



DPC TIP SHEET #1
ASSESSING FACILITY CULTURE AND POLICIES

Our goal is to provide facilities with useful educational materials. We request that you take the time to answer the following questions in order to help us determine if we are meeting this goal. Please fax the completed form to the Network #15 office at 303-860-8392, attn: Patient Services Department. Thank you!

1.) What is the main objective of the *Decreasing Dialysis Patient/Provider Conflict* (DPC) program?

2.) The table in the Tip Sheet provides questions to help you begin to analyze potential areas of conflict within your facility. Based on your reading, name two attributes of your own facility's culture that you believe require further analysis.

3.) In your facility, why would it be important to incorporate concepts of effective communication and conflict resolution into staff training?

4.) Identify one action you plan to take as a result of reading this tip sheet.
