

2018 QUALITY IMPROVEMENT ACTIVITY (QIA) PROJECTS

- ⇒ Blood Stream Infections (BSI) QIA
- ⇒ Home Dialysis Training QIA
- ⇒ Transplant Waitlist QIA
- ⇒ Gainful Employment QIA

Many of these projects are also being worked on a national level, and SMEs are welcome to participate on those, too!

Contact us today for more information about these projects and how you can be involved!

The Network is available to handle patient concerns. To file a grievance, please contact Quality insights Renal Network 5 at

**Toll-Free Number: 1-866-651-6272 or
Email: qirn5@nw5.esrd.net**



(Maryland, Virginia, West Virginia, and DC)
300 Arboretum Place, Ste 310
Richmond, VA 23236
Phone: 804.320.0004
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Website: www.esrdnet5.org

SUBJECT MATTER EXPERTS



**IMPORTANT PARTNERS IN ESRD
QUALITY IMPROVEMENT**



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WHAT IS A PATIENT SUBJECT MATTER EXPERT (SME)?

A SME is a person with great knowledge about a topic. No one has more understanding of what it means to live with kidney disease than you!



Patients and families have stories to share about how they have experienced healthcare in their renal disease journey. The healthcare system benefits from hearing these stories. SMEs can help facilities and healthcare systems understand what is important to patients. Having this knowledge helps to deliver care in a way that is more sensitive to the needs of patients.

WHAT ARE THE SME'S RESPONSIBILITIES?

SME Role:

- ⇒ Participate on project workgroup conference calls as needed
- ⇒ Review and develop educational materials
- ⇒ Discuss planning for educational events (webinars, meetings, conference calls)
- ⇒ Evaluate actions taken in a project to improve quality of care
- ⇒ Share ideas/concerns to enhance learning for all

SMEs are committed and informed people who are representative of the demographic characteristics of the Network's service area.

HOW DO I BECOME INVOLVED?

The Network welcomes new SME any time throughout the year.

All SMEs are provided with an orientation and are supported by the Network and their peers. Your participation is a great way to meet other renal patients and to ensure improved care.

We welcome all renal patients and family members/caregivers to join us in this important work!

If you are interested in becoming a SME, contact us or visit the Quality Insights Renal Network 5 website at www.esrdnet5.org.



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