

➡ Patient Interviews: ▲

Purpose - To listen to the patients' voices as recipients of the care provided at the facility, to evaluate patients' understanding of their rights and responsibilities, to determine how safe patients feel to voice concerns or make suggestions, and to assess their satisfaction with their care at the facility

Interview the sampled patients selected during “Patient Sample Selection.” *To ensure the survey process includes sufficient attention to the point of view and care experience of the patients, attempt to interview as many of the “interviewable” sampled patients as possible, i.e., they are alert, oriented, and not mentally impaired to the point that the interview would yield unreliable results. Interview home patients in the facility or ask the home training nurse to contact the patient to alert him/her that the surveyor will be calling for an interview.*

*After attempting to interview the sampled patients in person or by phone, if the survey team is not able to interview at least 4 of the sampled patients, **interview additional alert and oriented patients to obtain a minimum of 4 patient interviews representing all dialysis modalities provided at the facility.** Enter these additional patients on the Patient Roster and designate that they were interviewed. Unless their interview indicates a reason to do so, you are not required to review their medical records.*

*Individualize patient interviews to focus on each patient's issues, however **ask** at least the “core” questions listed on the applicable ESRD Core Survey Patient Interview Worksheet.*

Triggers for citation or more investigation of concerns:

Patients express concerns regarding:

- Patients' rights and responsibilities (V451)
- Education about transplant and all options of dialysis modalities and settings, including those not offered at the facility (V451, 453, 458)
- Disrespectful treatment from staff (V452)
- How to prevent infections and protect their dialysis access (V562)
- The safety and comfort of the physical environment of the facility (V401, 402)
- Disaster preparedness at home and how to evacuate the facility in an emergency (V409, 412)
- Communication with the IDT and involvement in planning their care (V501, 541)
- Staff proficiency in delivering safe, adequate care (V681, 713)
- Problems due to inadequate numbers of qualified trained staff, e.g., nursing, dietitian, social worker, patient care technicians (V757-759)
- Culture of Safety: freedom to report care concerns, ask questions, make suggestions, or file a grievance/complaint without fear of reprisal (V465-467, 627)
- Adequate training and IDT support of home dialysis patients and caregivers to facilitate successful home dialysis (V585, 592)

***Extending** patient interviews may include asking questions of additional applicable patients focused on the specific area(s) of concerns.*

