

Patients Helping Facilities Succeed Campaign

My Experience of Care Communication Card

Please use this communication card to star your weekly experience at dialysis. Use a green, blue, red, or silver star to rate your unit on the statements you will find on pages 4 and 5.



Excellent
E



Average
A



Needs Work
NW



Not Applicable
NA

Your stars will help your facility to know which areas they need to work on to improve the quality of your care. Helping them to do this will also help them to provide the best care possible to the kidney patients they serve.



Two Ways to Use the My Experience of Care Communication Card

1. Use the card to personally track your experience of care over time. You can keep the card as a reminder of your care experience.
2. Share the communication cards with your clinic administrator. Encourage them to share the cards with patients at the clinic.

Clinics can collect the cards anonymously, track their results, and use the information to improve the quality of care patients receive.

Visit the ESRD National Coordinating Center (NCC) website at <http://www.esrdncc.org/> to download and print additional My Experience of Care Communication Cards.

If you need assistance, please contact the ESRD NCC at:

nccinfo@hsag.com
(844) 472-4250

Date: _____

Communication and Interaction

<i>In the last week, dialysis center staff...</i>	<i>Rating</i>
Listened to my concerns	
Shared information in a way that were easy for me to understand	
I felt respected when sharing my concerns with staff	
Asked me about how I am doing socially, emotionally, and physically outside of my treatment	
Ensured I was comfortable during my treatment	
Safeguarded my personal and health information	
Comments	

Treatment Care

<i>In the last week, dialysis center staff...</i>	<i>Rating</i>
Sanitized their hands and always changed gloves before touching me	
Was careful when starting me on my treatment	
Checked on me closely while I was on the dialysis machine	
Listened to my concerns about my treatment	
Behaved in a professional manner	
Talked with me about what I eat and drink	
Explained last drawn blood tests in a way that I could understand	
Comments	

Additional Information

<i>Dialysis center staff...</i>	<i>Rating</i>
Posts information about patients' rights	
Has shared other modality options with me, like home or peritoneal dialysis and transplantation	
Regularly explains what I should do if I have a health problem at home	
Regularly explains to me how to get off of the machine if there is an emergency at the center	
Includes my family or caregiver when I asked	
Keeps the center calm and quiet	
Comments	

Doctor Communication

<i>My kidney doctor...</i>	<i>Rating</i>
Listens to me and explains things in a way that I understand	
Shows respect to me as a patient	
Is accessible to me when I need an appointment	
Comments	

Notes

Notes

Created by Patients. Made for Patients and Facilities.



**The End Stage Renal Disease
National Coordinating Center**

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