

# Quality Assessment & Performance Improvement (QAPI) Patient & Family Meeting Notes

QAPI is a formal system that utilizes data and information to make long-term, effective quality improvements. *You* are a vital part of this improvement team because of your unique perspective. Decisions and protocols developed by this team will impact patients on the ground floor. As a patient, you are in a position to make repeated observations of most quality initiatives and how they are being, or not being, implemented. Your reports regarding patient and staff adherence is a critical step in the improvement process.

## Before the Meeting

To prepare for the meeting, it may help to think about any questions, concerns, or feedback you and/or other patients in your facility may have. Some topics to consider are:

- Suggestions for improvement of facility performance
- Concerns/Feedback
- Facility Quality Improvement Activities (QIAs)
- Patient Experience of Care/ ICH CAHPS
- Patient and family engagement at the facility level
- Safety
- Emergency Preparedness
- Hospitalizations
- Patient Immunizations
- Staff Immunizations
- Transplant
- Bloodstream Infections (BSIs)
- Kt/V dialysis adequacy
- Access: fistulas/catheters
- Anemia management
- Mineral metabolism (serum phosphorus and calcium)

You should have been advised of the topic(s) being discussed at the meeting in advance.

## During the Meeting

Your role in the QAPI meeting is advisory in nature. You are encouraged to offer suggestions for improving patient involvement and to provide ideas and strategies for improving care. Staff may ask you for your opinion and/or to share your experiences in various areas to enhance the experience of care for all patients in your facility. If you do not understand something, do not hesitate to ask questions! For example, staff may use unfamiliar acronyms.

## After the Meeting

You are welcome to follow up with the facility administrator or clinic manager about any unanswered questions or the status of an activity or issue. Continue to share your ideas with staff. Inform them if you would be interested in attending a QAPI meeting again in the future. If you are comfortable, you are welcome to share your experience with other patients.

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Preparation (Before the meeting)	Discussion (During the meeting)	Follow-up (After the meeting)
<p><i>Example:</i></p> <ul style="list-style-type: none"> <li>• <i>If patients are interested in switching to a home modality, how can they talk to patients who are currently dialyzing at home to learn more about their experience?</i></li> <li>• <i>General Concerns/Feedback/Questions</i></li> <li>• <i>Which Network QIA is the clinic participating in?</i></li> <li>• <i>Patient Experience of Care/ICH CAHPS</i></li> <li>• <i>Patient and Family Engagement at the Facility Level</i></li> </ul>	<p><i>Example:</i></p> <ul style="list-style-type: none"> <li>• <i>Facility administrator discussed peer mentorship opportunities.</i></li> <li>• <i>Social worker shared info about local support groups.</i></li> </ul>	<p><i>Example:</i></p> <ul style="list-style-type: none"> <li>• <i>The facility administrator started speaking with staff about reminding patients about peer mentorship opportunities. They printed and posted flyers for patients and caregivers.</i></li> </ul>

- Additional resource: *Grievance Toolkit/QAPI* pp 30-35: <http://esrdnetworks.org/resources/toolkits/patient-toolkits/dialysis-patient-grievance-toolkit-1>
- If you have suggestions on how to improve this form or to file a grievance, please contact HSAG: ESRD Network 17 at 800.232.3773 or [info@nw17.esrd.net](mailto:info@nw17.esrd.net).
- This resource was adapted from ESRD Network 14's, *My Notes*. <http://www.esrdnetwork.org/system/it/sites/default/files/content/uploads/My-Notes-for-Engaging-Patients-QAPI.pdf>.

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