

Step 1: Plan

Review the following Network and community resources to plan a patient engagement activity to encourage patient understanding of the impact of fluid gains on their health and ways to manage their fluids and deal with thirst.

My Kidney Kit

All pages are available in English and Spanish at www.mykidneykit.org.

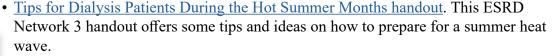
- My Treatment: Fluid Weight and Dry Weight
- My Plan: How do I control my fluid gains?

Network Resources

- <u>Tips for Controlling Thirst handout</u>. This Network handout shares some ideas on how to deal with thirst.
- Extreme Heat Safety Tips handout for dialysis patients. This handout includes ideas on how to deal with heat during the summer months.

My Chainness Kaccoded go: in a "My Kalons and East He My Chainness Kaccoded go: in a "My Kalons and East ethological Security (Chainness Secur





- "Let's Talk about Fluids" This YouTube video series was developed by The Medical Education Institute and ESRD Network #15 and is available in English and Spanish.
- <u>Just the Facts: Fluids and Dialysis handout</u>. This Life Options handout provides some basic information on fluids and dialysis and helpful tips and questions to ask.
- <u>Fluid Overload in a Dialysis Patient article</u>. This article covers the effects of fluid overload and how to avoid it and can be downloaded from the National Kidney Foundation website.
- <u>Tips to Control Your Fluid Intake handout</u>. This handout from the Veteran's Administration offers some general information and tips.
- <u>Tips for Dialysis Patients with Fluid Restrictions article and handout</u>. This article
 published in the Journal of Renal Nutrition offers tips and patient educational
 handouts.
- <u>Patient Engagement Activity Showcase</u> has some fun and creative bulletin board and activity ideas from clinics throughout the Network in the "My Treatment" section.





Step 2: Act

LEVEL UP! Increase your patient engagement by teaming up with your staff and Network Patient Representative (NPR) to complete a patient engagement activity.

- Educate patients and staff using the My Kidney Kit pages.
- Talk with your NPR to discuss ideas on what resources and activities they would like to see at the clinic to educate patients on fluid control.
- Invite your NPR to a team huddle to share their experience learning with managing their fluid intake and what the team can do to support patients with this challenge.
- Create a bulletin board to share tips for managing thirst and staying cool without getting fluid overload, make it interactive by allowing patients to add their tips.
- Play the "Let's Talk about Fluid" videos on the lobby and/ or patient televisions.
- Host a lobby day to kick off summer offering ideas on staying cool, sharing tips and providing visual examples of fluid amounts.

Step 3: Share

Share what your clinic has done with the rest of the Network!

- Ask your NPR for their feedback and encourage them to attend the next NPR Connection Call (2nd Thursday and Friday at 1:00 pm) to share with others!
- Take a photo of your activity and report your facility's patient engagement activities:
 - In a Network Quality Improvement Activity (QIA)?: Use the link on your Project-At-A-Glance
 - Not reporting for a QIA:
 <u>Patient Engagement Report</u>

Highlights will be shared through the projects and e-newsletter.

Three Levels of Patient Engagement

つ

Level 3: Laws and Policy: "Consumers are involved in the decisions that communities make about policies, law and regulations in public health and health care."

Level 2: Organization Design and Governance: "Providers reach out for patient input to ensure they will be responsive to patients' needs."

1

Level 1: Direct Patient Care: "Patients get information and answer questions about their preferences to help inform their treatment decisions."

For more information or to file a grievance, please contact Qsource ESRD Network 12 920 Main, Suite 801 | Kansas City, MO 64105 Toll-Free Patient Line: (800) 444-9965

net12@nw12.esrd.net

