IPRO ESRD Network of New York
Treatment Options QIAs
2018 Mid-Point Webinar

July 26, 2018
Welcome/Opening Remarks
Jeanine Pilgrim, Quality Improvement Director
This Webinar is being recorded.

You will receive an e-mail to notify you when the slides and recordings are available on our website.
Meet the NW2 Quality Improvement Team

Improving Quality of Care for ESRD Patients

Jeanine Pilgrim
Qi Director

Anna Bennett
Qi Coordinator & Emergency Manager

John Cocchieri,
Qi Support Coordinator
Housekeeping Reminders

- All phone lines will be muted
- Please submit ALL questions and comments via chat at any time
- There will be breaks for answering Q & A
- Please don’t place the call on hold, instead disconnect your line and rejoin the call when you are able
- Be present and engaged in our topic presentations
- Please be prepared for sharing and actively participating in the open discussion by commenting in the WebEx chat board
Agenda

- Overview of Transplant and Home Therapies QIAs
- Review Barriers, Solutions, and Best Practices
- Feature Education Station Best Practices
- Discuss Successful Strategies/Planning for 2019
- Closing Remarks/Next Steps
QIAs Overview
QIAs Overview

- Increase Rates of Patients on a Transplant Waitlist
- Increase use of Home Therapies

Why combine interventions for the QIAs?

Efficiency and Streamlining (Rapid Cycle Improvement)
- Both QIAs track patient steps
- Both QIAs involve Treatment Options Education
  - Treatment Options Education Stations
- Many facilities are in BOTH Home and Transplant QIAs
## Facilities in the QIAs

<table>
<thead>
<tr>
<th>Ownership</th>
<th>Patient Census</th>
<th># of Facilities in Transplant QIA</th>
<th># of Facilities in Home Therapies QIA</th>
<th># of facilities in BOTH Transplant and Home Therapies QIAs</th>
</tr>
</thead>
<tbody>
<tr>
<td>FKC</td>
<td>5851</td>
<td>32</td>
<td>40</td>
<td>29</td>
</tr>
<tr>
<td>DaVita</td>
<td>4401</td>
<td>35</td>
<td>25</td>
<td>15</td>
</tr>
<tr>
<td>Dialysis Clinic Inc.</td>
<td>2063</td>
<td>8</td>
<td>9*</td>
<td>6</td>
</tr>
<tr>
<td>Independent</td>
<td>643</td>
<td>15</td>
<td>17*</td>
<td>2</td>
</tr>
<tr>
<td><strong>Totals:</strong></td>
<td><strong>12,958</strong></td>
<td><strong>90</strong></td>
<td><strong>91</strong></td>
<td><strong>52</strong></td>
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</table>
Facility Role & Responsibilities

- Complete & Understand RCA and Education Assessments
- Utilize Network Toolkit
- Education Station/Performance Board
- Share Resources with Staff/Patients/Family
- Submit Data to Network upon request
- Communicate with Network for assistance
- Attend Educational Webinars
- Share Best Practices and Barriers
- Attend National LAN Calls

Facility Role & Responsibility
Combining QIA interventions to:

1. IMPROVE the Process of Treatment Options Education
2. OVERCOME Barriers
3. PROVIDE New Resources for Patient and Staff Education
4. LESSEN THE BURDEN on Reporting QIA Feedback

Resulting in:

- Increased Rates of Patients on a Transplant Waitlist
- Increased Rates of Patients Utilizing Home Therapies
Time for a Live Poll!
Are We Making a Difference?

Since starting this QIA, has your facility’s treatment options education practice changed?

The PDSA cycle

**Act**
- What changes are to be made?
- Next cycle?

**Plan**
- Objective
- Predictions
- Plan to carry out the cycle (who, what, where, when)
- Plan for data collection

**Study**
- Analyse data
- Compare results to predictions
- Summarise what was learned

**Do**
- Carry out the plan
- Document observations
- Record data
Chat Check-In – Questions/Comments?
2018 QIA Barriers and Best Practices
Transplant Barriers

• **FINANCIAL**
  o Transplant has a lot of financial and other barriers/burdens. We think our patients are better off on dialysis
  o Demographic & socioeconomic issues - high uninsured/undocumented population

• **COMPLIANCE**
  o Patient compliance with scheduled appointments, and patients not realizing how many follow up / other medical appointments are necessary at times to complete the transplant process

• **AGE/COMORBIDITIES**
  o Weight/ BMI
  o Smoking
Transplant Best Practices

• **TEAMWORK:**
  o The staff assists patients in scheduling requirements for work-up; very helpful to patients throughout the whole process. Process can be overwhelming for patients and helps to lift burdens of conflicting schedules and working around dialysis.
  o Having the entire IDT talk with patients
  o We provide ongoing education to patients (the entire team) when rounding and upon admissions. We also communicate with the transplant teams monthly to see who is on the waitlist and what testing needs to be completed for which patients in order to activate them.

• **ASSISTANCE:**
  o Provide assistance with stopping smoking
  o Staff helps with making appts required for work-up

• **EDUCATION:**
  o Providing education on multiple occasions
  o Ongoing education
  o Annual education with patients that have refused in the past
In general, how knowledgeable is your staff, including nurses, social workers, and technicians, about kidney transplant as a treatment option?

Answered: 92   Skipped: 0

- Extremely
- Very
- Moderately
- Slightly
- Not at all

40 (43.48%)
Home Therapies Barriers

- **FEAR/LACK OF INTEREST:**
  - Fear of self cannulation
  - Fear of traumatizing their family members when they watch patient do the procedure

- **NO SUPPORT AT HOME:**
  - Scared because they live alone
  - Lack of storage space

- **NON-COMPLIANCE:**
  - Too much self care they are not willing to do
  - Patients not wanting surgery
Home Therapies Best Practices

• EDUCATION RESOURCES:
  o Medical Director doing pre-dialysis education classes
  o We do lots of explanation about home PD not just verbally but with pictures
  o Education at chairside from experienced home team member
  o Aggressive education with lobby days

• TEAMWORK:
  o Getting the team involved
  o Nephrologist pro home therapy
  o Meet and greet with patients interested in Home Therapy to introduce staff, show equipment and answer questions on home modalities
  o Pt education by current PD/HHD patients
Time for a Live Poll!
What do your Patients think?

Has your facility staff been engaging more with patients, family members and care partners?

Has your Education Station helped generate more discussion from patients about treatment options?

The PDSA cycle

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Chat Check-In – Questions/Comments?
Education Station Best Practices
Education Station Best Practices

Contest Update!

• 84 pictures submitted
• 37 identified to be reviewed by Patient SMEs for final voting
• Winner to be announced in August
  • Winners and finalists will be featured on Network Website, Resources and in Newsletters.
  • Participants will be acknowledged at the 2019 Network Annual Meeting!
• All participants will receive certificate acknowledgement

Deadline Extension – Final Call for Photos – Submit TODAY!
Education Station Best Practices

All Treatment Options!
A library of resources!

DCI Rubin Troy

Sustainability

Use of Color and Design!

Corning Dialysis

Getting attention!
Use of Peer Mentors!

Celia Dill!!
Education Station Best Practices

Pick a Theme!!!
Use Large Fonts!
_Southtowns Dialysis_

Use of Color and Design!
_FMS Albany_
Education Station Best Practices

Sharing how many patients have had a transplant!!
*FMS Nephrocare*

Giveaways!!
*FMS Queens AKC*
Education Station Best Practices

Large Fonts!
Transplant Center staff!
HK Freeman!!!

Feature Staff and Equipment!
Huntington AKC
Medford!

Tell patients who to ask!
Huntington AKC Syosset!
Education Station Best Practices

Humor Helps!
*Hastings Dialysis*

List the Steps!
*Long Island Renal Care*

Feature ALL Treatment Options!
Way to go Oswego!!!
Time for a Live Poll!
Do you have all the tools you need?

Did you receive the Network resource toolkit?
Do you need another batch of tools to refresh your station?

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Chat Check-In – Questions/Comments?
Discuss Successful Strategies Planning for 2019
Review 2018 Interventions

What Worked?
- Calls and Meetings
- QIA Newsletters
- QIA Webpages

Lessons Learned:
- Network will improve ordering/process for mailing materials
- Ask patients to participate MORE!
  - in designing Education Stations and/or Bulletin Boards
  - In a blinded QAPI process
  - In providing feedback to materials
  - More Peer Mentoring
  - In Lobby Days
We are listening!

**Planned Interventions for 2019**

- *QIA Checklist with due dates*
- *More Contests!*
- *And more…*

“I think it would be so much easier if a project calendar/check list went out at the start of the project so we knew ahead of time what to expect, what's due when, ability to track where we are in the project process and be able to refer to it for clarification if we have questions.”
Order Network QIA Tools and Resources

Use our online QIA Materials Order Form:

https://www.surveymonkey.com/r/NW2QIAResources
Get your Patients Involved! Peer Mentorship

• Network-hosted webinars
• Welcome Kits for facilities
• Multiple Formats
  – Online/Print/DVD
• Resource toolkits
• Patient developed role-playing scenarios
• Help your patients sign-up today!
Chat Check-In – Questions/Comments?
Closing Remarks/Next Steps
We need your feedback and suggestions! Please complete our Webinar Evaluation to share your thoughts and comments. We welcome and value your input!
Next Steps/Actions

- Complete outstanding surveys or assessments from Network
- Communicate with Network on challenges, barriers, opportunities, and best practices
- **Submit Education Station Photo by 7/31 to be eligible for contest**
- Independent facilities continue to submit monthly 7-Step Tracking survey/LDOs direct submit data to NCC
- Identify patients to recruit for Network’s Peer Mentorship Training Program
- Engage your patients/family members/care partners, PAC Representatives or Mentors in the educational activities
- Engage all Staff in treatment options education efforts
- Keep your Education Station Updated with resources
- Attend National LAN Meetings hosted by CMS and NCC
- **Save the Date! Network Annual Meeting: April 4, 2019, Garden City**
Stay in Touch!

- Subscribe to receive Provider Insider, Emergency Messaging Channel, Kidney Chronicles, and PAC Speaks
  - [https://tinyurl.com/ESRDNW2-6](https://tinyurl.com/ESRDNW2-6)
- Facebook
  - [https://www.facebook.com/IPROESRDProgram](https://www.facebook.com/IPROESRDProgram)
- Website
Thank You!

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