on Patient, Family and Caregiver Engagement at the Facility Level will be presented. All participating facilities must complete this webinar and the Webinar survey.

Webinar II

On November 7th at 1:00pm the second Webinar training on Patient, Family and Caregiver Engagement at the Facility Level will be presented. All participating facilities must complete this webinar.

Important: The Webinars will be posted on the QIRN4 website following the live presentation. If your facility registers to participate in the emBRACE program after October 3, 2013 or misses a Webinar you must go to our website and complete the Webinar trainings. After completing the recorded Webinar trainings, you must fill out the Webinar Surveys and send them to QIRN4. Without the surveys your facility will not earn credit for this part of the program.

- ❖ If you attend the second Webinar live you do not need to fill out the second survey.
- ❖ Webinar surveys are attached below and should be completed by each attendee.
- ❖ Webinar surveys forms will also posted on the QIRN4 website.

Patient Centered Care Module

Below you'll find the **Patient Centered Care Learning Module**. The Patient Centered Care Module is a readymade in-service exercise for the dialysis staff. QIRN4 recommends choosing a **Patient Centered Care Champion** from your staff and having that person lead their coworkers in this training.



Webinar Survey

Facility Name

Date

Provider Number

Webinar Participant Name

Was then webinar informative?	Yes	No
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Were you able to identify any patient, family and caregiver engagement practices that are already in place at your clinic?	Yes	No
--	-----	----

Does your clinic currently have an active support group?	Yes	No
--	-----	----

Does your clinic currently have a Patient Representative?	Yes	No
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List a patient, family and caregiver engagement practice addressed in the webinar training that you plan to initiate at your clinic:

List any patient, family and caregiver engagement practices not addressed in the webinar training that you practice at your clinic:



Collaborate with Patients, Families and Caregivers



Collaborate with patients to choose a **Patient Representative**.



Choose one or more patients to become **Patient Mentors**.



Collaborate with patients, families and caregivers to develop support groups, patient councils, etc.

Encourage patients to get involved.



Invite patients, families and caregivers to **Plan of Care** meetings and **actively seek** their **participation**.

Ask the **Patient Representative** to present patient related concerns to the facility Governing Body meeting.





Educate Others

Educate others e.g. fellow facilities in the organization, colleagues, associations, councils, etc.

Provide documentation to the Network on what actions the facility has taken to achieve the goal of increasing patient, family and caregiver engagement.



Report any success your facility has in improving patient, family and caregiver engagement from baseline. Your success may become a best practice and be shared across the Network and perhaps even across the nation.

Project Reporting

Once you have completed the project, please complete the following reporting form and submit it to the QIRN4 office. The Network will then review and verify the information provided.

After the project term ends (March 2014) the Network will host a Webinar to showcase best practices, and detail areas for improvement. The best practices will be recommended for replication across the Network and potentially the Nation. QIRN4 staff will contact each facility to highlight their achievements.

If you have any questions, have changes regarding your information, need assistance, or need additional resources, please contact Quality Insights Renal Network 4's office.

❖ Contact information below



Project Reporting Form

Facility Name:

Project Coordinator:

Job Title:

Phone:

Email:

Number of Current Facility Staff:

(75% staff participation is required for the education module.)

Number of Current Patients:

Provider #:

Check List:

Facility Registration Form

Gather a Baseline- Evaluation Form

Webinars:

October 3, 2013 – 1pm

Survey *(mandatory for all)*

November 7, 2013 – 1pm

Survey *(complete only if you didn't attend the live webinar)*

Providing Patient-Centered Care (Training to 75% of staff)

In service attendance log

Sample copy of plan of care invitation

1. Briefly describe how this project has been implemented in your facility.

2. Describe changes in policy, practices, and/or procedures resulting from this project.

3. Describe the best patient-centered care practice you've ever observed.

4. Provide recommendations for improving this project.

Signature of the Project Champion

Date



Contact Information



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Insights**
Renal Network 4

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Toll Free Patient Phone

800-548-9205

(Patients only)

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