



# *Decreasing Dialysis Patient-Provider Conflict (DPC) Toolbox Training Program*

## *Session 1: Administration Evaluation*

Please complete this evaluation and return it to the appropriate Network no later than, **Tuesday, February 23, 2010**.

- 1. What is the purpose of the DPC Program?**
  - To provide additional resources on conflict resolution
  - To decrease patient-provider conflict by building conflict resolution skills
  - To provide Quality Improvement Tools
  - To increase the workload
  
- 2. Who is the DPC Program designed to be used by?**
  - By dialysis facility leadership and staff assigned to provide education
  - Patients and their families
  - The general public
  - Pre-ESRD/CKD patients
  
- 3. The Core of the DPC Program is?**
  - The Quality Improvement Tools
  - Face-To-Face group discussions
  - The Staff Training component
  - None of the above
  
- 4. The Staff Training component is built around which acronym?**
  - CALM
  - COMMUNICATION
  - COMPONENT
  - CONFLICT
  
- 5. The DPC Program has three (3) steps in which step is Staff Training?**
  - Step 1
  - Step 2
  - Step 3
  - None of the above

Name: \_\_\_\_\_

Professional License #: \_\_\_\_\_

Home Network: \_\_\_\_\_

Email Address: \_\_\_\_\_

*Please return completed evaluation forms by **Tuesday, February 23, 2010** via fax to:*

**Social Workers** send to Network 17 at **(415) 897-2422**  
**RNs** send to Network 18 at **(323) 962-2891**

*Thank you for your participation!*