



HEARTLAND KIDNEY NETWORK

PATIENT ADVISORY COMMITTEE (PAC)

COMMUNITY OUTREACH

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**PATIENT ADVISORY COMMITTEE
COMMUNITY OUTREACH**

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ORGANIZATION AND AUTHORS OF PLAN

Organization: End-Stage Renal Disease (ESRD) #12 Network Coordinating Council, Inc.
dba: Heartland Kidney Network

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I. HISTORY AND BACKGROUND

While patients have been involved in the Network's Medical Review Board and Executive Committee since the organizations inception, the Patient Advisory Committee (PAC) was established in conjunction with 2006-09 Centers for Medicare and Medicare Services (CMS) contract requirements:

1. Each Network is required to have a PAC.
2. The PAC must be a continuous subcommittee.
3. The PAC must actively participate in Network activities.

Patient representatives currently serve on the Medical Review Board (MRB) and Executive Committee (EC): four representatives, one representing each state in the Network and one representative on the Executive Committee. The chance to expand this valuable group and utilize their input on behalf of the community is a welcome opportunity to Heartland Kidney Network. The PAC has patient members from Iowa, Kansas, Missouri and Nebraska. They provide insight to the Network on patient-related issues and concern that involve improving patient centered care and quality driven outcomes.

II. PURPOSE

The purpose of the Patient Advisory Committee is to help the Network respond to patient needs and seeks ways to improve patient/staff relationships. The PAC membership is comprised of an equitable representation from across the Network. This committee provides insight to patient-related issues and concerns that involve improving patient-centered care and quality driven outcomes. Through the efforts of the PAC, patients are empowered with information, leading to informed patients and better treatment results. The PAC is overseen by the Patient Services Coordinator and led by the Chairman with positions including the Vice-Chair and the Secretary.

GOALS:

- Identify and present the needs and concerns of renal patients.
- Act as a liaison between the renal population and the Network.
- Promote patient empowerment and involvement in their healthcare issues.
- Develop and provide patient education to be used in the community at large.

MISSION STATEMENT:

To educate and provide patients with perspective for dialysis and kidney transplant.

VISION:

To improve the quality of life for those living with Chronic Kidney Disease (CKD) and End Stage Renal Disease (ESRD)

III. STRUCTURE AND RECRUITMENT PROCESS

The Patient Advisory Committee is comprised of 5-14 individuals who are either receiving dialysis or have had a kidney transplant and are at least 18 years of age. PAC members are elected to a **2 or 3** (to be determined by PAC members) year term with a two-term limit. The number of members elected from the four states in Network 12 is based on the prevalent ESRD population of each state. At present, the PAC membership includes **2** patients from Iowa, **3** patients from Kansas, **6** patients from Missouri, and **3** patients from Nebraska.

The PAC elects leadership positions: Chair, Vice-Chair, and Secretary to a two-year term. Heartland Kidney Network Patient Services Coordinator (PSC) and Quality Improvement Director (QID) will assist in facilitation and coordination of the PAC's activities. Additionally, the Network will assist with recruiting PAC members.

RECRUITMENT PROCESS: (To be determined by PAC members)

- Distribute Nomination Form
- Distribute PAC Brochure
- Make information Availability on Website
- Replacing open positions

IV. LEADERSHIP AND RESPONSIBILITIES

Responsibilities of the Chairman Include:

The chairman is responsible for facilitating interaction during the committee meetings. He/she must ensure that no one monopolizes the conversation and that all members have had the opportunity to speak. The chairman is also responsible for calling all meetings to order and leading discussion on the agenda topics. In the event some committee members are unable to attend the meeting, the chair will:

- Contact the PAC member within 3 days to assess the reason for absence (if no contact was made with the Network to provide comments)
- Remind of next meeting and ascertain their participation in the next call. (if member is unable to attend next meeting/teleconference, the chairman will remind the member of the agreed upon responsibilities by the group and their reasons for wanting to participate.)
- Obtain absent committee members comments and provide to the secretary and the Network staff.
- Notify the ice- chair in the event the chairman is unable to attend calls in order to allow the vice-chair to fulfill the chair's responsibilities.

Responsibilities of the Vice-Chairman Include:

Assist the chairman with the above responsibilities when requested. (If the chairman is unable to attend at meeting or teleconferences, the vice-chair assumes the chair's responsibilities for that call).

Responsibilities of the Secretary Include:

Keeping meetings/teleconference minutes. Minutes recorded will be forwarded to the Network for distribution to the group through written and electronic formats. If possible, the secretary will assume the responsibility of distributing the minutes.

Responsibilities of PAC members include:

- ❑ To evaluate and/or serve as editorial committee, promoting patient and staff education about End Stage Renal Disease (ESRD) and the ESRD Program from a patient’s perspective, as needed.
- ❑ Actively participate and provide input during PAC Subcommittee meetings.
- ❑ Report out on PAC activities during Board Meetings (verbal or written, as needed).
- ❑ Actively provide input from patient perspectives on grievances.

V. MEMBER EXPECTATIONS

Below are the expectations the PAC has of its members:

1. Serve a 3 year term
2. Commitment to attend two or three meetings a year; members must attend at least 50% of all meetings and/or teleconferences.
3. Ability to travel- meetings are typically held in Kansas City Missouri.(Travel expenses will be reimbursed or prepaid if requested by PAC member)
4. Renal Patient
5. Ability to work as a team member.
6. Good communication skills
7. Familiarize him/herself with pertinent issues prior to the meeting and actively participate during meetings.
8. When responses, voting or opinions are requested, all members reply by the cutoff date.
9. Be respectful of the opinions of other committee members.
10. When unable to attend a call or meeting, members are expected to contact the Network staff (the Patient Services Coordinator, then the Quality Improvement Director or the Executive Director) to provide their comments to be shared with the group and after the meeting for an update.
11. Notify the Network when contact information changes (phone, address, email, etc.)
12. PAC members attend Heartland Kidney Network’s Annual Meeting.
13. PAC members serve as editorial reviewers for patient resources
14. Report out to the Medical Review Board (written or verbal) as needed.
15. Email and direct mail minutes to all members (secretary).

VI. COMMUNICATION

MEETINGS:

The PAC will meet by agenda directed teleconference calls a minimum of three times per year. The fourth yearly meeting of the PAC will occur the day prior to the Network Annual Meeting and will be a face to face meeting. When need arises, more face to face meetings can be scheduled. Time commitment will be based on project to project demands.

COSTS:

All reasonable costs incurred by the PAC in the undertaking of its charge will be supported by CMS contractual funds. Committee members will be reimbursed for meeting expenses (i.e.; travel, hotel accommodations, etc).

COMMUNICATION:

PAC members will be in communication with the Patient Services Coordinator at the Network throughout who can be reached by phone, email, or face to face.

XI. REFERENCE

1. Heartland Kidney Network <http://www.heartlandkidney.org>