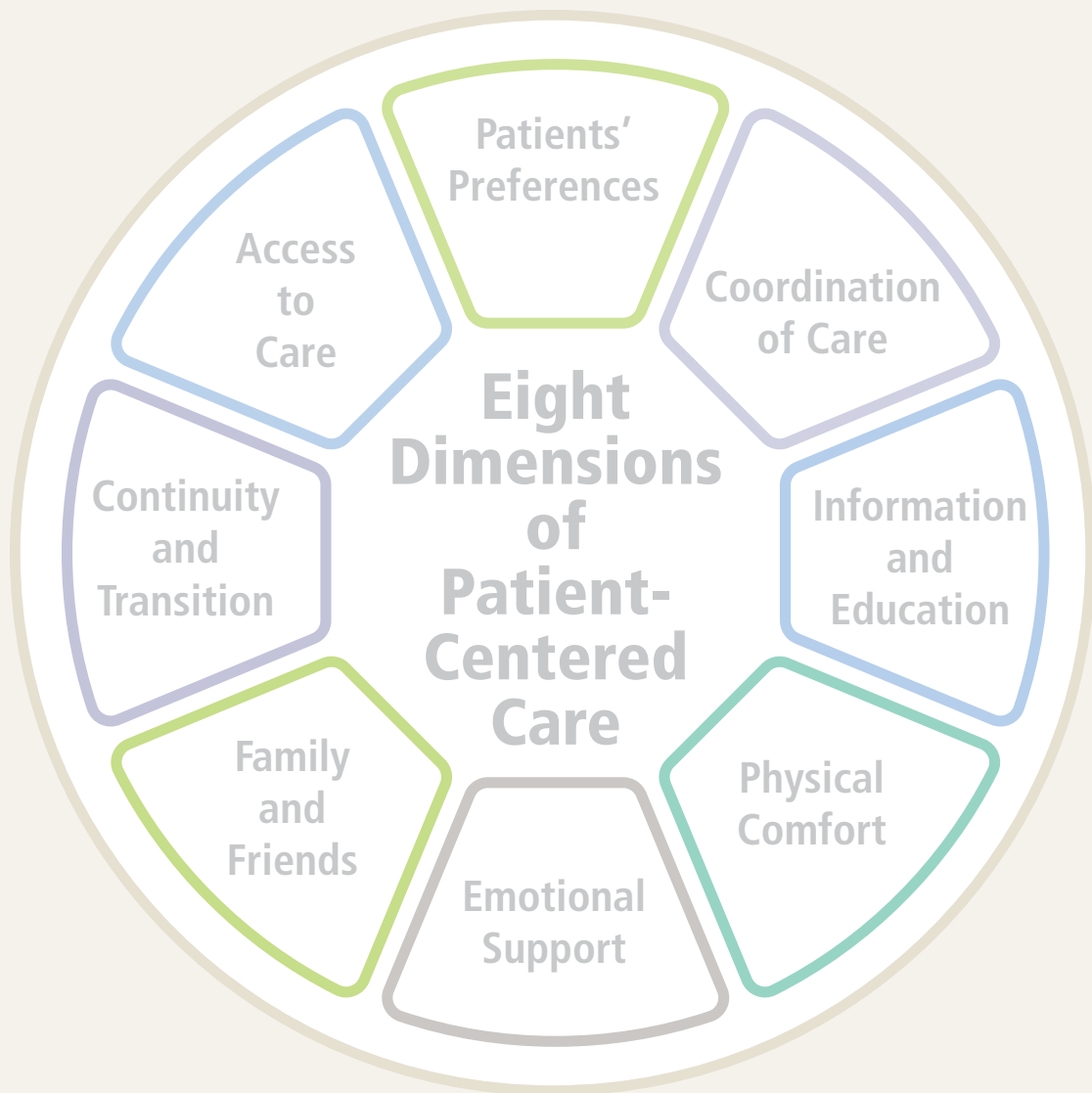


IMPROVING PATIENT EXPERIENCE OF CARE

ACT Now To Resolve

A Resource for Providers



End-Stage Renal Disease
Network of New England

network1.esrd.ipro.org

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Introduction

Living with kidney disease is often overwhelming. Each individual faces unique challenges in adapting to the lifestyle changes that come with kidney disease. The Network’s staff members have found that effective communication that identifies individual needs and supports patients in working through solutions is an essential component of a positive patient experience of care.

IPRO’s ESRD Networks have developed the “ACT Now To Resolve” communication program to improve communication between patients and healthcare practitioners, with an ultimate goal to identify and implement strategies that address a patient’s individual needs.

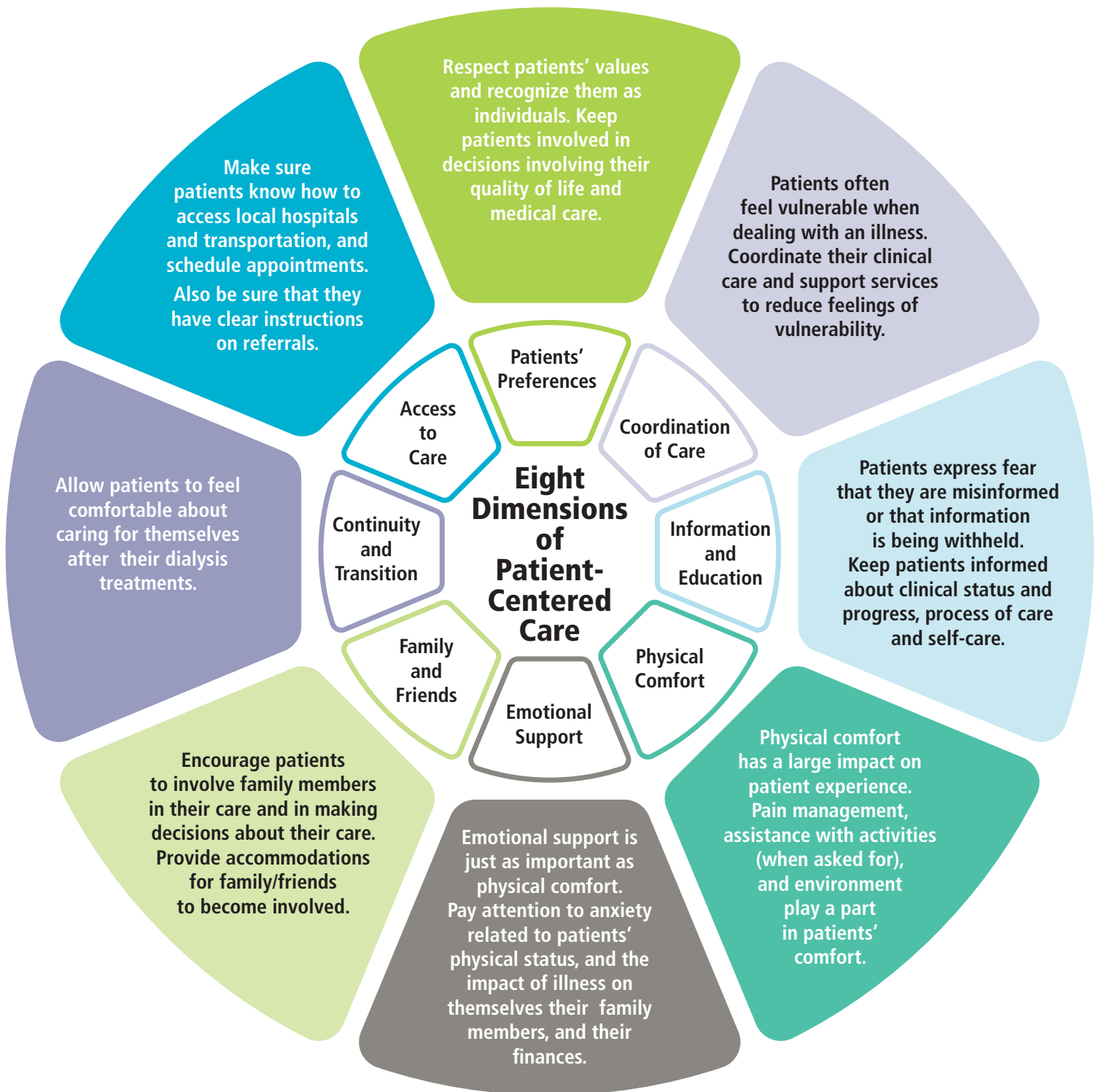
Focusing conversations on topics that matter the most to a patient is important to improving the patient’s experience of care. Researchers from Harvard Medical School, on behalf of the Picker Institute and The Commonwealth Fund conducted research with a broad base of patients and a variety of healthcare team members.

Their research resulted in identification of eight areas of care that most significantly affect the patient’s overall experience of care; the basis of the model now known as the Eight Principles of Patient-Centered Care*. This model reflects a conviction that all patients deserve high-quality healthcare and that patients’ views and experiences are integral to improvement efforts.

In this guide the Network adapted the Eight Principles of Patient-Centered Care using examples that relate to individuals living with kidney disease. Using ACT Now To Resolve communication methods, four sample conversations have been provided that focus on areas identified in the Eight Principles of Patient-Centered Care.

The goal is to foster improved communication between the patient and the healthcare team around issues of importance to the patient, which will in turn lead to an improved experience of care.

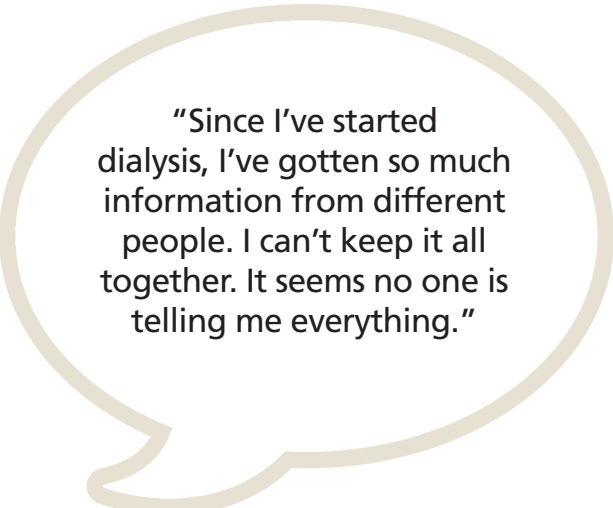
*http://cgp.pickerinstitute.org?page_id=1319



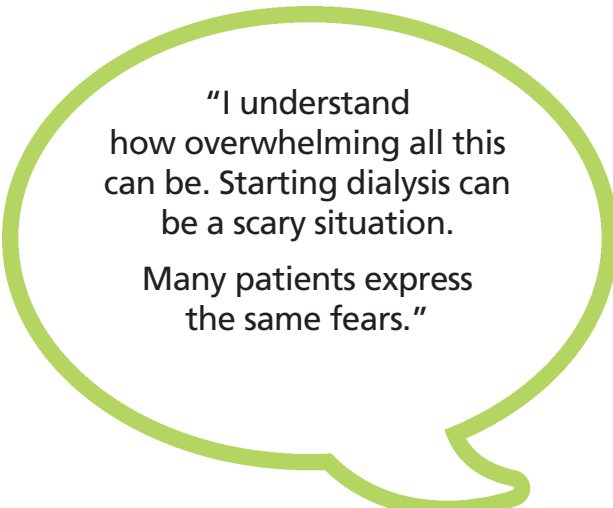
ACT Now To Resolve Example #1

Dimension of Care: Patients' Preferences

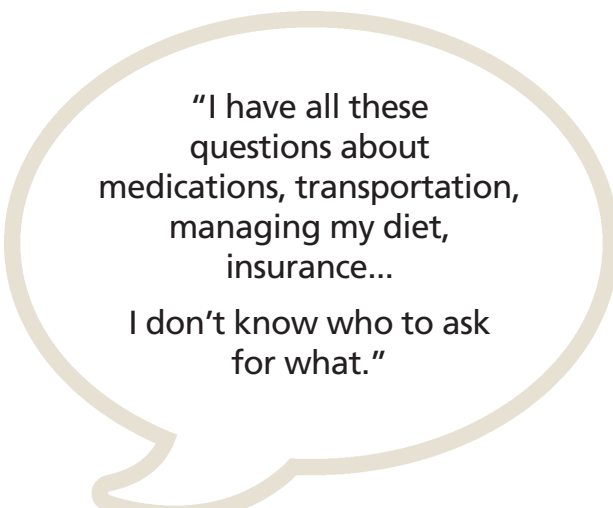
Respect each patient's values and recognize each patient as an individual. Be sure to keep the patient involved in his or her quality of care and medical decisions. Coordinate patients' clinic care, frontline patient care, and support services.



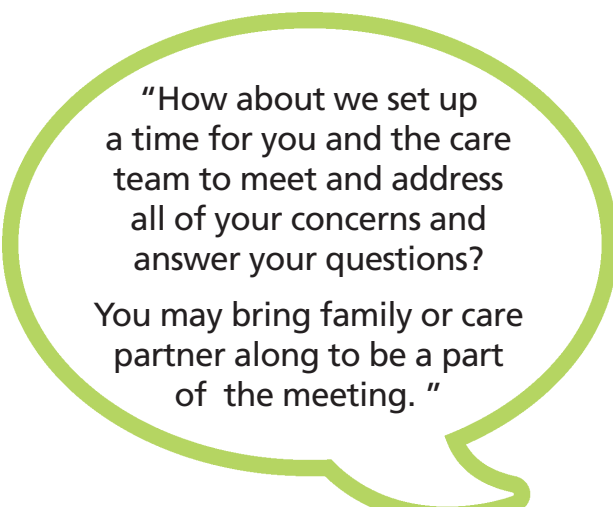
"Since I've started dialysis, I've gotten so much information from different people. I can't keep it all together. It seems no one is telling me everything."



"I understand how overwhelming all this can be. Starting dialysis can be a scary situation. Many patients express the same fears."



"I have all these questions about medications, transportation, managing my diet, insurance... I don't know who to ask for what."

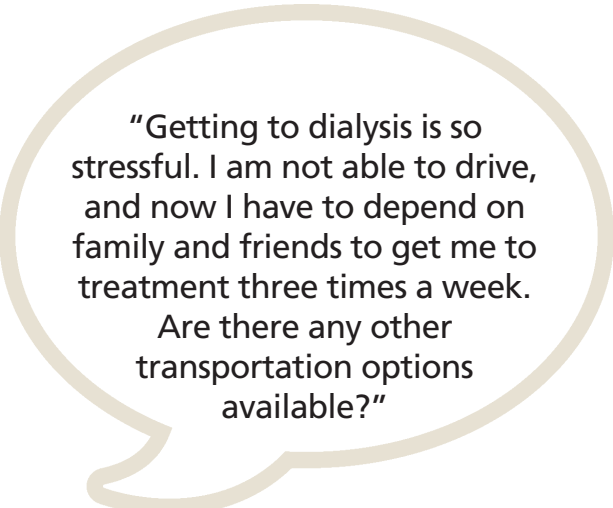


"How about we set up a time for you and the care team to meet and address all of your concerns and answer your questions? You may bring family or care partner along to be a part of the meeting. "

ACT Now To Resolve Example #2


Dimension of Care: Education about Access to Care

Patients may express a fear that they are being misinformed or information is being withheld. To keep patients informed, make sure they know how to access local hospitals, transportation resources, referrals, information about their clinical status, progress, a process of care and self-care.

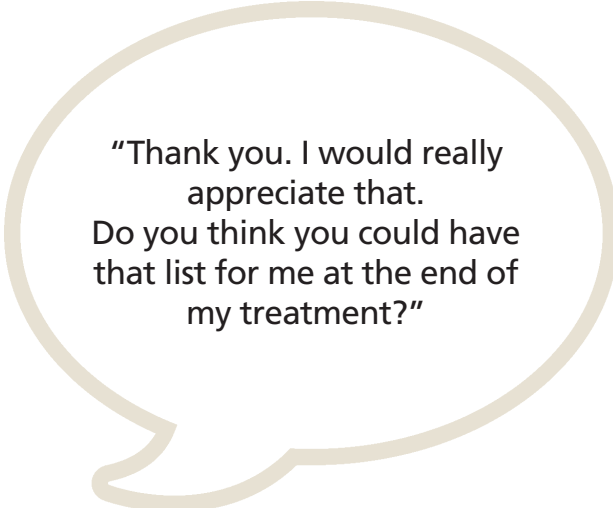


"Getting to dialysis is so stressful. I am not able to drive, and now I have to depend on family and friends to get me to treatment three times a week.

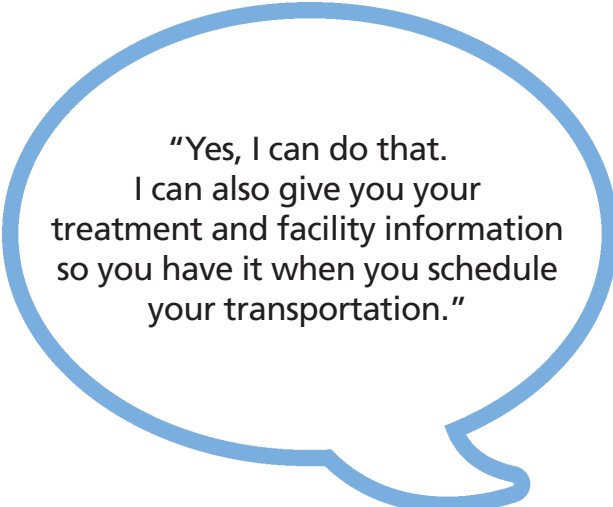
Are there any other transportation options available?"



"I can look into transportation options that are available in your area. I will follow up and provide you a list with contact numbers."



"Thank you. I would really appreciate that. Do you think you could have that list for me at the end of my treatment?"



"Yes, I can do that. I can also give you your treatment and facility information so you have it when you schedule your transportation."

ACT Now To Resolve Example #3

Dimension of Care: Physical Comfort

Physical comfort plays a significant role in the patient's experience of care. Pain management, assistance with activities, and environment all contribute to patient's comfort. Dialysis facility staff can play a key role in allowing patients to feel comfortable about caring for themselves after dialysis.

"Dialysis leaves me feeling so tired.

There is so much I want to continue to do, but lately it has become much more difficult. Simple everyday tasks take me longer to accomplish."

"You had told me you resided by yourself.

Do have any relatives or friends who you could ask for assistance when you need a little extra help?"


"I do have family and friends in the area, but they have their own lives. I'm thinking about hiring a home health aide to help me, but I don't know where to start."

"Acknowledging you need help is a brave thing to do. Let's talk about what your specific needs are, and then I can look into some agencies that will be able to help you"


ACT Now To Resolve Example #4

Dimension of Care: Emotional Support

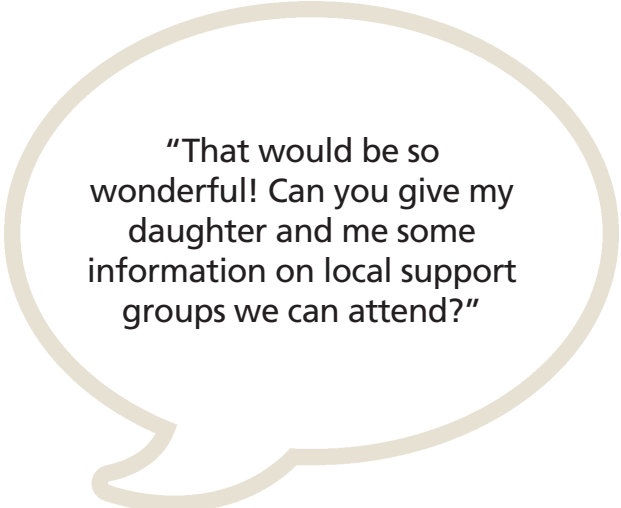
Encourage your patients to involve family in their care. There are several benefits to involving family members in the decision making process. Inquire about the patient's support system. Does the patient have friends or support group to express their fears and anxiety associated with kidney disease? Discuss with the patient and generate referrals as needed.




"My daughter is always asking questions about my illness. Can I invite her to the next care conference so she can feel more involved in my care?"



"Absolutely, we encourage patients to have their family and caregivers involved. It provides extra support for you as well."

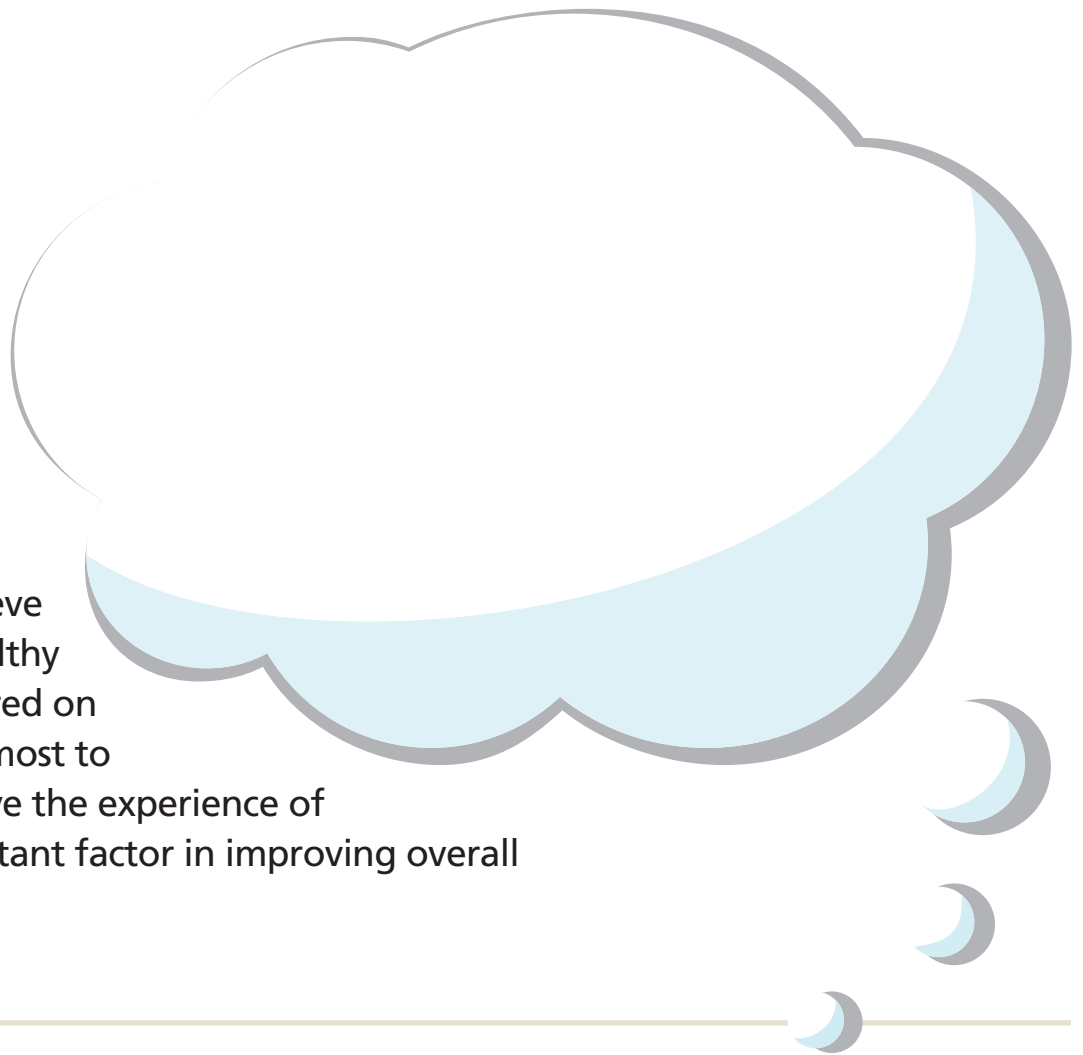


"That would be so wonderful! Can you give my daughter and me some information on local support groups we can attend?"



"We can certainly look into support groups. Having that emotional support is so important in managing your illness."

Good communication takes practice. IPRO ESRD Network's "ACT Now To Resolve" program is designed to help patients and healthcare team members build those conversations. We believe that by supporting healthy communications centered on issues that matter the most to patients we can improve the experience of care, which is an important factor in improving overall quality of health.



Try It On Your Own!

1. Using the templates on the next three pages, outline a conversation you have heard or would like to have about an important issue.
2. Make sure you review the "ACT Now To Resolve" methods in developing the conversation.
3. What dimension of care does this discussion focus on?
4. Practice having this conversation with others. Consider practicing with someone you know who might give you suggestions about how to improve.
5. Attempt to have the conversation you have outlined. How did it go? What worked? What do you need to improve?
6. Share what you have learned with others including staff at your local Network!
7. Keep practicing!

ACT Now To Resolve Worksheet

Dimension of Care: _____



ACT Now To Resolve Worksheet

Dimension of Care: _____



ACT Now To Resolve Worksheet

Dimension of Care: _____





Better healthcare,
realized.

IPRO End-Stage Renal Disease Network of New England
1952 Whitney Avenue, 2nd Floor, Hamden, CT 06517
Main: (203) 387-9332 • Patient Toll-Free: (866) 286-3773
Fax: (203) 389-9902 • E-mail: info@nw1.esrd.net
Web: network1.esrd.ipro.org

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