

Your Opinion Matters!

Have you ever wondered if the clinic staff notices your engagement in the care and treatment you receive?

Well, we do! We invite you to share your experience and opinion with us. Our goal is to determine, from *your* point of view, if our clinic is meeting our quality of care goals.

You've been invited to join the next clinic quality meeting.

The topic is _____.

Before attending, please consider these questions:

- Why do you think this topic is important to your facility?
- What do you think would be the best outcome for your facility regarding this topic?
- How do you see patients and family members input helping to achieve this topic?
- What is the biggest area of concern from patients and family members around this topic?
- Do you know what Quality Improvement Activity your facility is working on with Network 15?
 - If yes, what is it? ★
 - If no, please ask the staff to briefly talk with you about what they are working on.
- From your experience, do you feel like this is an area where your facility could use more support or outside help?
- What other areas do you see or hear patients requesting to work together on?

This material was prepared by ESRD Network 15, 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 CO-ESRD-15G004-02062019-02