



**End Stage Renal Disease(ESRD) Network
Learning and Action Network (LAN) Series:
Home Modality
Quality Improvement Activity**

April 10, 2018

Streaming Audio

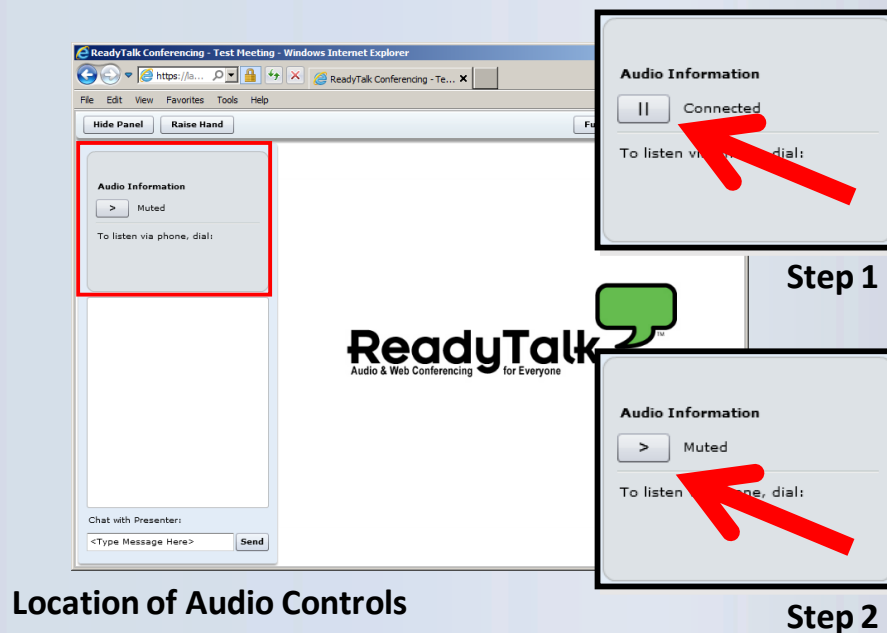
- **Audio for this event is available via INTERNET STREAMING**
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Troubleshooting Audio

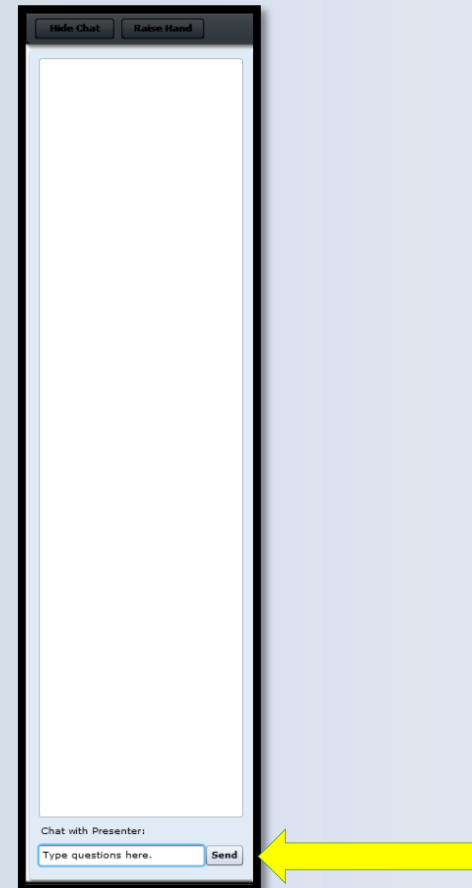
- Audio from computer speakers breaking up?
Audio suddenly stop?
- Click Pause button
- Wait 5 seconds
- Click Play button



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Submitting Questions

Type questions in the “Chat with Presenter” section, located in the bottom-left corner of your screen.



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Welcome

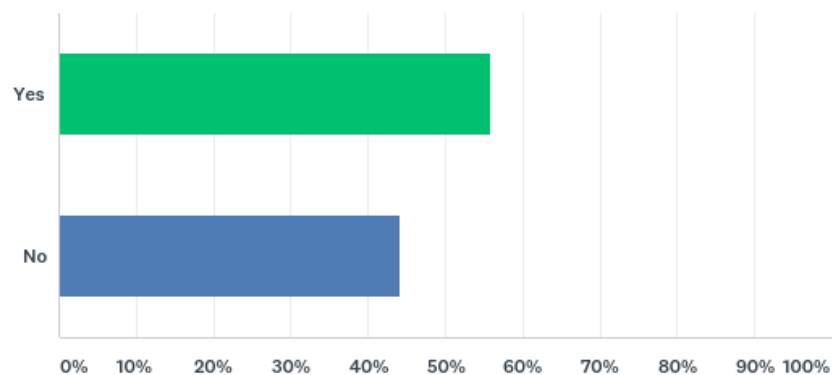
Learning and Action Networks (LANs) bring people together around a shared idea, opportunity, or challenge to offer and request information and experiences to improve the identified topic of discussion.

As a participant in today's LAN activity we encourage you to:

- Engage in the chat box. Share your approaches and experiences related to the information being shared and ask questions.
- Apply the information and knowledge being shared to your own facilities and practices to improve home dialysis.

Pre-Work Feedback – Question 1

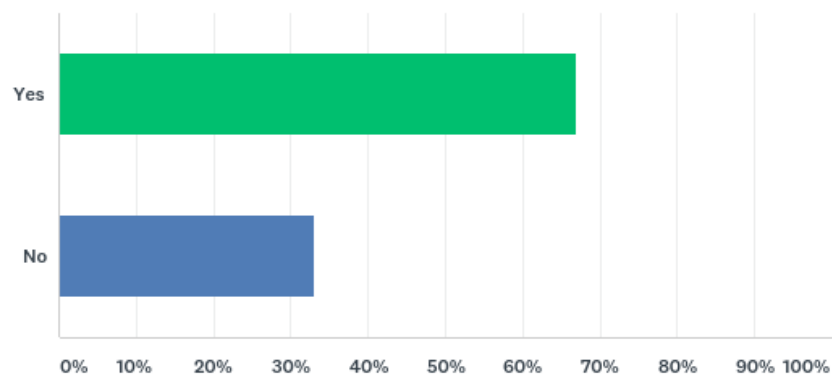
Q1 Do you have a patient advocate at your facility?





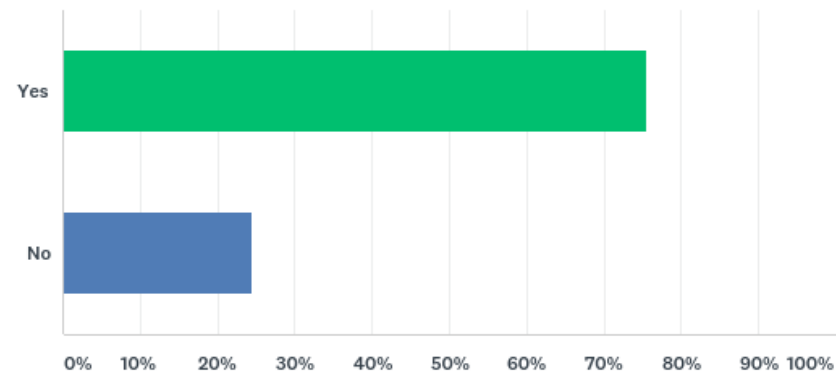
Pre-Work Feedback – Question 2

Q2 Do you have a staff champion for home dialysis?



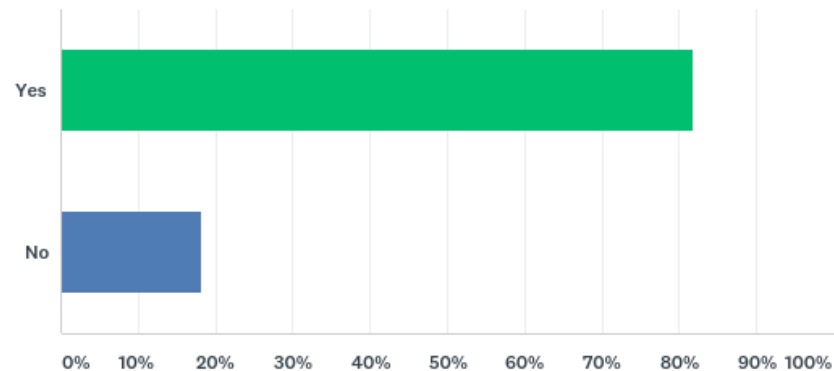
Pre-Work Feedback – Question 3

Q3 Do you host lobby days at your facility?



Pre-Work Feedback – Question 4

Q4 Do you have a process in place to keep patients aware of the progress toward dialyzing at home?





Questions to run on...

- What one idea to increase patients dialyzing at home are *you* excited to try at *your* facility?
- What steps will *you* take to implement a new idea to help patients move their dialysis to home in *your* patient population?
- What actions have *you and your facility* taken to help patients dialyze at home and how can *you* share that to help other patients?

CE Credit Process: Certificate



Home Modality Quality Improvement Activity (QIA) Learning and Action Network (LAN) Call - April 10, 2018

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New User Link:

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Existing User Link:

<https://lmc.hshapps.com/test/adduser.aspx?ID=d6d125d7-17c3-45b0-9cc4-d408cbcf3b2>

Submit Feedback



**FRESENIUS
KIDNEY CARE**



Bringing Patients Home

Shannon Cook, RN, Home Therapy Program Manager, Arizona Region

Thrive On

Consider this...

Patient

- 🏠 Defined as: A person receiving, or registered to receive medical treatment
- 🏠 Synonym: Sick Person, case, invalid, convalescent

Customer

- 🏠 a person or organization that buys goods or services from a store or business
- 🏠 Synonym: Consumer, buyer, purchaser, patron, client, subscriber

Increasing Patient Interest in Home Therapies

- 🏠 Lobby Days
- 🏠 Patient Advocate
- 🏠 Feel free to be creative!



Lobby Days

- 🏠 In-Center Staff Education
- 🏠 Champion
- 🏠 Pathway
- 🏠 Patient Benefits
- 🏠 Modality education on Admission Opportunities
- 🏠 In-Center and Home Collaboration



Follow-Up



- 🏠 **Timely**
- 🏠 **Keep Interested**
- 🏠 **Customer Service**

Educational Sessions- 1 on 1



- 🏠 Modality Education
- 🏠 Benefits of Home Options
- 🏠 Establish Relationship
- 🏠 Offer Options

1:1 Education-Benefits of being in the Home

- 🏠 Comfort
- 🏠 Support System
- 🏠 Ice-Breaker
- 🏠 “Inside Look”
- 🏠 Superior Customer Service



Benefits of Home

Benefits of Home

- **Feature:** PD preserves residual renal function
- **Advantage:** Just 250ml (one cup) of urine produced a day reduces mortality by 35%!
- **Benefit:** Greater chance of living longer!

Benefits of Home

- **Feature:** Many Home Patients dialyze more frequently
- **Advantage:** Equal or better clearance (adequacy)
- **Benefit:** Have more energy, reduced recovery time after treatment, improved blood pressure control, and experience less fluid-related hospitalizations

Benefits of Home

- **Feature:** Dialyze on their own schedule and in the comfort of their home
- **Advantage:** Fit dialysis into your life rather than scheduling your life around dialysis
- **Benefit:** Less visits to the clinic (1-2/mo. vs 13/mo.), spend more time with their family and friends, and enjoy your life more

Benefits of Home

- **Feature:** CCPD patients dialyze at night
- **Advantage:** More time during day for regular activities
- **Benefit:** Saves them time to do the things they did before they were on dialysis such as working

Benefits of Home

- **Feature:** Helps keep patients working/in school and helps patients get back to work/school
- **Advantage:** Maintain employer sponsored health coverage and financial stability
- **Benefit:** Better access to care while on dialysis and for post-transplant care

Benefits of Home

- **Feature:** PD helps patients with needle phobias
- **Advantage:** Don't have to "get stuck" every day
- **Benefit:** Reduces anxiety and pain around this issue

Benefits of Home

- **Feature:** Portability of some Home Dialysis Equipment
- **Advantage:** Can travel and don't have to make arrangements at an in-center and get stuck with whichever shift is open. Airlines can assist with machine transport.
- **Benefit:** Spend your time doing the things you want to without having to interrupt your schedule

“Good” Home Modality Candidate? FACTS

- 🏠 Compliant to treatment
 - Non Compliant Reason?
- 🏠 Care partner support
 - PD: No Partner Required (for most patients)
 - HHD: Some machines are independent (with an emergency plan)
- 🏠 Lots of storage for supplies
 - Home assessment
- 🏠 Good hygiene
 - Can be taught during training
- 🏠 Able (young)
 - Approx. 60%
 - 95 year-old
- 🏠 Working/School
 - Working, School, and Retirement!

MOST PATIENTS CAN DO IT!

Determining Suitability

Common Myths

Myths

MYTH: PD patients cannot have pets

TRUTH: PD patients can have pets. Pets are restricted only from the room that patients use to perform treatments.

Myths

MYTH: Patients need lots of storage space available for supplies.

TRUTH: A closet-size of space is all that is typically needed. Bi-Weekly deliveries may also be available.

Myths

MYTH: Performing treatment is difficult to learn and requires a clinical background.

TRUTH: The vast majority of patients and care partners we train do not have a clinical background. PD can be learned in eight days and HHD in four weeks. Patients and care partners demonstrate knowledge and technique before being allowed to do treatments at home.

Myths

MYTH: I won't have adequate support if something goes wrong.

TRUTH: Patients can call their nurse during working hours and a Home Therapy nurse is always on-call after hours. Each equipment manufacturer offers 24/7 technical support. In the event of an emergency, patients can stop dialysis. HHD patients can return their blood and PD patients can drain their fluid. Patients can come into the clinic the next day or go to the ER if necessary.

Myths

MYTH: PD patients cannot get their catheters wet or go swimming.

TRUTH: PD patients are encouraged to take regular showers once the catheter exit site is healed. Showering with clean running water or swimming in a private pool or the ocean is acceptable. Special occlusive bandages or cleaning the exit site after swimming may be recommended to reduce exposure to germs. Taking a tub bath or swimming in stagnant water (pond, lake) is not recommended.

Myths

MYTH: PD catheters can restrict sexual activity.

TRUTH: The PD catheter is very durable. It is recommended to tape the catheter to the side of the abdomen to prevent it from being pulled.

Which Modality would you choose?

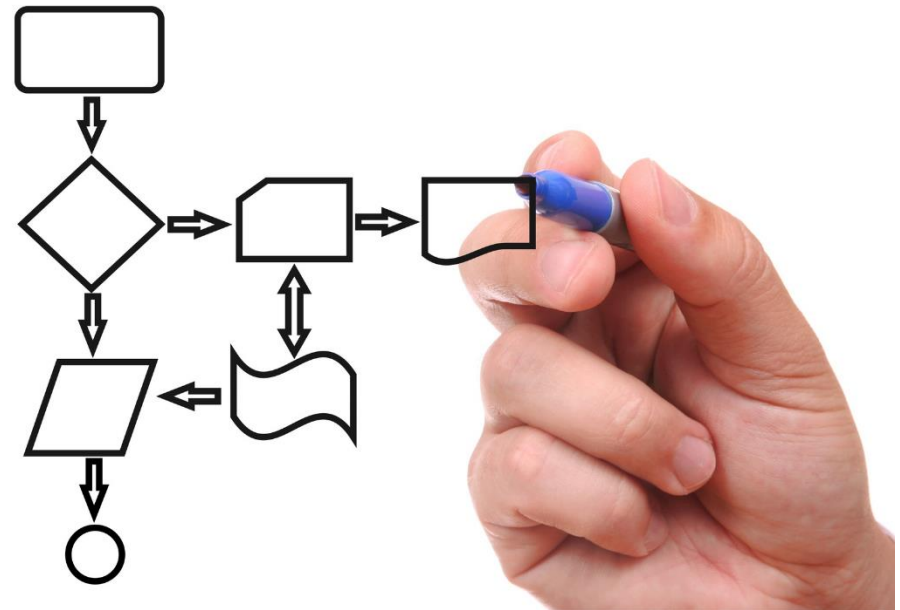
WHEN EXPERTS WERE ASKED:

93% of
nephrologists
would choose
at-home dialysis

89% of
nurses would
choose at-home
dialysis

Patient Accepted for Home Modality

- 🏠 Admission Process
- 🏠 Urgent Start
- 🏠 Accountability
- 🏠 Continued Feedback



{re}defined.

Patient

- 🏠 Patient Mentality: I'm sick, and I need you (IDT) to get better
- 🏠 Staff Mentality: I will take care of their (patient) clinical health needs
- 🏠 Patient Reality: I have to change my life because I'm sick. I may never get better. I need them (IDT) to survive
- 🏠 Staff Reality: They need me (IDT) to take care of them

Customer

- 🏠 Customer Mentality: I need a service, and I'm going to find the best service
- 🏠 Staff Mentality: Customer satisfaction can "make" or "break" me
- 🏠 Customer Reality: I want a place where I feel welcome, needed, and supported. I have options.
- 🏠 Staff Reality: I need them (customer) to survive.

Questions?

Questions?

References

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Weinhandl, E. D., Liu, J., Gilbertson, D. T., Arneson, T. J., & Collins, A. J. (2012). Survival in Daily Home Hemodialysis and Matched Thrice-Weekly In-Center Hemodialysis Patients. *Journal of the American Society of Nephrology : JASN*, 23(5), 895–904.

<http://doi.org/10.1681/ASN.2011080761>

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Existing User Link:

<https://lmc.hshapps.com/test/adduser.aspx?ID=d6d125d7-17c3-45b0-9cc4-d408cbcf3b2>

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