THE EXPERIENCE OF CARE: PATIENTS AND PROVIDERS AS PARTNERS

Continuing the Discussion Answering Your Questions

Moderator

Derek Forfang

Forum of ESRD Networks

Chair,

Kidney Patient Advisory Council (KPAC)

QUESTIONS & ANSWERS

Use the "Question" box on your GoToWebinar panel to submit your questions.

If applicable, please indicate the presenter to whom you are addressing your question

All unanswered questions will be reviewed by our co-chairs and speakers; they will be summarized in a Q & A document which will be posted to the Forum website after the webinar.

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THE EXPERIENCE OF CARE: PATIENTS AND PROVIDERS AS PARTNERS
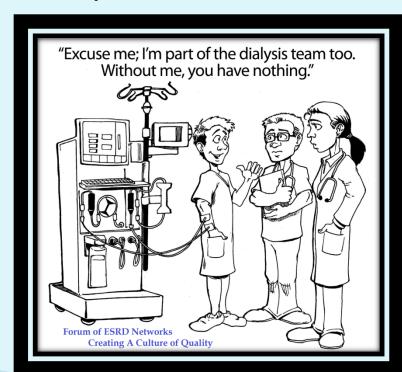
An Overview of the 3-part Webinar Series

Improving Patient Experience of Care:

- ❖ How to change the way we look at patient experience of care
- ❖ How to use new information to improve the patient experience of care
- ❖ Breaking down barriers to communication

"Excuse me; I'm part of the dialysis team too. Without me, you have nothing."

Forum of ESRD Networks
Creating A Culture of Quality

Disclaimer

- ❖ HIPAA Policies
- ❖ Privacy of Information

CMS Person and Family Engagement Strategy (November 22, 2016)

Vision: *"A transformed health care system that proactively engages persons and caregivers in the definition, design and delivery of their care."*

Mission: *"To create an inclusive, collaborative and aligned national person and family engagement framework that is guided by person-centered values and drives genuine transformation in attitudes, behavior and practice."*

CMS Person and Family Engagement Strategy (November 22, 2016)

❖ Communication

❖ Preferences and Values

❖ Collaboration

❖ Engagement

https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/QualityInitiativesGenInfo/Downloads/Person-and-Family-Engagement-Strategy-Summary.pdf

The CMS Report is also available at the Forum Website.

Forum of ESRD Network's Definition of Patient Centered Care

Patient Centered Care: is patient driven healthcare delivered in a way that is focused on an individual patient's values and preferences and involves both sharing information and active shared decision making with patient, family/caregivers, and medical professionals to reach customized, individualized and realistically obtainable goals of care. This is an ongoing process, keeping in mind these goals may change over time.

Approved by the Board of the Forum of ESRD Networks: 6/17/14

Today's Speakers

Klemens Meyer, MD
Michelle Richardson, Pharm.D.
Jeneen Iwugo, MPA (CMS)
Renee Dupee, JD   (CMS)
Stephanie Dixon (KPAC)
Jerry Nailon (AAKP)
Allen Nelson, AA, BA (KPAC)
Julie A. Williams, BSA
Jennifer E. Flythe, MD, MPH
Jennifer St. Clair Russell, PhD, MCHES
Dori Schatell, MS

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Continuing the Discussion Answering Your Questions

❖ **Breaking down barriers to engaging professionals, administration and patients**

❖ How to get started: Peer Mentoring & Patient Advocacy

Speakers

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A renal community collaboration   January 25, 2017

Thank You For Joining Us

Thank you to the American Association of Kidney Patients for their generous financial donation supporting this webinar series

Recordings and Slides of Each Webinar Available at the Forum Website

www.esrdnetworks.org

Questions?

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Please share your comments by completing the evaluation form. A link to the evaluation form will be included in the email you receive after the webinar.