

ESRD NETWORK 13

Serving Arkansas, Louisiana & Oklahoma Renal Communities



NETWORK PATIENT REPRESENTATIVE ROLE

In your role as an NPR, patients and staff may feel comfortable approaching you for guidance on a variety of issues. Although naturally you may want to help with every issue, the NPR program has a specific role in a facility. Here are some examples of what an NPR is and is not.

AN NPR:

IS:

- A patient to patient distributor of education
- Available to meet with patients to discuss questions, challenges and concerns related to their personal adjustment issue with dialysis
- Available to inform patients who is the designated staff member to go to with inquiries they have related to their care or resource needs
- Available to work with the care team to promote patient participation in Quality Assessment and Performance Improvement (QAPI) activities
- Available to promote patient participation, involvement and completion of Quality of Life and Facility Satisfaction surveys questionnaires

IS NOT:

- A distributor of medical advice
- A contact person for patient complaints or grievances for care being provided at the facility
- Responsible to be a go between for staff and patients with responses to requests or information to address their needs
- A substitute staff member for required care team patient education, assessment and evaluation
- To be utilized or designated to assist patients in completing surveys and questionnaires

This document is a component of the Network Patient Representative Packet. Please contact the Network 13 office at 800-472-8664 (Oklahoma: 405-942-6000) or go to www.network13.org and click on the "Patients" Tab for more information.