



ESRD Network 13

# Patient and Family Engagement (PFE) Webinar #3: Plan of Care (POC)



Jamie Kiburz, MSW  
*Patient Services Director*  
Health Services Advisory Group (HSAG)  
End Stage Renal Disease (ESRD) Network 13

# Meeting Objectives

- Share why the Plan of Care (POC) meeting is just as important as treatments
- Discuss overcoming barriers to POC meetings
- Share ideas on how to incorporate PFE into the patients POC and policies and procedures (P&Ps)
- Locate information on the website and learn how to use Network-provided tools

# PFE: What It Is and What It Isn't

- The CMS definition of **PFE** involves incorporating *“the perspectives of patients and families directly into the planning, delivery and evaluation of healthcare, thereby improving the quality and safety of the care provided.”*
- Patient engagement **is** when:
  - *Patients take an active part in their own health care. Successful patient engagement in action is a shared responsibility between patients and their families, healthcare practitioners and healthcare administrators.*
- Patient engagement **is not**
  - *About patients adhering to or complying with the treatment plan. Rather it is the patient being an active part of the decision making process to define their individualized treatment plan.*

# Why Does the Network Keep Talking About PFE?

*People actively involved in their health and healthcare tend to have better outcomes—and, some evidence suggests, lower costs.*

—“Health Policy Brief: Patient Engagement,” *Health Affairs*  
February 14, 2013

# How Can Incorporating PFE Help Your Facility?

Incorporating PFE can help your facility to:

- Meet the ESRD Conditions for Coverage (CfCs)
- Meet Network and Centers for Medicare & Medicaid Services (CMS) PFE goals
- Help meet Quality Incentive Program (QIP) measures
- Improve In-Center Hemodialysis Consumer Assessment of Healthcare Providers and Systems (ICH CAHPS) scores
- Improve your facility culture
- Encourage patients to take an active role in their own healthcare

# CMS Objectives for Facility-Level PFE

# As a Reminder, CMS Wants Facilities to...

- Assist with the establishment and/or marketing of patient councils, patient and family support groups, and/or new patient adjustment groups.
  - Patient-led, facility-led, educational, and emotional
- **Develop P&Ps related to patient, family, and caregiver participation** in the patient's care and the development of the individualized plan of care (POC) and POC meetings.
  - To help patients achieve their individual goals
- Incorporate patient, family, and caregiver participation in the Quality Assessment Performance Improvement (QAPI) Program and/or governing body of the facility.
  - Focus on improving the facility as a whole

# Network 13 Patient Perspective

## ***Patient Perspective***

We, as patients, should be aware that we are an integral part of the POC process. During this meeting, it is important to participate and provide information regarding our health/treatment, as well as, be informed by members of our team. Although, the POC is usually done chair side while we dialyze, we have the choice to meet with other members of the team in an office to ensure confidentiality. Being a part of the team enables us to have a voice and feel as though we are talked *to* and not talked *at*.

*Clois C., Baton Rouge, LA*





# Baseline PFE Survey Data

All facilities in the Network 13 service area were sent a PFE survey (in January) to establish a baseline for the three CMS PFE objectives:

- 160 surveys were completed
- 153/160 (95.6%) respondents reported that they had a policy relating to patient, family, and caregiver participation in the individualized plan of care meetings

# Back to Basics, from the Merriam Webster Dictionary...

- **Policy** is defined as “high level overall plan of embracing the general goals and acceptable procedures especially of a governmental body.”
- **Procedures** are defined as “a particular way of accomplishing something or of acting, a series of steps followed in a regular definite order.”

# If your facility does NOT have a policy...

## 494.150 Condition: Responsibilities of the Medical Director

### V714 (c) Policies and procedures

The medical director must—

- (1) Participate in the development, periodic review and approval of a “patient care policies and procedures manual” for the facility; and

### Interpretive Guidance

Written patient care policies and procedures are an essential reference for clinical staff and **should reflect current practice at the facility**. The patient care policies and procedures should address all areas of patient assessment and care delivery for the dialysis modalities provided...

There must be evidence that the medical director reviewed and approved the patient care policies and procedures and any revisions as they are made.

Corporate-owned or corporate-managed facilities may use standard policies and procedures developed by the corporation. **There should be a mechanism for the facility medical director to have input into the policies and procedures, and to have some authority to individualize corporate policies to address unique facility situations.**

# What the CfC Says About POC

## 494.90 Condition: Patient Plan of Care

**V541: The IDT team must develop and implement a written, individualized comprehensive plan of care...**

### **Interpretive Guidance**

The interdisciplinary team (IDT) consists of, at a minimum, **the patient or the patient's designee** (if the patient chooses), a registered nurse, a physician who is treating the patient for ESRD, a social worker, and a dietitian.

The facility **must recognize** the patient or his/her designee as a member of the IDT **and encourage the patient's participation in developing and updating the plan of care**. The patient's needs, wishes, and goals must be considered in making decisions about the plan of care.

# What are Examples of PFE in Facility Policy and Procedures (P&P)?

- Patient and family involvement in the patients POC meetings
- Patients attending QAPI meetings
- Patient Education, Patient Self-Care, and Patient Audits
- Utilizing Patients (and/or Network Patient Representatives (NPRs) in Quality Improvement Activities (QIAs) at the facility

# Why POC Meetings Are Important

POC meetings are required according to the CfCs and:

- Are mutually beneficial for patients and staff
- Help patients to engage in their treatment plans
- Empower patients
- Improve patients' understanding of their disease and how to manage it

# Basics of **Planning** a Successful POC meeting

- Have the patient's nephrologist communicate with the patient from the very beginning about POC meeting participation expectations for all team members, including the patient and the Interdisciplinary Team (IDT)
- Schedule POC meetings at times convenient to the patient
- Present the POC meeting as if it were an appointment so patients understand that attending the POC meeting is just as important as showing up for treatment

# Steps for a Successful POC Meeting

1. Set the Expectation
  - a. Convey to the entire facility the expectation of patients attending their POC meetings in private
2. Schedule the meeting like an appointment
  - a. Schedule the meeting a few weeks in advance
  - b. Provide the patient with a printed invitation with options for meeting dates/times
  - c. Give the patient a reminder card the week of the meeting
3. Ensure patients know they can invite family members, caregivers, etc. to attend with them



# Steps for a Successful POC Meeting (cont.)

## 4. Conduct the meeting

- a. Conduct the meeting in the patient's preferred language
- b. Have the team present for the meeting
- c. Hold the meeting in a private space
- d. Remind the patient at the start of the meeting about its purpose
- e. Encourage questions
- f. Focus on issues most pressing to the patient
- g. Record the patients goals.

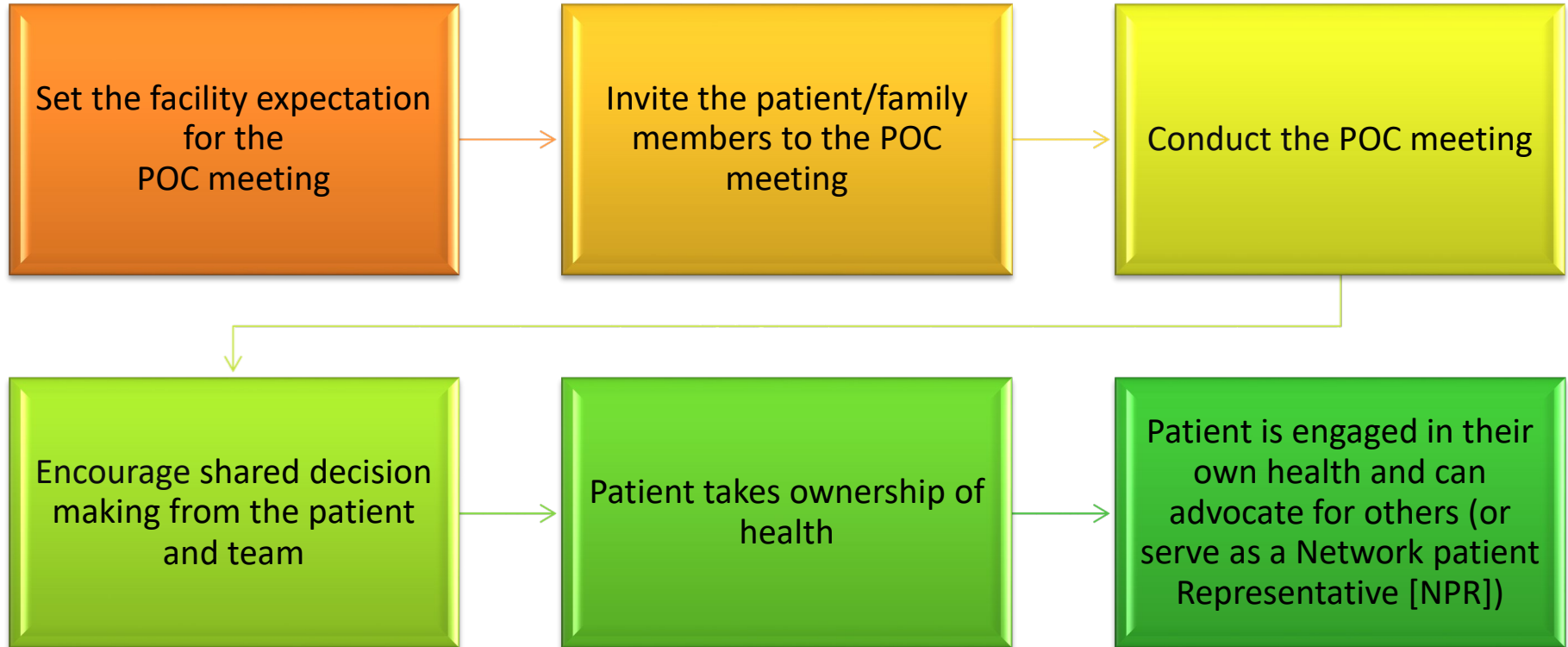
## 5. Follow Up

- a. Let the patient know they can request additional meetings at any time.
- b. Follow up on any action items of goals they set

# Benefits of the Patient **Attending** His or Her POC Meeting

- Patients who actively participate in their POC will feel engaged, empowered, and feel they are part of the treatment team
- Participation improves adherence to treatment and outcomes because patients better understand their disease
- Patients will take an active role in their health and feel more supported
- The dialysis team becomes more aware of the patient's priorities and can encourage the patient to meet his or her goals

# Road to the Engaged Patient



# Brainstorm With Your Team

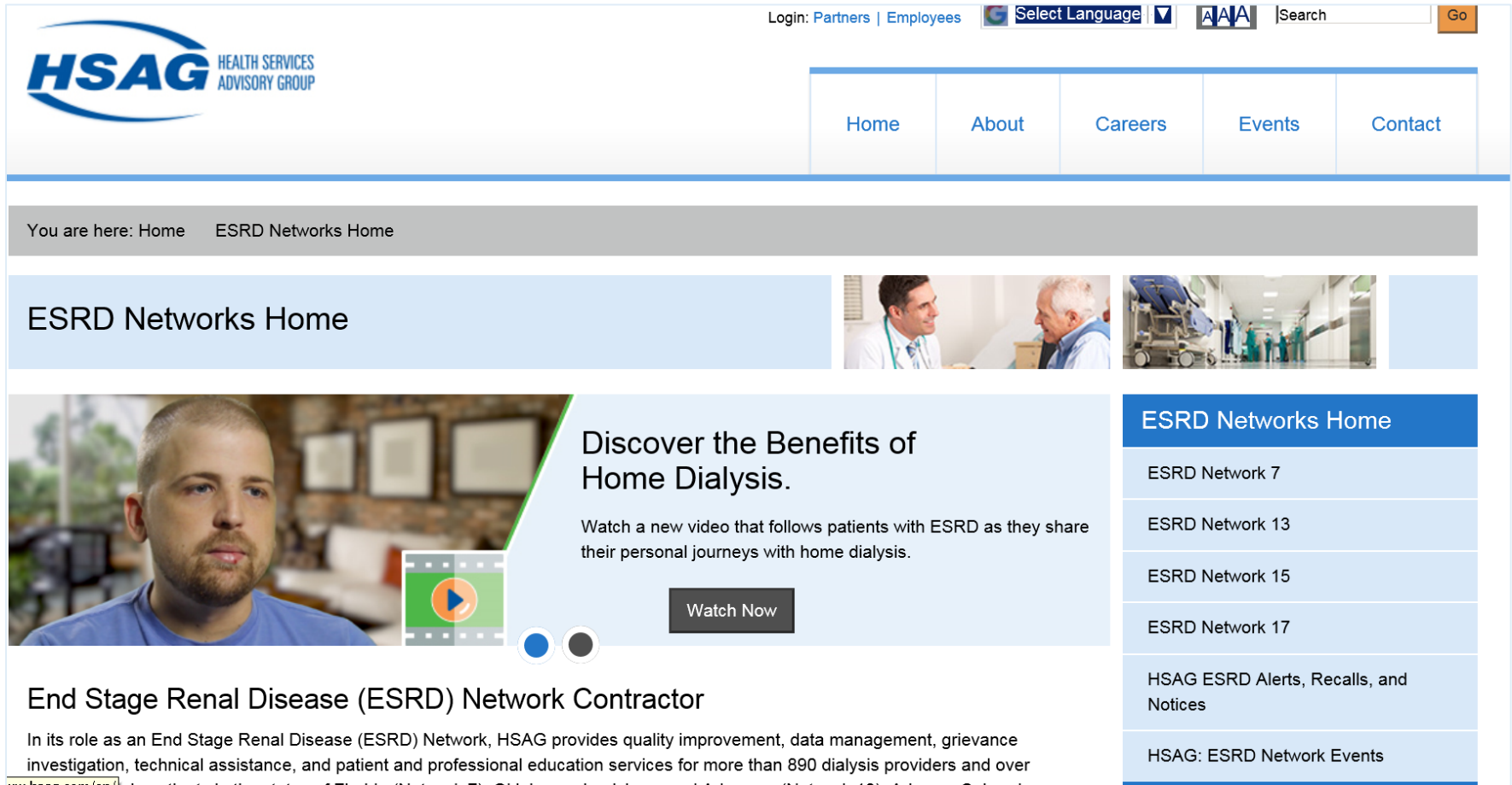
- Do you know the percentage of patients, family members, and caregivers who participate in POC meetings?
- What percentage of your patients complete chairside versus private POC meetings?

# Locating Network 13-Provided Resources

To locate important resources for support groups on the Network 13 website:

- Go to **www.hsag.com**
- Click on **[ESRD Networks]**
- Click on **[your ESRD Network 13]**
- Click on **[Patient and Family Engagement]**

# Locating Network-Provided Resources: HSAG: ESRD Networks Landing Page



The screenshot shows the HSAG website's ESRD Networks landing page. At the top left is the HSAG logo (Health Services Advisory Group). To the right are links for 'Login: Partners | Employees', a 'Select Language' dropdown, an 'AAA' accessibility icon, and a search bar with a 'Go' button. A navigation menu contains 'Home', 'About', 'Careers', 'Events', and 'Contact'. Below this is a breadcrumb trail: 'You are here: Home > ESRD Networks Home'. The main heading is 'ESRD Networks Home'. A video player features a man's face and the text 'Discover the Benefits of Home Dialysis.' with a 'Watch Now' button. A sidebar on the right lists: 'ESRD Networks Home', 'ESRD Network 7', 'ESRD Network 13', 'ESRD Network 15', 'ESRD Network 17', 'HSAG ESRD Alerts, Recalls, and Notices', and 'HSAG: ESRD Network Events'. The main content area below the video is titled 'End Stage Renal Disease (ESRD) Network Contractor' and contains introductory text.

HSAG HEALTH SERVICES ADVISORY GROUP

Login: [Partners](#) | [Employees](#) [Select Language](#) [AAA](#)

[Home](#) [About](#) [Careers](#) [Events](#) [Contact](#)

You are here: [Home](#) [ESRD Networks Home](#)

## ESRD Networks Home

### ESRD Networks Home

ESRD Network 7

ESRD Network 13

ESRD Network 15

ESRD Network 17

HSAG ESRD Alerts, Recalls, and Notices

HSAG: ESRD Network Events

### Discover the Benefits of Home Dialysis.

Watch a new video that follows patients with ESRD as they share their personal journeys with home dialysis.

### End Stage Renal Disease (ESRD) Network Contractor

In its role as an End Stage Renal Disease (ESRD) Network, HSAG provides quality improvement, data management, grievance investigation, technical assistance, and patient and professional education services for more than 890 dialysis providers and over

# Locating Network-Provided Resources: Patient and Family Engagement

The screenshot displays the HSAG Health Services Advisory Group website. The main navigation bar includes links for Home, About, Careers, Events, and Contact. A breadcrumb trail indicates the current location: Home > ESRD Networks Home > ESRD Network 13 > Patient and Family Engagement (PFE). The page title is "Patient and Family Engagement (PFE)".

The main content area contains the following text:

The Centers for Medicare & Medicaid Services (CMS) recognizes that patients, families, and caregivers are essential partners in the effort to improve the quality and safety of healthcare provided to all patients. It is only by including them as active members of their own healthcare team that quality can be improved and care become more patient-centered; by fully engaging patients, families, and caregivers in the design, delivery and evaluation of care, it is made safer, treatment plan adherence is increased, and hospital readmissions are reduced. Research shows that individuals who feel responsible for their own health tend to have better health outcomes.

The resources found here will help all participants on the healthcare team to fully engage in the process of care for end stage renal disease (ESRD) patients.

The following tip sheet can assist facility staff to establish the genuine engagement with patients that is essential in the provision of high-quality healthcare and to achieve improved healthcare outcomes.

- [Tips to Improve Patient Engagement at the Facility Level](#)

**For Providers**

- Including Patients in Quality Assurance and Performance Improvement (QAPI)/Governing Body Meetings
- Supporting and Creating Patient Groups
- Including Patients and Their Goals in Their Plan of Care (POC)
- General Resources

The right sidebar features a section for "ESRD Network 13" with a menu of links: About Us, For Patients and Families, **Patient and Family Engagement (PFE)**, For Providers, Emergency Preparedness, Contact Us, and Events Calendar.

# Tools Located on the Network 13 Website-

## For Providers

Including Patients in Quality Assurance and Performance Improvement (QAPI)/Governing Body Meetings

Supporting and Creating Patient Groups

Including Patients and Their Goals in Their Plan of Care (POC)

The POC meeting is an ESRD Patient's opportunity to communicate directly with his or her healthcare team about decisions that affect their dialysis care. It is the patient's opportunity to learn more about ESRD and how his or her choices can affect various aspects of treatment. The information provided here will help you to engage more patients in their POC meetings.

- [What's Your Plan](#)

A resource created by patients for patients, with the goals of:

- Getting more patients engaged in their dialysis Plans of Care (POC).
- Encouraging dialysis facilities to hold POC meetings with patients.
- Inspiring patients to attend their POC meetings.



# What's Your Plan?

## WHAT'S YOUR PLAN?

This resource was created by patients for patients, with the goals of:

- Getting more patients engaged in their dialysis Plans of Care (POC).
- Encouraging dialysis facilities to hold POC meetings with patients.
- Inspiring patients to attend their POC meetings.



This **What's Your Plan?** brochure will help you:

- Communicate better with your dialysis healthcare team.
- Understand your dialysis POC.
- Know the benefits of understanding your plan.
- Get prepared for your dialysis POC meeting.

Ask your nurse or social worker today about your dialysis POC, and how to ensure you will be able to attend your POC meeting.

***YOU are the most important member of your dialysis healthcare team!***

# How to Talk to Your Healthcare Team

## MY PLAN: How to Talk to Your Healthcare Team

### WHO IS ON MY HEALTHCARE TEAM?

Your healthcare team is you and the staff who cares for you. Your doctor is like the “head coach,” and your social worker, dietitian, nurses, and techs are part of the team. You may also have a family doctor and see other specialists. The most important member of your team is *you*.

### WHY AM I THE MOST IMPORTANT TEAM MEMBER?

Because it is *your* life and *your* treatment. Being an involved dialysis patient means you partner with other team members in all aspects of your treatment plan. It’s the best way to address any concerns or questions you may have, and it will help you learn about your dialysis care.

Your care team needs to know how you feel, both physically and emotionally. They want to know what concerns you have so they can help you follow your medication, treatment, and diet plans, as well as help you to set and reach realistic goals.



### WHAT DOES MY TEAM DO FOR ME?

- Your team’s goal is to keep you healthy.
- Your dialysis doctor prescribes medicines and follows your care.
- Nurses and technicians make sure you get safe, effective dialysis based on your doctor’s orders.
- Your dietitian teaches you to plan renal-smart meals.
- Your social worker can help you and your family cope with the challenges of dialysis and help you sign up for additional services for which you may be eligible.

### HOW SHOULD I TALK TO MY HEALTHCARE TEAM?

- Ask questions! Patients who study their options and help make decisions about their care are stronger members of their care teams.
- Write your questions down so you don’t forget them.
- Ask your most important question first.
- Repeat back the answers you hear and write them down.
- Don’t be afraid to ask if you don’t know the meaning of a medical term.
- Be as clear as you can when you have a problem.
- Enlist a caregiver or family member to help you communicate with your team.

# Concerns

## HOW CAN I MAKE SURE I GET WHAT I NEED FROM MY HEALTHCARE TEAM?

Concern	How can I prevent it?	What should I ask?
I always feel so rushed.	<ul style="list-style-type: none"> <li>• Before an appointment, write down your questions.</li> <li>• Don't get sidetracked by small talk. Be pleasant but make sure you get meaningful answers to all of your questions.</li> <li>• If you run out of time, make another appointment.</li> </ul>	<ul style="list-style-type: none"> <li>• I wrote down some questions. Can you please answer them for me before I leave?</li> </ul>
After I've seen my doctor, I have a hard time telling my family what she/he said to me.	<ul style="list-style-type: none"> <li>• Repeat what the doctor said back to him/her to be sure you understand.</li> <li>• Write down what you heard.</li> <li>• Bring a family member to the appointment if you can.</li> <li>• Ask if there is written information you can take home to your family.</li> </ul>	<ul style="list-style-type: none"> <li>• Can I tell you what I heard you say, so you can tell me if I heard it right?</li> <li>• Do you have a pamphlet on this problem that I could take home with me?</li> </ul>
There is so much about my kidney disease I don't understand.	<ul style="list-style-type: none"> <li>• List the things that confuse you.</li> <li>• Ask the social worker to help you find people to answer your questions.</li> <li>• Go to the library and do your own research.</li> <li>• Join an American Association Kidney Patients or National Kidney Foundation chapter (see below) to learn from other patients.</li> </ul>	<ul style="list-style-type: none"> <li>• Who is the best person on my team to ask about _____?</li> <li>• Do you have anything I could read about _____?</li> </ul>

Used with permission from Life Options Rehabilitation Program: [www.lifeoptions.org](http://www.lifeoptions.org)

## WHERE CAN I FIND OUT MORE ABOUT WORKING WITH MY HEALTHCARE TEAM?

- HSAG: ESRD Network 13: 800.472.8664/ <https://www.hsag.com/en/esrd-networks/esrd-network-13/>
- Life Options Rehabilitation Program: 800.468.7777/ [www.kidneyschool.org](http://www.kidneyschool.org).
- The American Association of Kidney Patients (AAKP): 800.749.AAKP/ [www.aakp.org](http://www.aakp.org).
- The National Kidney Foundation (NKF): 800.622.9010/[www.kidney.org](http://www.kidney.org).
- Renal Support Network: 866.903.1728/<http://www.rsnhope.org>.
- Dialysis Patient Citizens: 855.291.3725/<http://www.dialysispatients.org>.

# What You Need to Know About Your Plan

## MY PLAN: What You Need to Know About Your Plan

The POC meeting is your opportunity to communicate directly with your healthcare team about decisions that affect your dialysis care and to get the maximum benefit from each treatment for your overall health and well-being. You will learn more about End Stage Renal Disease (ESRD) and how your choices affect various aspects of your treatment. During the POC meeting, your healthcare team will answer your questions and concerns regarding your care, so you can be an informed, engaged patient.



### YOUR POC WILL ADDRESS:

- The dose of your dialysis (such as the length of your treatment)
- Adequacy of treatment (how well dialysis is cleaning your blood)
- Nutritional status
- Mineral metabolism or bone health (phosphorus, calcium, PTH, etc.)
- Anemia (hemoglobin levels and Epogen use)
- Vascular access (fistula, graft, or catheter)
- Psychosocial status (your level of adjustment to dialysis, insurance coverage, etc.)
- Your treatment type and preferences (home hemodialysis, in-center hemodialysis, peritoneal dialysis)
- Transplant status and preferences
- Rehabilitation status (are you employed, retired, desiring to return to work)

### HOW OFTEN IS MY POC COMPLETED?

The POC is completed when you initially start dialysis, three months after starting dialysis, and yearly thereafter. A POC is also completed any time your health condition changes, for example, after several hospitalizations or if you have a significant change in your personal life (death of a loved one) or changes in mental health.

### HOW DO I FIND OUT WHEN MY POC WILL BE REVIEWED?

Ask your facility when and where your next POC meeting will be held.

### WHAT IF I CANNOT ATTEND WHEN THE MEETING IS SCHEDULED?

Talk with your facility about alternatives.

- Can the meeting be held at a different time or date?
- Can you participate by telephone?

Since you are the most important part of the care team, let your facility know that you want to participate and discuss options that will allow you to participate.

# My Right to Take Part in My Care and Treatment

## Patient Perspective

We, as patients, should be aware that we are an integral part of the POC process. During this meeting, it is important to participate and provide information regarding our health/treatment, as well as, be informed by members of our team. Although, the POC is usually done chair side while we dialyze, we have the choice to meet with other members of the team in an office to ensure confidentiality. Being a part of the team enables us to have a voice and feel as though we are talked *to* and not talked *at*.

*Clois C., Baton Rouge, LA*

## MY RIGHT TO TAKE PART IN MY CARE AND TREATMENT

I have the right to:	My job is to:
<ul style="list-style-type: none"><li>• Be told about my rights and responsibilities</li><li>• Be treated with respect</li><li>• Privacy: My medical records can't be shared with anyone, unless I say so</li><li>• Dietitian and Social Work services</li><li>• Be told about my health in a way that I understand</li><li>• Be told about and choose my treatment options</li><li>• Be told about any tests ordered for me and their results</li><li>• Be told about the services offered at the center</li><li>• Be told about the process of dialysis and dialyzer re-use</li><li>• Be told about any expenses that I have to pay for if they are not covered by insurance or Medicare</li><li>• Be told about any financial help available to me</li><li>• Accept or refuse any treatment or medicine my doctor orders for me</li><li>• Be told about the rules at the treatment center (for example, rules for visitors, eating, and personal conduct)</li><li>• Choose if I want to be part of any research studies</li></ul>	<ul style="list-style-type: none"><li>• Tell my healthcare team if I don't understand my medical condition or treatment plan</li><li>• Treat other patients and staff as I would like to be treated, with respect</li><li>• Tell my healthcare team if I refuse any treatment or medicine that my doctor has ordered for me</li><li>• Tell my healthcare team if I have medical problems, am going to the dentist, am being treated by another doctor, or have recently been to the hospital</li><li>• Follow the rules of the dialysis center</li><li>• Get to and from the center for my treatments; I can talk with my social worker if I need help doing this</li><li>• To pay my bills on time; If this is hard for me, I can ask about a payment plan</li></ul>

Source: <http://medicare.gov/DialysisFacilityCompare/Resources/Patients-Rights.html>

# Before the Meeting

## MY PLAN: Patient Plan of Care Meeting

Get ready for your POC meeting with this checklist created by patients, for patients.

### BEFORE THE MEETING:

- Ask your care team when your POC meeting will be scheduled.
- If you don't want to return to the facility for a meeting on your day off, ask for a date and time that works for your schedule, or ask about the possibility of a phone conference.
- Ask that the facility staff remind you of the meeting the day before.
- Ask for an interpreter, if needed.
- Ask for a copy of the POC that the other members of the team have completed prior to the meeting. It should include:
  - The dose of your dialysis (including the length of your treatment)
  - Adequacy of treatment (how well dialysis is cleaning your blood)
  - Your nutritional status
  - The status of your mineral metabolism and/or bone health (phosphorus, calcium, PTH, etc.)
  - Whether or not you have anemia (hemoglobin levels, IV Iron and Epogen administration)
  - Your vascular access type (fistula, graft, or catheter)
  - Your psychosocial status (your level of adjustment to dialysis, insurance coverage, etc.)
  - Your treatment type and preferences (home hemodialysis, in-center hemodialysis, peritoneal dialysis)
  - Your transplant status and preferences
  - Your rehabilitation status (employed, retired, desiring to return to work)
- If your lab results are not included on the POC, ask your healthcare team for the latest copy.
- Ask a family member or friend to attend the meeting with you. Your facility may have a patient advocate that could attend with you if you would prefer.
- Make a list of questions, concerns, and observations you may want to discuss. for example: sleeping problems, muscle cramping, feelings of sadness, issues with staff.
- Make a list of all the medications you are currently taking, including over-the-counter medications and vitamins or supplements, and bring it to the meeting.



# During the Meeting

## ***DURING THE MEETING:***

- If not already provided, request your own copy of the POC the other members of the team have already completed.
- Check the medications listed on the POC to be sure they are correct.
- Review your dialysis treatment prescription lab results (Kt/V, URR), to make sure you are receiving the right amount of treatment for YOU.
- Ask the list of questions or address the list of concerns you brought with you.
- Ask if other members of the team have concerns related to your POC.
- Write your comments on the POC.
- Request that any changes in your POC made during the meeting are included prior to your signing the POC and keep a signed copy for your records. You may want to compare this POC to next year's version.

## ***YOUR QUESTIONS OR CONCERNS:***

---

---

---

---

---

---

---

---

---

---

# Next PFE Steps

- Complete the survey monkey following this presentation to receive attendance credit
- Be on the lookout for the FINAL PFE survey that you will need to complete in the fall at the end of the QIA
- Continue to work to meet the three CMS PFE objectives by:
  - Having a patient attend QAPI
  - Assisting with the establishment and/or marketing of patient councils, patient and family support groups, and/or new patient adjustment groups
  - Ensuring your facility has P&Ps related to patient, family, and caregiver participation in the patient's care and the development of the individualized POC and POC meetings



# References

- <https://www.cms.gov/Regulations-and-Guidance/Legislation/CFCsAndCoPs/Downloads/ESRDfinalrule0415.pdf>
- <https://www.merriam-webster.com/>
- <https://www.hsag.com/esrd-networks/esrd-network-13/>
- <http://www.regionalprimarycare.org/wp-content/uploads/2016/12/RPCC-Graphic-6-20-12.pdf-copy-2.jpg>

# Thank you!

Jamie Kiburz, MSW  
*Patient Services Director*  
[Jkiburz@nw13.esrd.net](mailto:Jkiburz@nw13.esrd.net)

This material was prepared by HSAG: ESRD Network 13, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy nor imply endorsement by the U.S. Government. OK-ESRD-13A123-06062019-01.