



# Creating A Culture of Quality

## 2106 Webinar Series

### Planning Committee Co-Chairs

**Jay Ginsberg, MD, MMM**  
Past Chair, Medical Advisory Council  
Forum of ESRD Networks

**Cynthia Kristensen, MD**  
Past President,  
Forum Board of Directors

**Jenny Kitsen, BA**  
Former Member-at-Large,  
Forum Board of Director

**Derek Forfang**  
KPAC Vice-Chair,  
Forum of ESRD Networks

## Resources Written or Referenced by the Webinar Speakers

In-Center Hemodialysis CAHPS Survey Website: <https://ichcahps.org/>

“My Life, My Dialysis Choice” by the Medical Education Institute (MEI)  
<http://mydialysischoice.org/>

### “Satisfaction with Care of Patients on Hemodialysis”

*Michelle M. Richardson, Susan S. Paine, Megan E. Grobert, Christine A. Stidley, Ezra Gabbay, Antonia M. Harford, Philip G. Zager, Dana C. Miskulin, and Klemens B. Meyer*  
*CJASN ePress, June 30, 2015*

<http://cjasn.asnjournals.org/content/early/2015/06/29/CJN.11241114.abstract?papetoc>  
<http://cjasn.asnjournals.org/content/early/2015/06/29/CJN.11241114.full> (free full text)

### “Dialysis Patient Perspectives on CKD Advocacy: A Semistructured Interview Study”

*Gregory S. Schober, PhD; Julia B. Wenger, MPH; Celeste C. Lee, BA; Jonathan Oberlander, PhD; Jennifer E. Flythe, MD, MPH* *AJKD* 2016

[http://www.ajkd.org/article/S0272-6386\(16\)30306-7/pdf](http://www.ajkd.org/article/S0272-6386(16)30306-7/pdf)

#### Please note:

A journal subscription may be necessary to access some of the referenced articles.

## Resources Developed by the ESRD Networks

**Network 5:** Peer Up! Program – A Special Innovation Project

<http://www.esrdnet5.org/Special-Initiatives/Peer-Up!-Program.aspx>

**Network 6:** Patient engagement resources

<http://esrd.ipro.org/initiatives/patient-engagement/>

**Network 11:** Peer Mentoring Coaching Materials

<http://midwestkidneynetwork.org/engaging-patients/peer-mentoring>

**Network 14:** Consumer Assessment of Healthcare Providers and Systems In-Center Hemodialysis Survey (ICH CAHPS) Resource Matrix

<http://www.esrdnetwork.org/sites/default/files/ICH%20CAHPS%20Resource%20Matrix%20Website%20Version%202015%20aqkc.pdf>

**Network 14:** Creating Patient and Family Advisory Councils

[http://www.esrdnetwork.org/sites/default/files/content/uploads/2013/10/PFAC\\_Facilities.pdf](http://www.esrdnetwork.org/sites/default/files/content/uploads/2013/10/PFAC_Facilities.pdf)

**ESRD National Coordinating Center:** Peer Mentoring Resources

<http://esrdncc.org/patients/educational-materials/>



## Additional Resources & Articles

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**AAKP Video Library:** <https://www.aakp.org/media-files/videos.html>

**AAKP Newsletter Sign-Up:** <https://www.aakp.org/education/newsletters.html>

**HealthWise** – Decision making tools and a video entitled “Shared Decision Making”  
<http://www.healthwise.org/>

**NKF PEERS Program:** <https://www.kidney.org/patients/peers>

**PFCC Partners:** <http://pfccpartners.com/about-us/>

#### **“How Measurement Fails Doctors and Teachers”**

*Robert M. Wachter, New York Times, January 16, 2016*

[http://www.nytimes.com/2016/01/17/opinion/sunday/how-measurement-fails-doctors-and-teachers.html?emc=eta1&\\_r=0](http://www.nytimes.com/2016/01/17/opinion/sunday/how-measurement-fails-doctors-and-teachers.html?emc=eta1&_r=0)

#### **“Negotiating the Tensions in Patient-Centered Care”**

*Christina A. Minami, MD; Anthony D. Yang, MD; Eytan Szmulowicz, MD  
JAMA, September 15, 2015, Vol. 314, Number 11*

<http://jamanetwork.com/journals/jama/article-abstract/2441250>

#### **“Quality Measures for Dialysis: Time for a Balanced Scorecard”**

*Alan S. Klinger, MD, CJASN Special Article, July 24, 2015*

<http://cjasn.asnjournals.org/content/early/2015/08/26/CJN.06010615.abstract>

<http://cjasn.asnjournals.org/content/early/2015/08/26/CJN.06010615.full> (free full text)

#### **“Patient and Caregiver Priorities for Outcomes in Hemodialysis: An International Nominal Group Technique Study”**

*Rachel Urquhart-Secord, MPH; et al. AJKD, 2016*

[http://www.ajkd.org/article/S0272-6386\(16\)00156-6/pdf](http://www.ajkd.org/article/S0272-6386(16)00156-6/pdf)

#### **“Exploring views on what is important for patient-centered care in end-stage renal disease using Q methodology”**

*Jane M. Cramm, Laszlo Leensvaart, Mathilde Berghout and Job van Exel,  
BMC Nephrology, May 28, 2015*

<http://bmcnephrol.biomedcentral.com/articles/10.1186/s12882-015-0071-z>

#### **“Big Goals Can Backfire. Olympians Show Us What to Focus on Instead”**

*Brad Stulberg, Science of Us, August 3, 2016*

<http://nymag.com/scienceofus/2016/08/why-having-big-goals-can-backfire.html>