

Guidelines for Patient Representative Involvement in QAPI

As you are aware, the Centers for Medicare & Medicaid Services (CMS) believe patient participation in Quality Assurance and Performance Improvement (QAPI) is a key component in ESRD Patient Engagement. CMS anticipates facilities will embrace this opportunity and involve our patients in QAPI activities. Given the legitimate HIPAA concerns associated with having patients attending quality meetings, Quality Insights Renal Network 4 recommends facilities designate a 10 to 15 minute portion of the meetings for Patient Representatives to present patient issues and receive information from the administrative team. Talk-points for administrative teams and patient representatives may include:

Patient Representative:

- Patient questions and concerns
- Network news
- LAN Campaign Information

Administrative team:

- Current clinic initiatives status
- Recent or upcoming policy changes
- Relevant corporate news
- Relevant industry trends

If your clinic does not currently have a registered patient representative to the network it, is highly recommended that the administrative team identifies potential patients for this role and invite them to act as representatives for your clinic. The patient representative program is a growing program that Quality Insights Renal Network 4 intends to use as a key means of communication to the patient population. We very much appreciate your best effort in appointing a patient representative. Facilities should expect all future DOH surveys to include questions about their patient representative's role in their quality and governing body meetings.

All registered patient representatives have received this communication and should be approaching administration to coordinate their involvement. As always, Quality Insights Renal Network 4 appreciates your enthusiastic participation with this and all Network initiatives.

Best Regards,



Paul Gordon
Patient Services Director