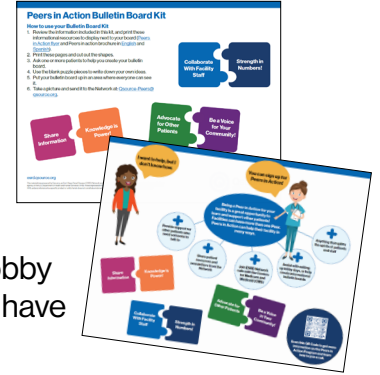


Patient and Family Engagement Goals

Goal 1

Support a Peer-To-Peer Support Program at Your Facility

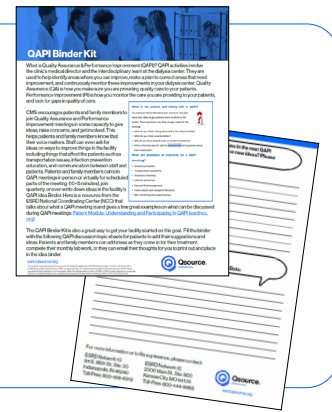
One way to do this is to have at least one patient signed up as your Facility Peer in Action. Having a Peer in Action signed up at your facility is a special opportunity that helps elevate the level of success for both patients and the clinic. The Peer in Action can volunteer for projects, help set up lobby days, pass out resources, and much more. Your facility can have more than one Peer signed up!



Goal 2

Involve Patients and Family Members in Your Facility's QAPI Meetings

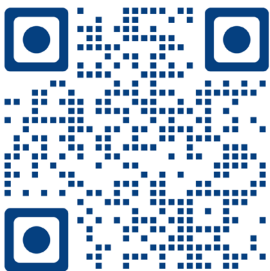
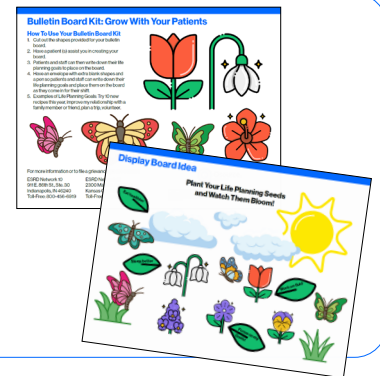
Patients and their family members need to feel like their voice is being heard. Have patients and family members provide feedback and suggestions that can be discussed in your next QAPI meeting either over the phone, in person, or have them write their idea down in your QAPI Binder Kit.



Goal 3

Support Your Patients To Develop a Life Plan

Life planning goals are unique to each patient and help them focus on the non-treatment related side of their life. Have these conversations with patients on an ongoing basis. Talk to them about your own goals and hobbies to help spark the conversation.



Use this QR code or visit esrd.qsource.org/patient-services/patient-engagement to download the newest patient and family engagement resources to help support the success you have with each goal! An explanation of each PFE goal is available in Spanish as well!

Please email your ESRD Network at Qsource-Peers@qsource.org with any questions regarding the Patient and Family Engagement goals.