

ESRD NETWORK 13

Serving Arkansas, Louisiana & Oklahoma Renal Communities



ESRD NETWORK 13

NETWORK PATIENT REPRESENTATIVE (NPR) ACTIVITY AND PARTICIPATION AGREEMENT

Dear NPR and facility staff contact,

The following enclosures are the Network Patient Representative Activity and Participation Agreement between the NPR and the facility. We hope you find this is a useful tool guiding this mutually beneficial relationship while you participate in the NPR program.

The agreement is a nonbinding understanding of the responsibilities and recommendations of the NPR during his or her tenure. ESRD Network 13 is pleased you are interested in incorporating this exciting and beneficial program in your facility.

Through your hard work and dedication to patient education and well-being, the NPR program has the opportunity to positively influence the lives of the dialysis patients in your facility.

Again, thank you for your interest, and we are excited to work toward a common goal of patient well-being and education. Don't hesitate to contact the Network with any questions.

Sincerely,

Network 13 Staff

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Network 13 Patient Representative (NPR) Activity and Participation Agreement

Description of the NPR Program

Congratulations on your decision to participate in the ESRD Network 13 Network Patient Representative Program. The Network and its Patient Advocacy Committee (PAC) are working to build this exciting program to help communicate information from the Network and other important sources directly to patients. NPRs will help distribute materials and communicate with patients and assist the facility staff in assuring that information is shared with all patients in as friendly, timely and efficient a manner as possible.

Activity Agreement

Based on information from the NPR orientation conference call and the focus of the NPR program in this facility, the following activities have been agreed upon by the undersigned as activities within the role of this Network Patient Representative. In addition to these activities, NPRs are expected to be positive role models by following their own treatment plans and exhibiting constructive behaviors and attitudes.

NPR initials (date if addendum)	Fac. staff initials (date if addendum)	Activity
_____	_____	Develop and maintain patient bulletin board*
_____	_____	Assure copies of Kidney Concerns are distributed to new patients and/or available in facility waiting area*
_____	_____	Ensure required Network posters are posted in the facility *
_____	_____	Facility Specific other (Please see attachment for activity suggestions.)
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_____	_____	Facility Specific other
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Asterisk (*) denotes NPR activities required for each facility participating in the program – not a requirement for each NPR if there is more than one NPR in the facility.

These activities were agreed upon on this date by the undersigned individuals:

This agreement can be updated at any time by adding initials and date for any new activities.

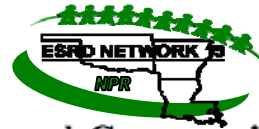
NPR signature

Date

Facility Representative signature, title

Date

Both individuals should sign 2 copies of this document, one for the NPR and one for the facility files. Please fax a copy signed by both individuals to the Network at (405) 942-6884.



Network Patient Representative Additional Activities Suggestion List To be reviewed by NPR and Facility NPR Staff Contact

The following list of activities contains suggestions made by individuals who serve as NPRs in their own facilities, social workers and members of the Network 13 Patient Advisory Committee (many of whom are NPRs). These are not requirements, only suggestions for you and your facility NPR staff contact to explore once you feel comfortable in your NPR position. Please remember to keep the HIPAA privacy regulations in mind as you develop your NPR activities. If you have questions about how to correctly structure an activity in accordance with HIPAA, consult your facility's NPR staff contact.

Please note: A number of these activities may require additional staff support or review (snack day – dietitian, bingo – administrator or nurse manager approval).

- **Meet and Greet:** NPR arranges to greet new patients in the facility to help improve the treatment experience for new patients. We have heard feedback from some patients that a friendly face explaining where to go, sit, etc. would have gone a long way during their first experience.
- **Activity Days:** NPR coordinates games in the facility during treatment, such as bingo or a name game. Participation optional for all staff and patients.
- **Tip sheet:** NPR develops a list of tips for first-time dialysis patients, ex. Bring a blanket, etc.
- **Calendar:** NPR creates a facility/patient calendar
- **Snack Day:** NPR coordinates with facility staff to have a snack day
- **Secret Santa:** Arrange Secret Santa during the winter holiday/similar gift exchanges during other holidays
- **Speaker:** Coordinate with your Network Staff NPR representative to have community groups or a patient speaker representative speak at your facility or support group.
- **Kidney Concerns:** Encourage patients to write an article, human interest story, recipe or poem for Kidney Concerns newsletter (Be aware Network 13 cannot print any patient health recommendations. For example, we can print a story about how a patient feels about his/her modality and experience, but we cannot appear as if we are advocating a certain modality or recommending it.)
- **Staff involvement:** Encourage participation from staff if they are interested. Creating a positive environment for patients directly links to creating a positive environment for staff.
- **YOUR IDEAS!** _____