



## Patient Module Part 3

### Improving Quality Outcomes: Patients' Experience

The social worker in your dialysis facility has invited you to the monthly Quality Assessment and Performance Improvement (QAPI) meeting. You may be thinking, what can I do to improve the care in the dialysis facility? As a patient, you are the eyes and ears of the dialysis facility and your experience matters. Let's take a look at an example of how the patient voice matters in QAPI.

**QAPI Meeting Discussion Topic:**  
There has been an increase in the number of infections at the facility.

#### During the meeting, you share:

- You have seen patients that do not wash their access before their treatment
- There is no hand sanitizer station in the patient waiting room

#### Shortly after the meeting, you notice:

- There is a poster by the scale about the importance of washing the access
- A hand sanitizer station is placed in the patient waiting room



#### The manager reports back to you that because of your input:

- Patients have been educated on the importance of washing their access before treatment
- Facility audits will be done to make sure patients are washing their access
- Findings will be discussed at the next quality meeting

#### As a reminder, these are a few benefits of patients and family members being involved in QAPI:

- Provides patients and family or caregivers the chance to participate with staff to improve patient care
- Allows for the opportunity to impact on the quality of care and quality of life for all people on dialysis
- Provides the patient a formal place to bring their ideas to the staff
- Bring firsthand experiences to the table

So, if you are asked to join a QAPI meeting, say **YES!**  
Or ask your social worker if you can join a future QAPI meeting  
and let them know what you would like to discuss.