

Patients Can Help Prevent Infections in Dialysis Clinics

Quality Insights Renal Network 4 works with the Centers for Medicare & Medicaid Services (CMS) to assist dialysis clinics with providing the highest quality of care to dialysis patients in Pennsylvania and Delaware. Tracking the rate of infections in the blood, also known as a blood stream infection, is one way CMS measures the quality of care given in dialysis clinics. These infections can be prevented but it takes a team to stop them before they start. We need your help to get the job done!

You, as a patient, are an important part of the care team because you have a unique perspective, one which is different from healthcare staff and very valuable when finding ways to improve the care you receive.

Your clinic has partnered with the Network in a quality improvement activity aimed at preventing infections in your blood. Did you know your clinic manager reports to the Network each month on how patients helped to stop infections in this clinic? The clinic manager needs help from patients, like you, to stop infections in your clinic.

Here are two ways a patient can be a part of the team:

- **Hand hygiene activity:** Watch doctors, nurses and patient care technicians when they gel or wash their hands and use gloves then mark your observations on a piece of paper. No one's name is ever used for this activity; not yours, not the person(s) you observe. This activity would only take 3 to 5 minutes of your time. You can choose to help once, once a month or anytime in between; you decide.

OR

- **Verbal feedback:** Tell the clinic manager what you see in the clinic. For example, are the clinic and your chairside always clean? Do you see the staff always using hand gel or washing their hands before and after they provide care to you and other patients? Any observation, good or not so good, is welcome. No one's name is ever used for this activity. You could simply say, "Sometimes the doctor/nurse/patient care technician forgets to use hand gel when....."

Your observations, whether written down or done verbally, are to be told to the clinic manager. This information will be used to help improve the care you receive at this clinic and help stop infections.

Thank you,

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