

## Dialysis Facility Ideas for Addressing Barriers to Patient and Family Participation in Plan of Care

Perceived Barriers to Participation in Plan of Care Meetings with Suggestions for Overcoming those Barriers	
Barriers	Opportunities
<p><b>Facility</b></p> <ul style="list-style-type: none"> <li>Limited space in unit</li> <li>Privacy and confidentiality issues when done chairside</li> <li>Facility believes it is only a CMS requirement, doesn't understand benefit</li> <li>Coordinating schedules</li> </ul> <p><b>Staff</b></p> <ul style="list-style-type: none"> <li>MD availability</li> <li>Understaffing of SW and dietitian, difficult to get meeting plans and entire team there with staff covering multiple units</li> <li>Timing-Scheduling</li> <li>PCTs are not part of the care planning even though they have a lot of interaction with patients</li> <li>Doctors do not encourage the meeting</li> </ul>	<ul style="list-style-type: none"> <li>Assign someone to oversee planning. Send reminders weekly on patient meeting.</li> <li>Do meeting while patient is already at clinic.</li> <li>Confidentiality – meet in a private conference room.</li> <li>Befriend, educate, and encourage the Medical Director (and Administrator) to understand the importance of care conferences beyond the CMS requirements.</li> <li>Let doctors know in advance who's scheduled for POC – confirm time with doctors in advance.</li> <li>Individual staff may ask the patient about issues they have, and then report to IDT. Sometimes patient will tell clinical staff, but not a member of IDT.</li> <li>Place accountability on MD to hold (and be there) for these meetings (i.e., MDs are reimbursed for these and have to document this meeting).</li> <li>Teleconference with doctor rather than have him/her present.</li> <li>Encourage doctor buy-in to process.</li> <li>Ensure flexibility of doctor to patient schedule.</li> <li>Make doctors more accountable to take them seriously.</li> <li>Coordination of time.</li> <li>Consistent time/doctor's schedule.</li> <li>Remember that the patient is the paying customer and the doctor should accommodate the patient's schedule.</li> </ul>

## Dialysis Facility Ideas for Addressing Barriers to Patient and Family Participation in Plan of Care

920 Main Street, Ste. 801 | Kansas City, MO 64105  
P: 816-880-9990 | F: 816-880-9088

### Perceived Barriers to Participation in Plan of Care Meetings with Suggestions for Overcoming those Barriers

Barriers	Opportunities
<b>Patient</b> <ul style="list-style-type: none"> <li>Transportation</li> <li>Notification process</li> <li>Timing- Scheduling, patient already spends enough time at dialysis unit</li> <li>Space – makes a privacy issue for patient</li> <li>Patients sleeping during treatment</li> <li>Patients lack motivation, interest</li> <li>Don't understand benefit</li> <li>Confidentiality</li> <li>Uncomfortable being the center of attention</li> <li>Unstable patients are either in the hospital or non-compliant therefore not present at care plan</li> <li>Language</li> <li>Literacy</li> <li>Cognitive ability</li> <li>Lack of family involvement</li> </ul>	<ul style="list-style-type: none"> <li>Written invitations to patients.</li> <li>Focus on only one or two things in meeting.</li> <li>Offer alternative technology to include patients, i.e. Conference Call; Lync; Face Time; Skype.</li> <li>Involve patient in scheduling process having possible date options.</li> <li>Engage the patient in a dialogue about their needs and what they want or need form dialysis then encourage the patient to bring this discussion to the care plan meeting where they can be heard by all IDT.</li> <li>Ask the patient "What do you want to talk about?"</li> <li>Identify how patient views his/her role in treatment and how active the patient wants to be in their treatment.</li> <li>Give patient appropriate notice of meeting.</li> <li>Make a big deal of the patient coming.</li> <li>Get a video for the patient to watch 1 week before POC meeting to inspire participation.</li> <li>Better education for patients/more patient centered so they have more ownership of the process.</li> <li>Explain the importance – how it can benefit them.</li> <li>Make the patient feel they are the star attraction – they are calling the shots.</li> <li>Encouragement to attend by all IDT members.</li> <li>Question family for the patient.</li> <li>Call family for rides.</li> <li>Tell patients that this patient care meeting is their chance to be proactive in their health care and that they will get time to talk to their doctor one on one and they don't have to pay co-pay visit fee.</li> <li>Reward System: Prize, food, small gift, acknowledgement.</li> <li>Regular counseling and education.</li> <li>Ask: How would you be able to participate in care planning meetings?</li> <li>Offer a time that works for patient &amp; family support person on IDT day.</li> <li>Give patient a copy of the POC letter. On the back there are sections for concerns, goals, questions, comments to be filled out.</li> <li>Encourage them to write down questions in advance or tell me and I'll write them down.</li> <li>Help patient prepare by asking goal questions during regular interactions.</li> <li>Provide transportation to POC.</li> <li>Do during treatment/make more formal in explaining process and encourage discussion.</li> </ul>

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.