

**Right Care.
Right Time.
Every Time.**

Patient Engagement Activity Showcase

My Choices Topics

This resource was compiled while under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. Contract #HHSM-500-2016-00012C. The contents presented do not necessarily reflect CMS policy.

Catheter reduction by using available AVF's



CUSTOMER FOCUS

- **Activity:** Individually working with patients to promote use of AVF. We currently have two patients who have working AVF's but do not want to use them. This is a different focus than trying to get patients to allow an AVF to be placed. We are also working with them on an individual basis.
- **Goal:** Reduce LTC rate.
- **Results:** One patient has allow us to use his AVF and the other is allowing us to use one needle. Still trying to work with his to use two. One patient with LTC is considering getting an AVF.

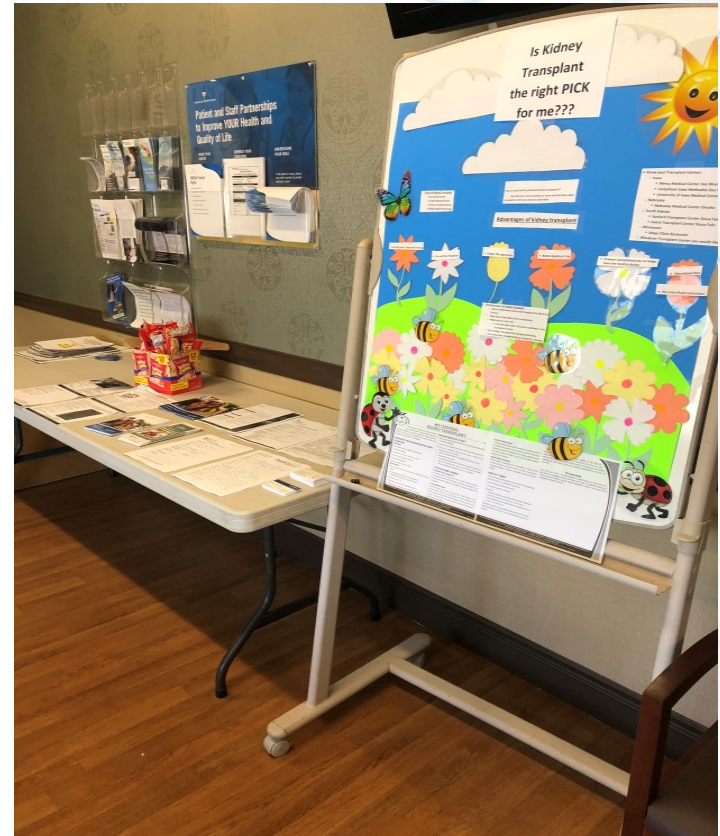
Catheter Reduction



- **Goal:** Reduce those patients with catheters over 90 days.
- **Activity:** Working with the network on the catheter reduction program- using the available scans and educating patients on getting a permanent access.
- **Results:** We did get three patients to agree to vein mapping- all are scheduled in the month of June-July. Hoping to get new accesses placed last this month when surgeon is available in Hays.

Getting to Know Transplant

- **Goal:** To provide information on transplant and first-hand experience from a person who has been through the process
- **Activity:** Had 2 Lobby Days with NPR. Our NPR was an in-center patient, home patient, and received a transplant. He met with patients during lobby day and talked about his experience on all modalities that he had done
- **Results:** Some patients seemed to be receptive. Some were more interested than others.



Home Dialysis Baseball

- **Goal:** Educate all patients about home therapy.
- **Activity:** Home therapy information, brought machines and information.
- **Results:** 4 patients were identified as being interested in home therapy.



Home Dialysis Options

- **Goal:** To educate ICHD pts on the options for home dialysis.
- **Activity:** Home nurses had a lobby day to educate on home modalities. PD nurse also met with an ICHD pt that is considering PD and answered her questions.
- **Results:** ICHD pts attended the lobby day. There is one pt who is seriously considering moving forward with switching to PD.



Home Dialysis Lobby Day

- **Goal:** to increase awareness and possible conversions to home modalities.
- **Activity:** Lobby day to help promote home modality and NPR invited to attend network call with the facility.



Home Dialysis Lobby Day

- **Goal:** to increase awareness and possible conversions to home modalities.
- **Activity:** Lobby display of home Hemo machine and patient representative sat with PD RN and educated patients and families coming and going with materials for hand outs.
- **Results:** 50% of patient's attended lobby days and 1 patient had appointment for PD consult.



Home Modalities

- **Goal:** Provided education on home modalities
- **Results:** The ongoing efforts of our educator and collaboration of our in-center and home therapies team result in a 37% home penetration.
- **Activity:** display board in lobby to draw excitement to home modalities. Information on both home hemo and PD made available. Invitations to September PD awareness days given.



Let's Talk Transplant

- **Goal:** encourage transplant discussions
- **Activity:** Transplant bulletin board, Cinco de Mayo celebration, with kidney friendly food and transplant info handed out.



Modality Awareness Days



- **Goal:** Educate patients on choices of modality options.
- **Activity:** The Home Department teammates hold Modality Awareness days at facility for all patients. This gives patients and caregivers the opportunity to ask questions and inquire about options for treatment
- **Results:** The Modality Awareness days are very successful. Most patients are receptive to the information and others that are not interested will let us know they have seen and heard it before.

Modality Education

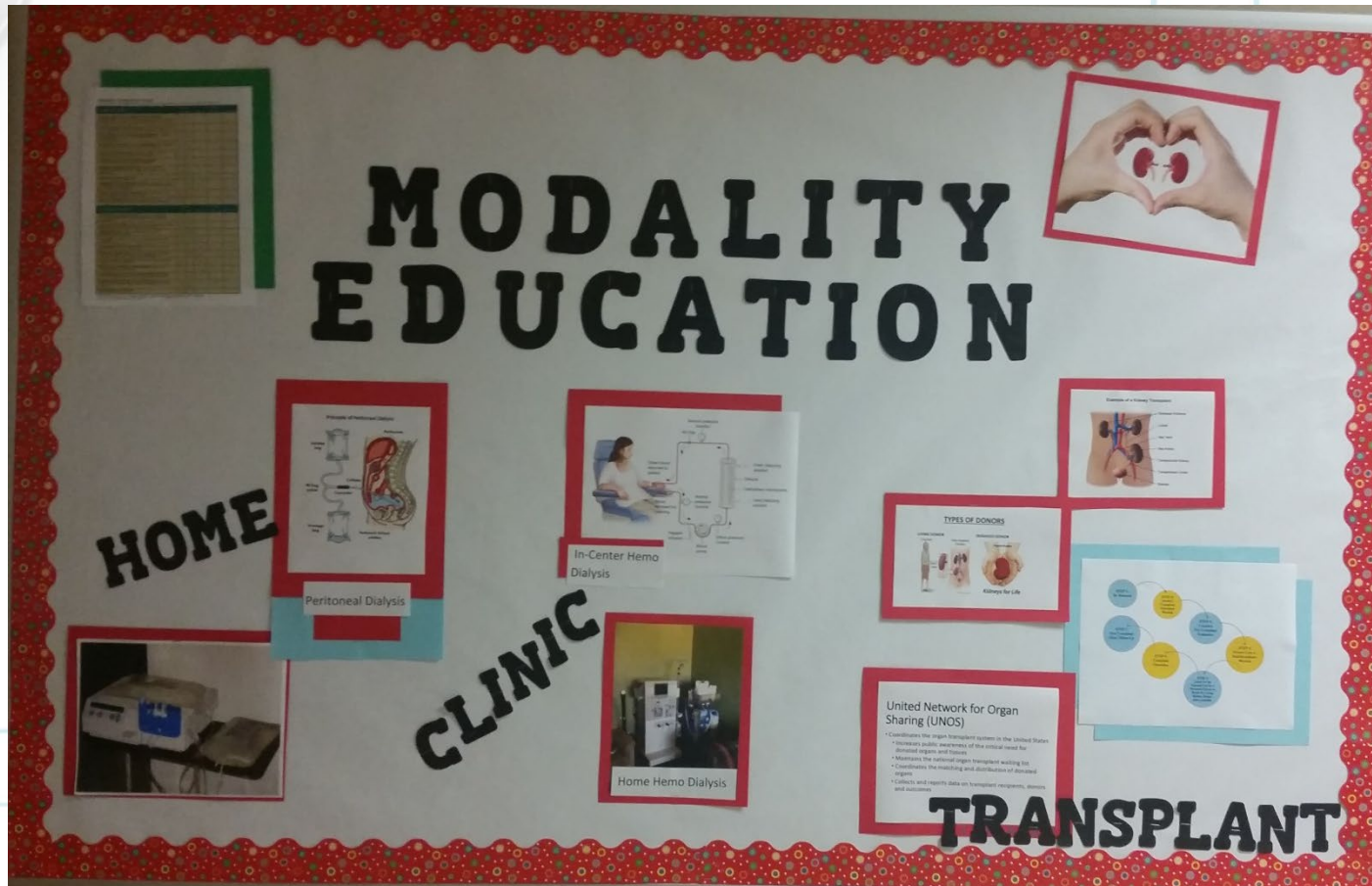
- **Goal:** Education our population on their modality choices including transplant. Help patients understand what transplant is.
- **Activity:** Patients were provided a clinic newsletter which included a section on modality options and a handout on kidney transplant. A kidney transplant bulletin board was also created. When patients were at the clinic we spoke about modality options including transplant.
- **Results:** Patients asked questions about transplant and the work-up process. Patients were glad to get a reminder about modality options/transplant.

Modality Education



- **Activity:** PD/HHD staff round at clinic and talk to each patient individually. SW spends time with each patient who is a candidate for transplant and conducts KDQOL surveys.
- **Goal:** Educate, encourage patients to explore / consider PD/HHD/ transplant.
- **Results:** Met goal. Patients voiced improved understanding of modality choices.

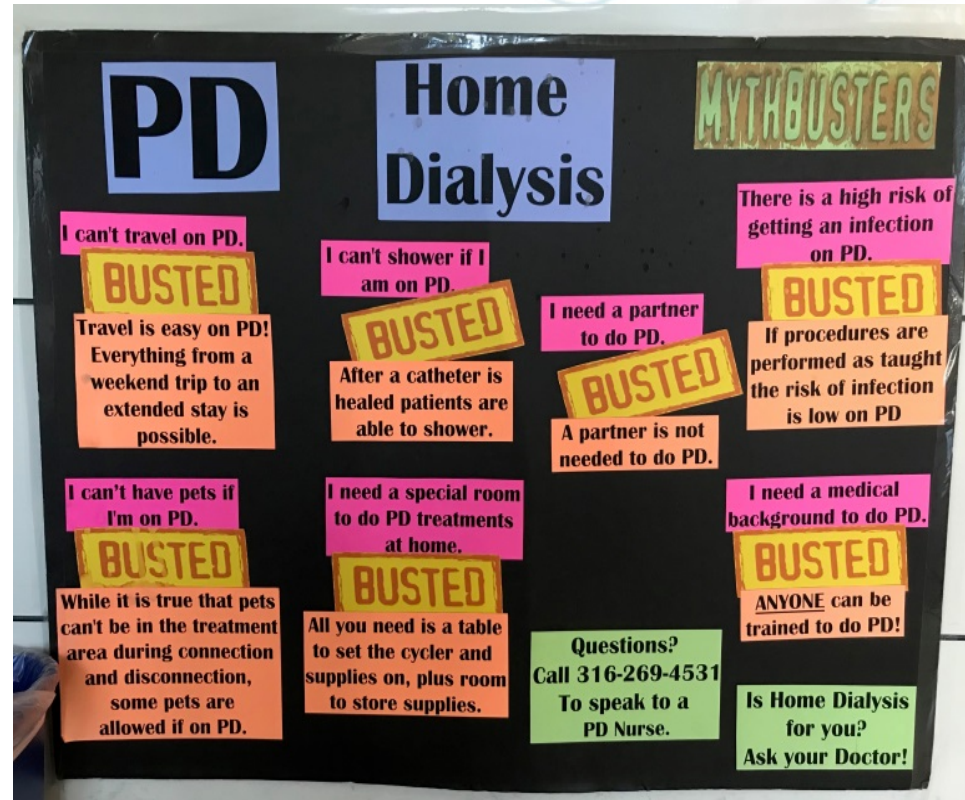
Modality Education



Shared by Johnson County Dialysis

MythBusters

- **Goal:** To provide information that covers information that might clarify misconceptions.
- **Activity:** A Mythbuster poster was placed in the lobby for patients to read. Poster was hand-created by home department. Also, a DaVita postcard was provided for every patient that encourages PD consideration.
- **Results:** Team has been more comfortable providing education on home therapies and patients have been asking more questions.



NE Wichita Dialysis Center

Peritoneal Dialysis Lobby Day

- **Goal:** Educate patients on PD and gain new PD patients to start training.
- **Activity:** We had a lobby days where we set out all of the supplies needed to do dialysis at home, had the cyclor set up and running, had a apron with PD catheter for demonstration, and we offered snacks and drinks and spoke with everyone that came into the lobby for 2 days.
- **Results:** We gained 4 new patients to PD after hosting Lobby Days.

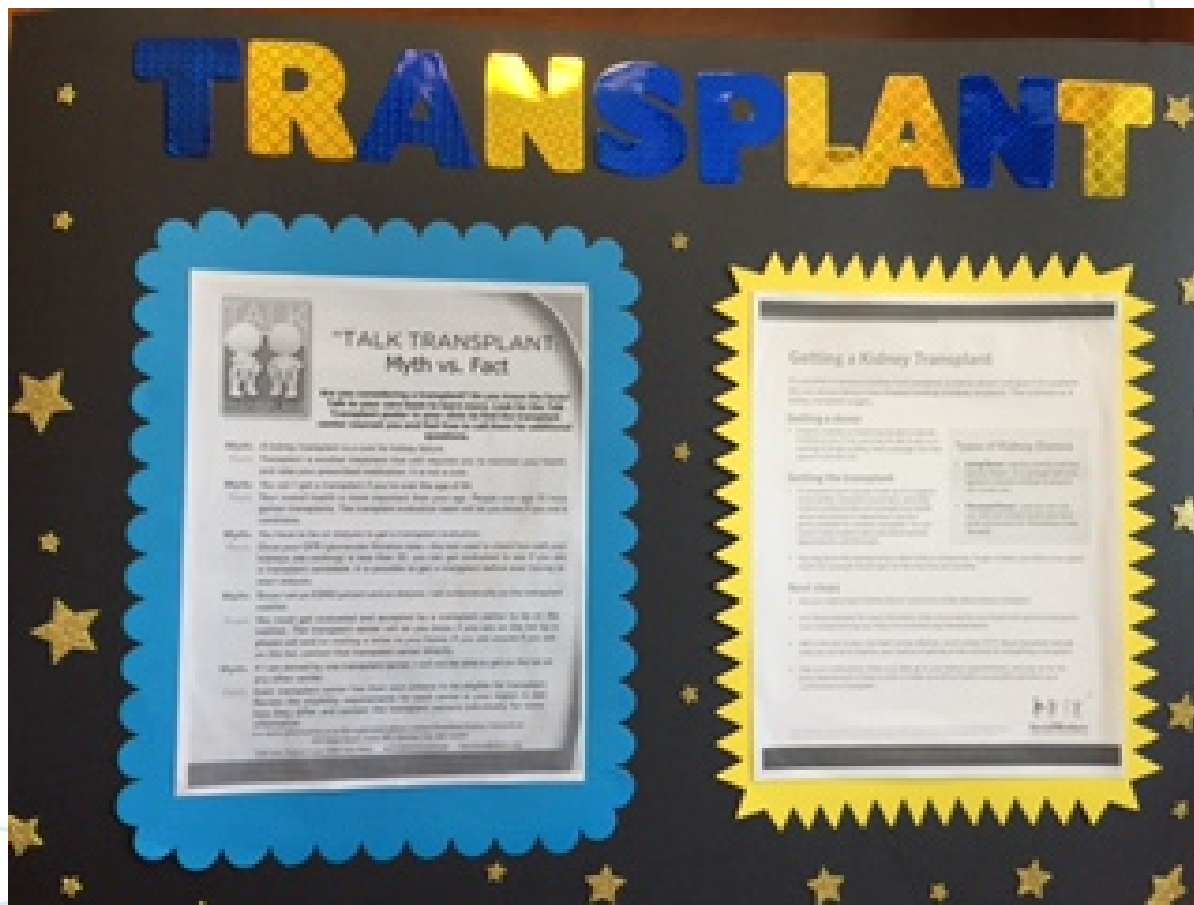


Organ Donation Awareness

- **Goal:** Increase awareness about organ donation
- **Activity:** The staff and NRP, several other patients and past patients put on an open house for our hospital and community to spread awareness for organ donation. The staff all contributed from our social workers to our dietician and it was a huge success. This included checking the registry to make sure you are on it if you marked it on your driver's license or signing up to be an organ donor. We also had information on Live Donation. During this time we offered food and beverages, T-shirt sales. We also gave tours of our dialysis unit to the hospital staff and public while providing general dialysis information. Our NPR did a great job helping with this.
- **Results:** We had a great turn out and raised some money for LIVE ON NEBRASKA! Our NPR and a few transplant recipients were interviewed and the article was posted in our local newspaper also! We had NBC-Nebraska New come out for interviews also.



Transplant



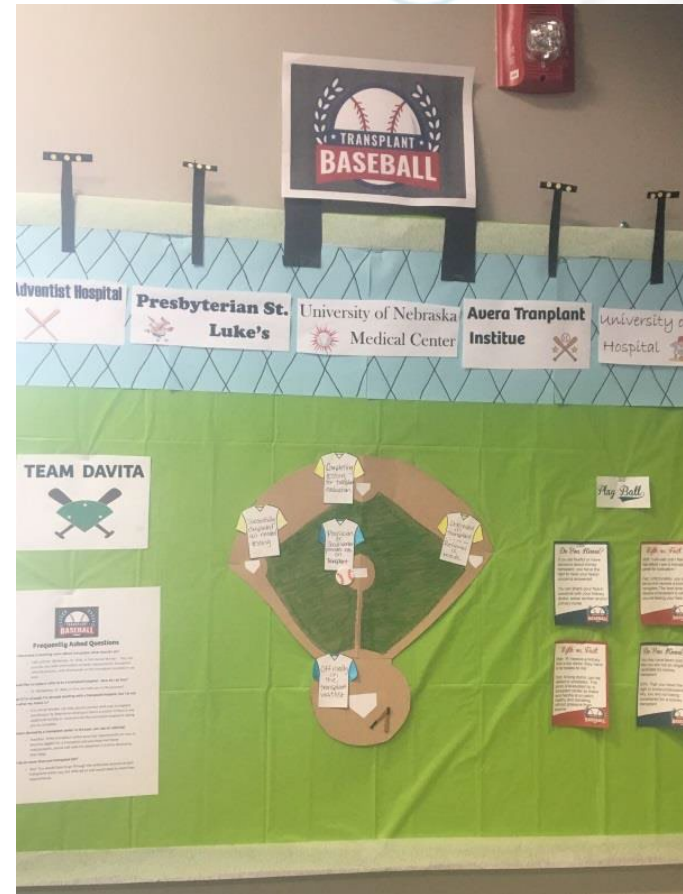
Shared by Central Des Moines Dialysis



Qsource
ESRD Network 12

Transplant Baseball

- **Goal:** To educate patients on steps leading to becoming a successful transplant candidate.
- **Activity:** A Transplant Baseball bulletin board was created to start conversation on steps leading up to transplant "home run".
- **Results:** Patients liked the bulletin board and the information presented with the "myths vs. facts". The baseball team roster also helped this staff facilitate start a discussion with physician to better determine what "base" patients are in.

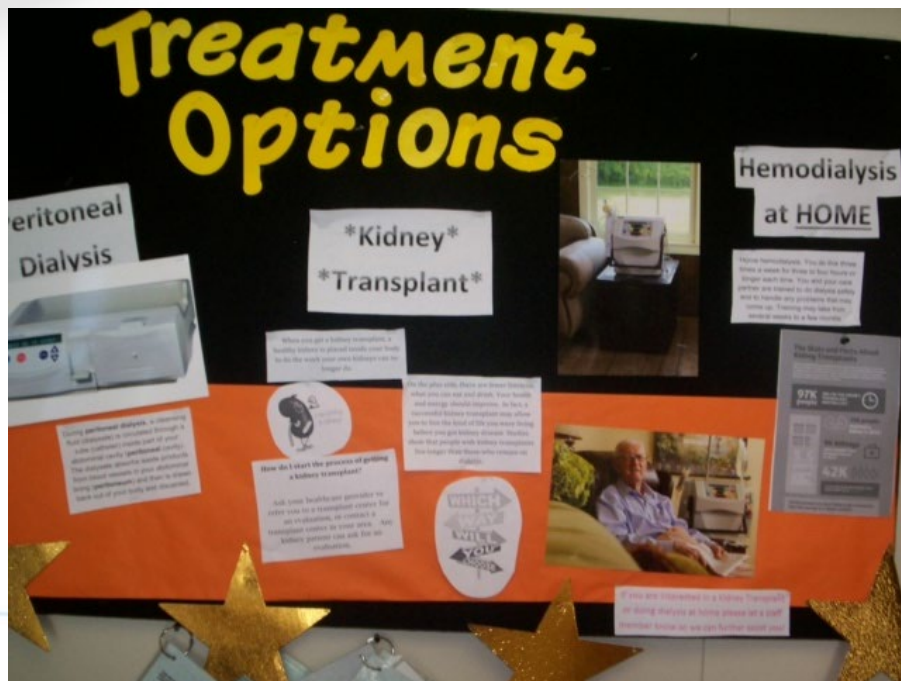


Transplant: It Takes More than Luck



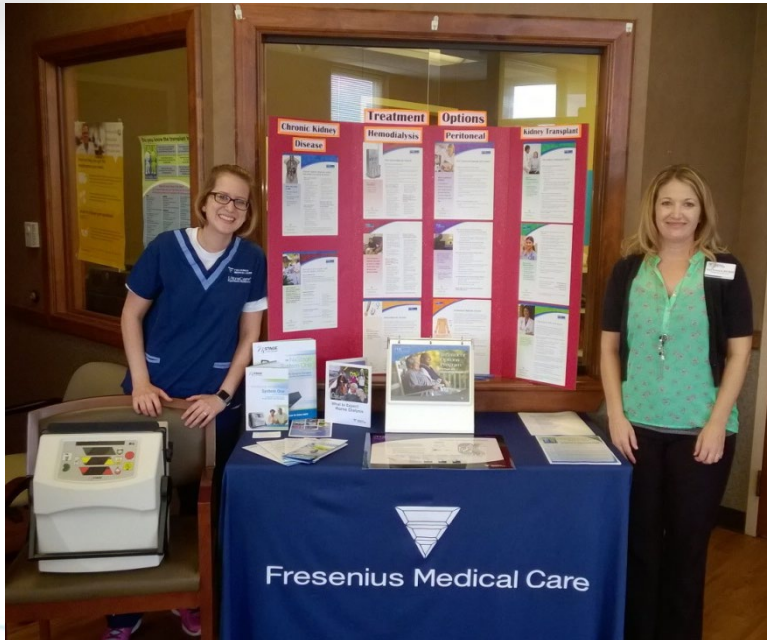
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Treatment Options



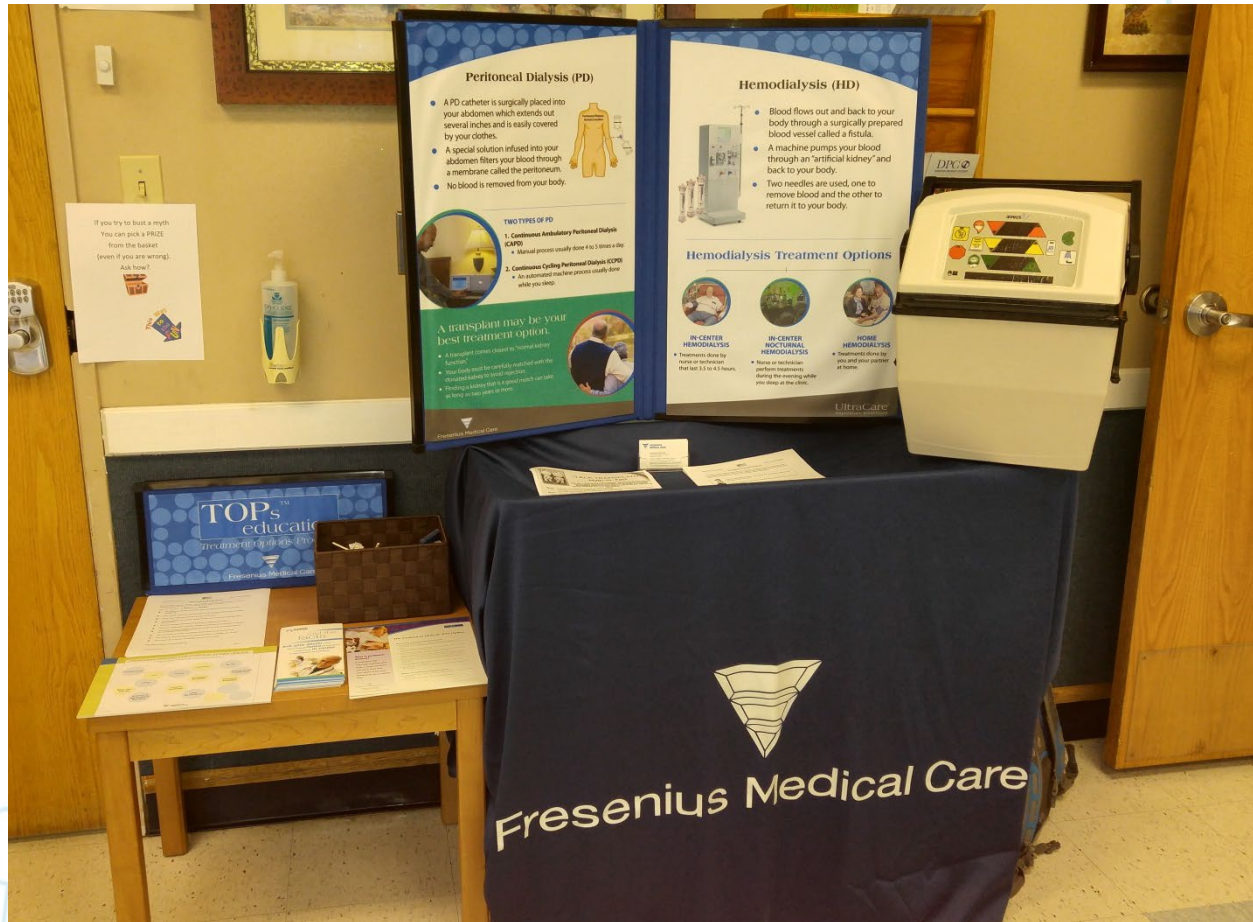
- **Goal:** Re-educate on Treatment options and generate interest in home therapies or transplant.
- **Activity:** Monthly education focused on Treatment Options to treat ESRD. Patients received written information that was reviewed by staff and then taken home with pt. Patients were also able look at the bulletin board to reinforce verbal information they were given.
- **Results:** Goal of patient re-education and interest in other treatment modalities was met. We had 3 patients that obtained appointment with transplant team for evaluation.

Treatment Options



- **Goal:** Increase awareness of treatment options available to patients and provide resources.
- **Activity:** A booth was set up by our TOPs Coordinator. She was able to meet with each shift of patients and provide one on one education about home therapy options and transplant.
- **Results:** 25 of our patients chose to participate in the activity. Of those 25: 6 reported they would follow up either with a transplant facility or wanted further information from Home Therapies Dept. Out of the other 25, several were already active on transplant list, pursuing transplant, or reported they would consider for future but not ready yet.

Treatment Options Lobby Day



Shared by Independence Dialysis

Treatment Options Lobby Day



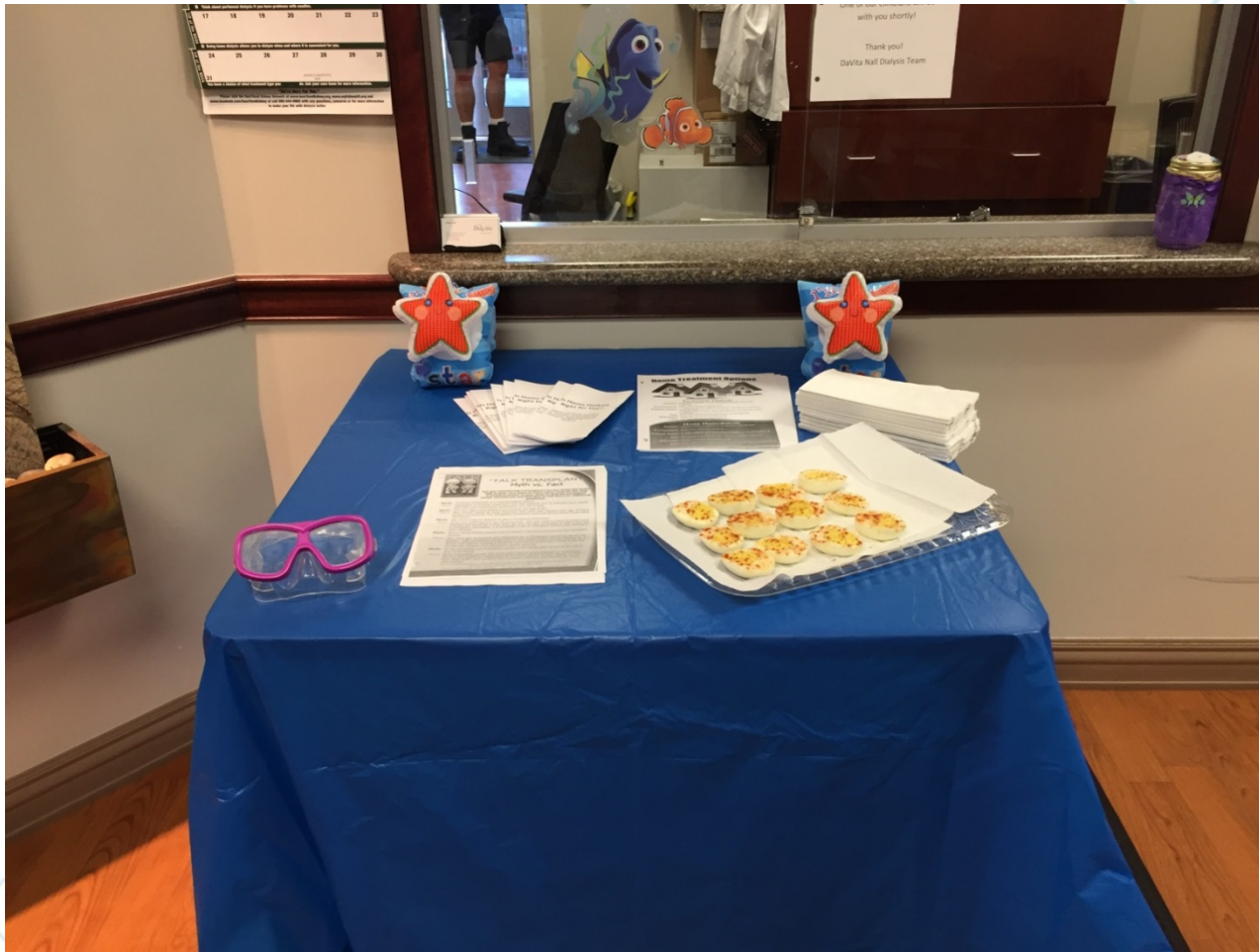
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Treatment Options Lobby Day



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Treatment Options Lobby Day



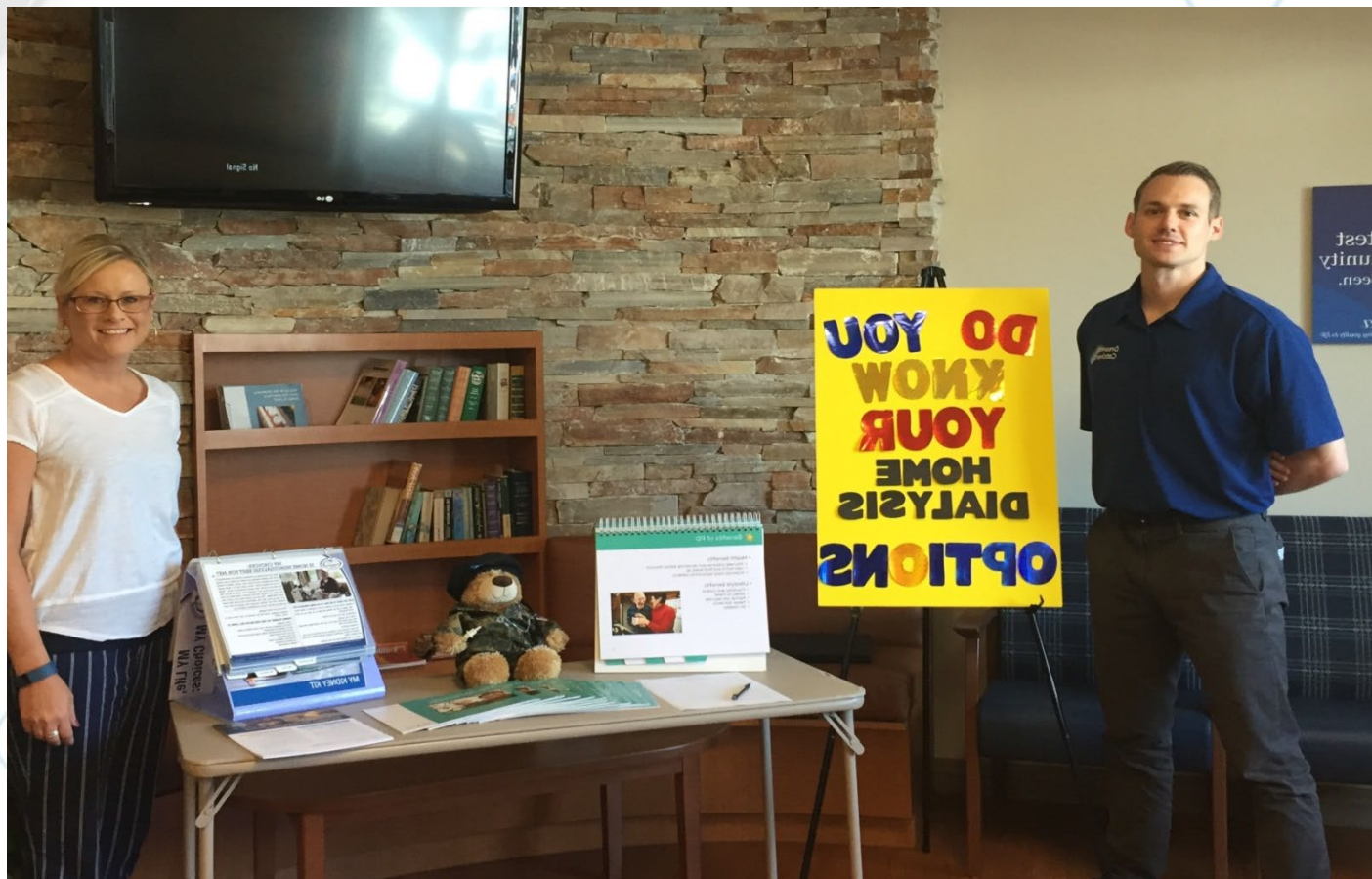
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Treatment Options Lobby Day



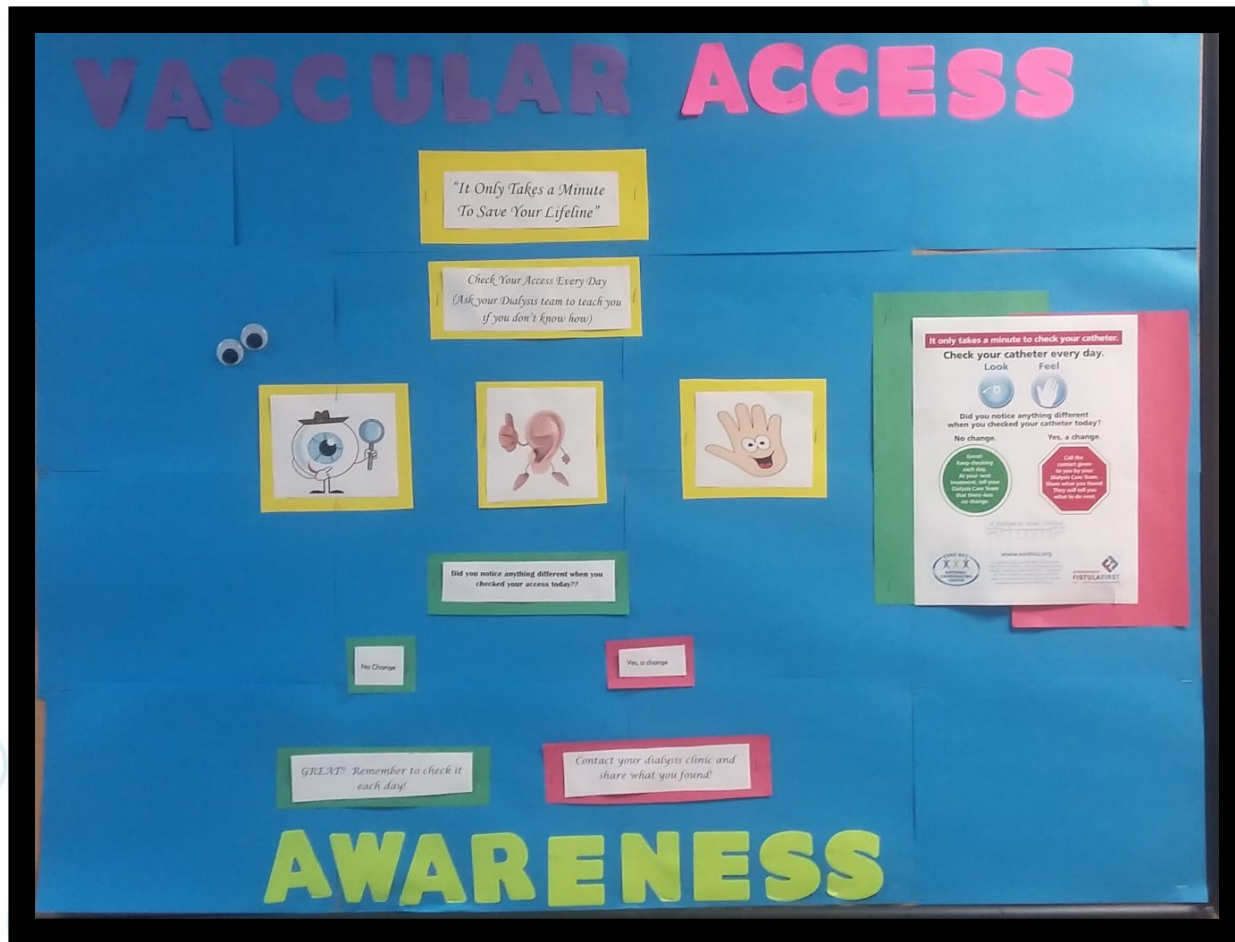
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Treatment Options Lobby Day



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Vascular Access Awareness



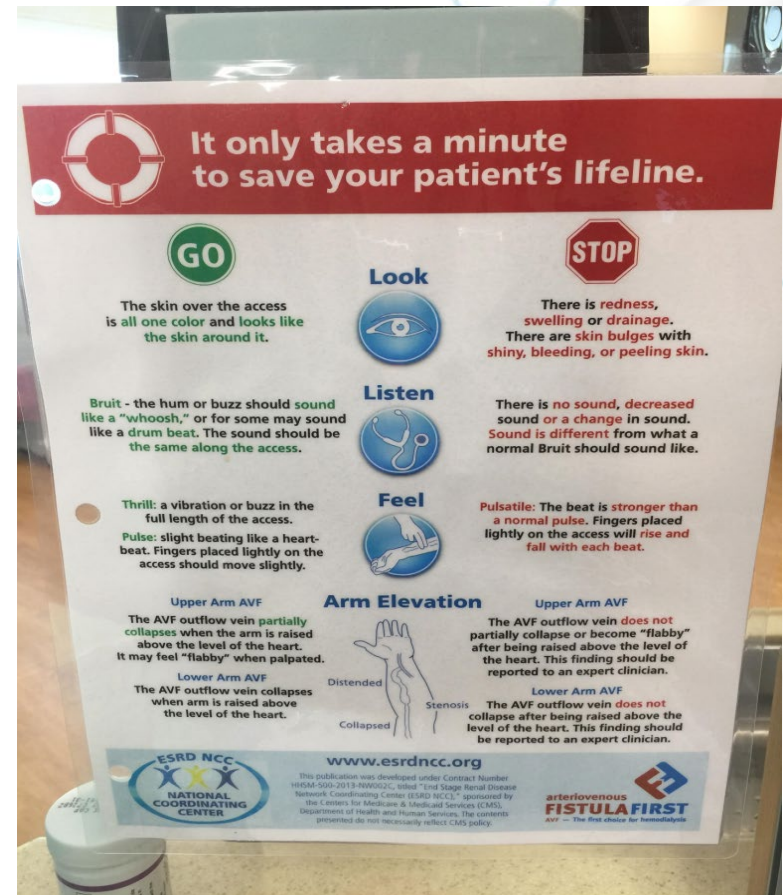
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ESRD Network 12

Vascular Access Checks

- **Goal:** To explain and show the importance of access care.
- **Activity:** Staff members took a day to go over and demonstrate what to look for, what to listen for, and how to feel access.



What is your type? (Access)



- **Goal:** Educate our patients on their access options in a fun way.
- **Activity:** Lobby Day. We had a table set up with information. visual models of different access options. Cards that played the sound of a AVF/AVG.
- **Results:** Patients state they like the visual models. some patients stated " I learned something new."