

## Facility Program Information

### Facility Information

Facility Name: \_\_\_\_\_

\_\_\_\_\_

Phone Number: \_\_\_\_\_

### Facility Peer Contacts

Facility Peer Representative:

\_\_\_\_\_

Facility Staff Coordinator:

\_\_\_\_\_

Shift Spokeperson(s):

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### Sign Up Today!

You have skills and experiences that can improve a dialysis facility and help engage fellow patients.

The ways you enhance a unit may differ from another FPR. That's one of the things that makes this program unique.

Take time to work together with staff and discover their talents and skills and **together** you can decide how **everyone** can make a difference!

**Ask your staff members how you can work with Qsource ESRD Network 10 to become a Facility Peer Representative!**

To file a grievance, patients may contact:  
Qsource ESRD Network 10  
911 E. 86th Street, Suite 202  
Indianapolis, IN 46240  
Toll-Free Patient Line: (800) 456-6919



[qsource.org](http://qsource.org) | [therenalnetwork.org](http://therenalnetwork.org)

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# Facility Peer Program



### Encourage Peer-to-Peer Mentorship

## About the Program

Patients talking between themselves is a very effective way to share important information.

As a Facility Peer Representative (FPR), you provide a voice from patients to dialysis facility staff, committees and the ESRD Network. You can help create a positive facility culture by becoming a FPR!

## Role of the FPR

The FPR's role is very important. As a FPR, you will:

- share vital information with other patients.
- provide the patient “voice,” sharing questions and concerns with facility staff.
- encourage patients to be involved in their own healthcare.
- make a positive difference in the quality of life of dialysis patients.

## Role of the Staff Coordinator

The staff coordinator will work with the FPR to communicate with the facility administration, other departments and the patient shift representatives.

The coordinator will work with the ESRD Network and Facility Peer Representative to implement facility-based activities to promote and engage patients as active members of their own healthcare team.

## Role of the Shift Spokesperson

Keeping the lines of communication open between patients and multiple shifts isn't an easy task.

The FPR and Staff Coordinator may decide to secure additional patients and/or other family members to act as a shift spokesperson.

The shift spokesperson will assist in sharing information or receiving feedback on different shifts.

## Build Bridges for Communication



## Value of the FPR Program

Your involvement in the FPR program assures that patients are:

- engaged in their care
- involved in peer to peer mentorship
- establishing and building effective communication bridges between patients and staff

This program works because it helps create a positive facility culture for everyone!



## Engage Patients in their care

## Patient Involvement

As an FPR your involvement includes:

- taking part in quarterly educational calls.
- sharing quarterly newsletters.
- and about a 1-hour weekly time commitment.