

# ESRD CORE SURVEY INTERVIEW WORKSHEET: SOCIAL WORKER

**Facility:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Social Worker:** \_\_\_\_\_ **Surveyor:** \_\_\_\_\_

Ask the theme-based **core questions** (required). If you have identified additional issues during the survey, ask appropriate **extended questions** (optional).

Core Questions	Deficient Practice?	
<b>[Patient &amp; staff voice/culture of safety]</b> What types of patient and staff concerns, suggestions/complaints, errors, and near misses are staff taught to respond to, report, and record? How comfortable would you feel to report an issue or make a suggestion? What is your facility's system for reporting resolution?	<input type="checkbox"/> V627 <input type="checkbox"/> V465 <input type="checkbox"/> V765	<input type="checkbox"/> No
<b>[Staffing]</b> Do you have enough time to help in-center and home patients (if applicable) meet their psychosocial needs? How often do you have contact with in-center and home (if applicable) patients?	<input type="checkbox"/> V757 <input type="checkbox"/> V681 <input type="checkbox"/> V758	<input type="checkbox"/> No
<b>[Patient education/knowledge]</b> How do you educate and counsel patients and families, including those with learning barriers, about coping with kidney failure and dialysis, lifestyle and treatment options, following their treatment plan, and rehabilitation? How do you work effectively with patients who have mental illness, cognitive impairment, cultural or language differences?	<input type="checkbox"/> V562 <input type="checkbox"/> V453	<input type="checkbox"/> No
<b>[Meeting psychosocial needs/targets in-center patients]</b> How do you assess in-center patients' need for and availability of family and other support systems? What psychosocial issues do you address with in-center patients? If you have in-center nursing home patients, how do you communicate and collaborate with NH staff to meet psychosocial needs?	<input type="checkbox"/> V514 <input type="checkbox"/> V552	<input type="checkbox"/> No
<b>[Meeting psychosocial needs/targets home patients]</b> How do you assess patients' need for and availability of family and other support systems when determining candidacy for home dialysis? What psychosocial issues do you address with home patients, including those on dialysis in nursing homes (if applicable)? How and how often do IDT members see and provide services to home patients? How do you communicate and collaborate with NH staff to meet psychosocial needs (if home dialysis is offered in NHs)?	<input type="checkbox"/> V514 <input type="checkbox"/> V552 <input type="checkbox"/> V592	<input type="checkbox"/> No
<b>[Staff &amp; patient partnership/care planning]</b> How do patients at this facility participate in their plan of care? How do you monitor, recognize, and address patients' psychosocial needs and barriers? How do you collaborate with the patient and team to overcome barriers to their goals and clinical targets?	<input type="checkbox"/> V542 <input type="checkbox"/> V456 <input type="checkbox"/> V510 <input type="checkbox"/> V559	<input type="checkbox"/> No
<b>[Physical and mental functioning]</b> When do you offer patients a health-related quality of life survey (e.g., KDQOL-36 or age appropriate), share results with the patient and team, and use them for plan of care and QAPI? What percent of patients were excluded in the last year and why? What are your refusal and annual completion thresholds?	<input type="checkbox"/> V552 <input type="checkbox"/> V628	<input type="checkbox"/> No
<b>[QAPI]</b> How do you participate in QAPI? What facility-level psychosocial and other data do you bring to QAPI meetings? How are patients' satisfaction, grievances, and involuntary discharges addressed in QAPI?	<input type="checkbox"/> V756 <input type="checkbox"/> V626 <input type="checkbox"/> V636	<input type="checkbox"/> No
<b>[Emergency preparedness]</b> What were you taught about emergency preparedness? How do you help patients get care elsewhere during an emergency?	<input type="checkbox"/> V409 <input type="checkbox"/> V412	<input type="checkbox"/> No
Is there anything else you would like to tell me about this facility?	<input type="checkbox"/> V____	<input type="checkbox"/> No

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### Extended Questions

Patients' Rights/Education	Deficient Practice?	
What are patients' rights and responsibilities? How and when do they learn their rights? How do you teach and encourage patients to self-advocate? What is the patient care staff taught about the patients' right to self-advocate?	<input type="checkbox"/> V451	<input type="checkbox"/> No
What do you do to assure that patients have their desired level of privacy and confidentiality when they communicate with you?	<input type="checkbox"/> V454	<input type="checkbox"/> No
What do you tell patients about their right to establish an advance directive? What are the facility's policies for honoring advance directives and are patients told about these policies?	<input type="checkbox"/> V457	<input type="checkbox"/> No
Interdisciplinary Clinical Care	Deficient Practice?	
How does the interdisciplinary team identify patients as unstable? What criteria do you use to identify a patient as unstable due to "significant change in psychosocial needs?"	<input type="checkbox"/> V520	<input type="checkbox"/> No
Infection Control	Deficient Practice?	
Were you offered the Hepatitis B vaccine?	<input type="checkbox"/> V126	<input type="checkbox"/> No
What training do you have in infection prevention and control?	<input type="checkbox"/> V132	<input type="checkbox"/> No