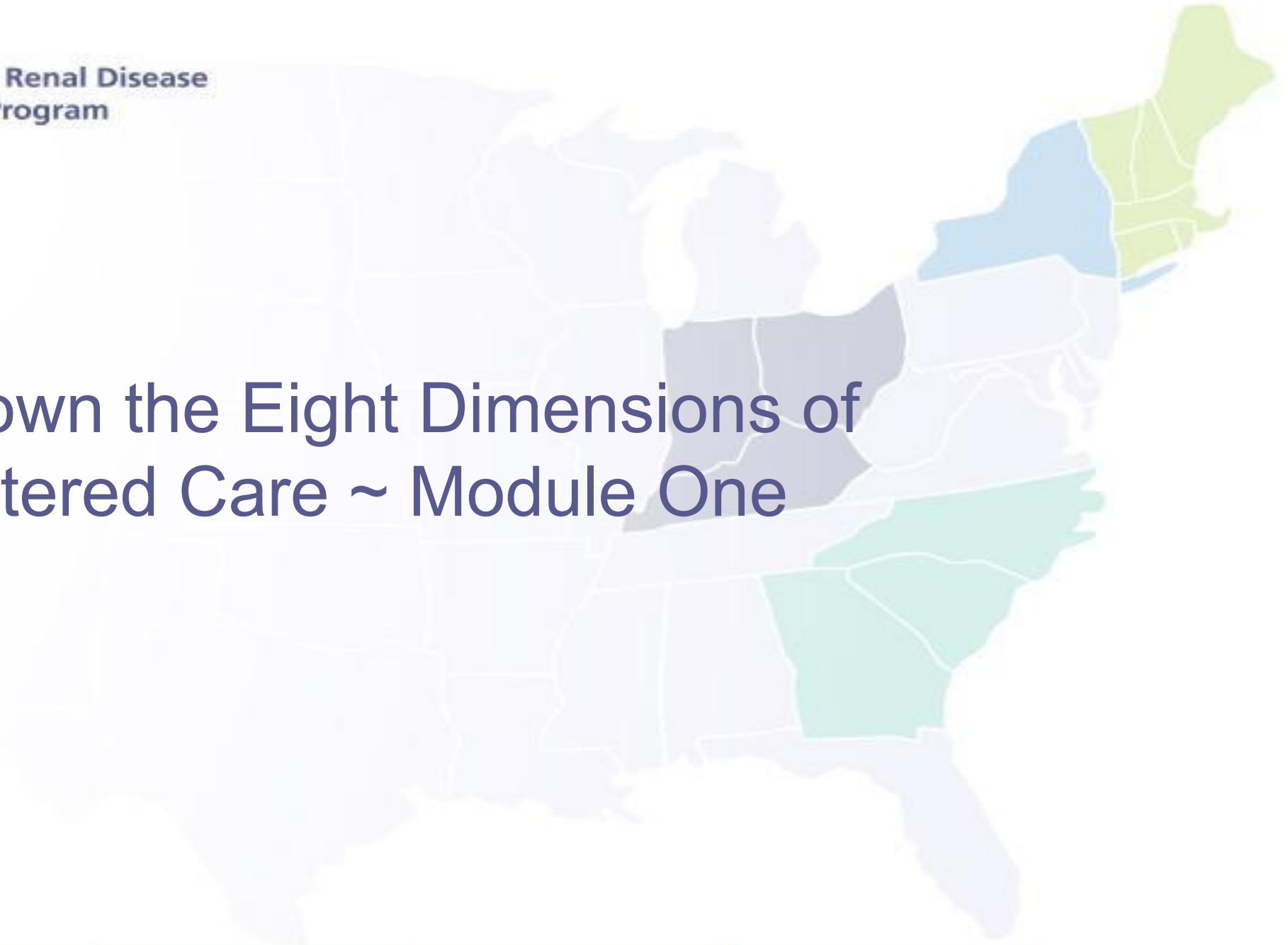




End-Stage Renal Disease  
Network Program

# Breaking Down the Eight Dimensions of Patient-Centered Care ~ Module One





# WELCOME

Welcome to the series, *Breaking Down the Eight Dimensions of Patient-Centered Care!*  
This series is broken down into four modules, where we will review each dimension or area two at a time.

Each module will consist of the following:

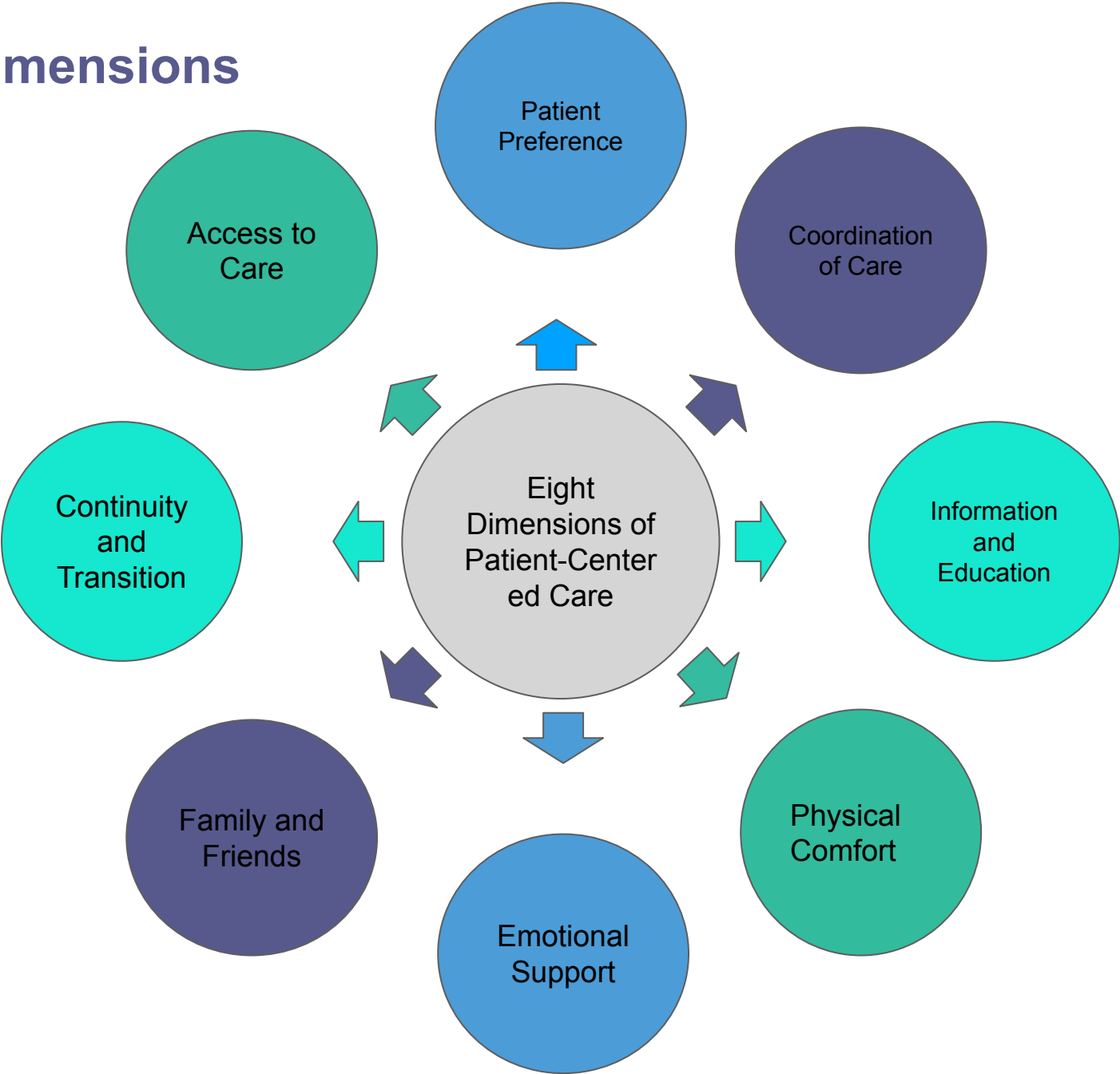
- Three main points of each area
- Sample conversations
- Focused resources for each area



# Development of the Eight Dimensions

- The eight dimensions came out of Harvard research on behalf of the Pickler Institute
- Studies were done on a broad range of patients and healthcare team providers asking what they considered to be the most important aspects of a patient's care
- The results were grouped into clusters or eight areas or dimensions of care which patients and providers indicated would affect the overall experience of care
- Every principle which will be discussed can be applied in some way to the ESRD community and creating a patient's life plan

# The Eight Dimensions





## Breakdown of the Modules

**Module 1:** Patient Preference ~ Emotional Support (August)

**Module 2:** Coordination of Care ~ Family and Friends (September)

**Module 3:** Information and Education ~ Continuity and Transition (October)

**Module 4:** Physical Comfort ~ Access to Care (November)



# Dimension #1: Patient Preference

## Three Points to Consider

- Respect the values and beliefs of patients
- Recognize the patient is their own individual with their own thoughts
- Keep patients and their family members involved in decisions about their dialysis care and quality of care



## Patient Preference in Action: Example Conversation

**PATIENT:** “Since I have started dialysis, so much information has been given to me yet no one will actually sit down and talk to me about it. I need more explanation and prefer to discuss outside of treatment”

**STAFF:** “Starting dialysis can be a very scary situation. I understand how it can be very overwhelming”

**PATIENT:** “Can we please set up a time outside of my treatment to talk about all of this?”

**STAFF:** “Absolutely. Let’s set up some time to discuss your concerns. Feel free to bring a family member if you would like.”



## Dimension #2: Emotional Support

### Three Points to Consider

- Encourage the patient to involve their family in their care
- Who does the patient consider as their “support system”
- Does the patient have any method of expressing their fears or anxiety about treatment  
(Example: support group, talk therapy)





## Emotional Support in Action: Example Conversation

**PATIENT:** "My family is very involved which is great but I think I may need some more support as I work through this new process."

**STAFF:** "Never be afraid to ask for help. Can you give me an idea of what exactly you are looking for?"

**PATIENT:** "Can you please connect me with some local support groups or even a patient I can talk to going through the same things as me?"

**STAFF:** "How about you talk with our facility peer mentor. Many of our new patients speak with them and have said it is very helpful. Also, how about each week we set up a touch point for now as you are getting used to dialysis."



# Resources to Consider

## **American Association of Kidney Patients(AAKP) ~ <https://aakp.org/>**

- State by state support group listing and has a guide on how to start a support group
- Access to virtual support groups
- Resources on the benefits of support groups

## **National Kidney Foundation ~ <https://www.kidney.org/peers>**

- Peer mentoring program *NKF Peers* where kidney patients can join as a mentee or become a mentor themselves
- All activities of this program are completed over the telephone

## **IPRO Peer Mentoring Program ~ [esrd.ipro.org](http://esrd.ipro.org)**

- Program approved by the National Coordinating Center(NCC) and IPRO
- Patients can take courses to become a peer mentor or mentee

## **National Coordinating Center (NCC) ~ [esrdncc.org](http://esrdncc.org)**

- Link will take you to the “For New Dialysis Patients” page
- Several resources available from patients who are newly diagnosed to treatment choices to patients being involved in their care

# Thank You

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