

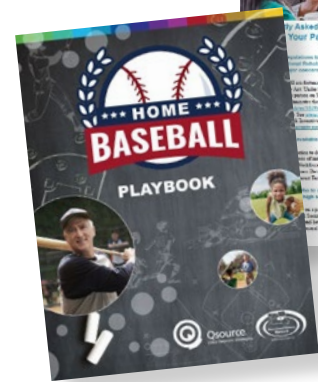


Keeping Your Network Patient Representative (NPR) Engaged

There are a variety of activities the NPR can engage in in order to help the clinic improve the overall patient experience of care. Each NPR is different, bringing their own life experience and interests to the position, thus, the NPR's role can be tailored to fit for both the patient(s) and the clinic.

Activity Ideas:

- Attending the monthly NPR Connection Calls: 2nd Thursday and Friday of each month from 1:00 pm – 2:00 pm (CST) can really help both the NPR and clinic staff to get ideas from the Network and other NPRs.
- Help with patient education by:
 - reviewing and providing feedback on patient educational resources provided by the clinic and the Network (shared on NPR Connection Calls and the Network website)
 - handing out educational materials
 - providing input and/or creating an educational bulletin board



- If they are interested in doing a bulletin board:
 - Provide a board for them to use.
 - Use the My Kidney Calendar - Topic of the month information sheets to get resources.
 - Use the Patient Engagement Showcase to get ideas from other clinics.
 - Introduce the board to other patients and consider having a contest to “name” the bulletin board.
 - If they are interested in sharing motivational quotes provide them with a whiteboard to use.
- If they are interested in welcoming new patients, do they want their information shared in a welcome packet? Do they want to talk with them prior to their first treatment? Sit with them during their first treatment?
- If you have a patient newsletter, ask them if to contribute an article or give input on topics of interest.





- Engage them in planning and implementation of activities they are interested in. Examples of activities have included:
 - Clinic events: lobby days; picnics, community outings, game days, movie days, holiday celebrations
 - Recognizing a patient or staff member of the month
 - Recognizing birthdays or anniversaries
 - Recognizing transplants or transitions to home
 - Team events: participate in a local charity supporting kidney patients

- If you have a new patient education group, invite your NPR to share their experience with adjusting to dialysis and how they continue to manage.

- Start a patient group - will it be an advisory group, support group or new patient educational group? Work with staff to have a speaker come to talk with patients.

- Invite the patient to the first 10-15 minutes of your clinic's quality assurance and performance improvement meeting to:
 - Ask for their perspective on any of your current challenges and projects you are working on.
 - Discuss your clinic's grievance trends (not individual issues) and how to improve the patient experience of care.
 - Review additional information on this topic on the Network website and in the NPR Handbook.

- Consider how they can be involved in any corporate initiatives.

- Periodically invite them to attend a staff meeting to share the patient perspective or patient concerns.

- Set up a suggestion box, or meet with the NPR monthly to review suggestions from the box and talk about any concerns they may have heard about and activities they are interested in doing.

- Discuss the Health Status Release form provided in the NPR handbook. How could this best be used in your clinic? Are they interested in helping develop a way to honor patients who have passed away?



Network Patient Representative Handbook

