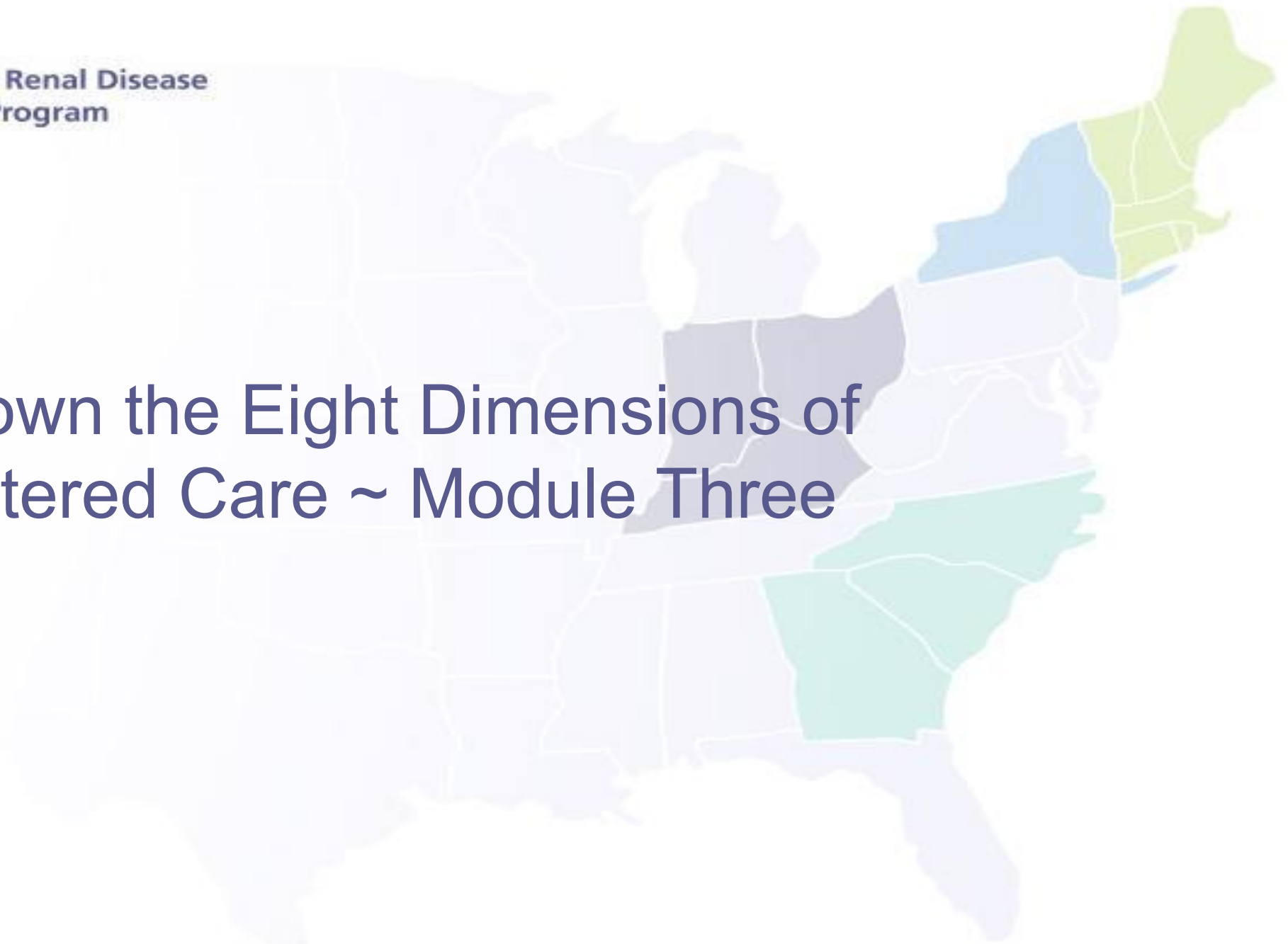




End-Stage Renal Disease
Network Program

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





WELCOME

Welcome to part three of 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:

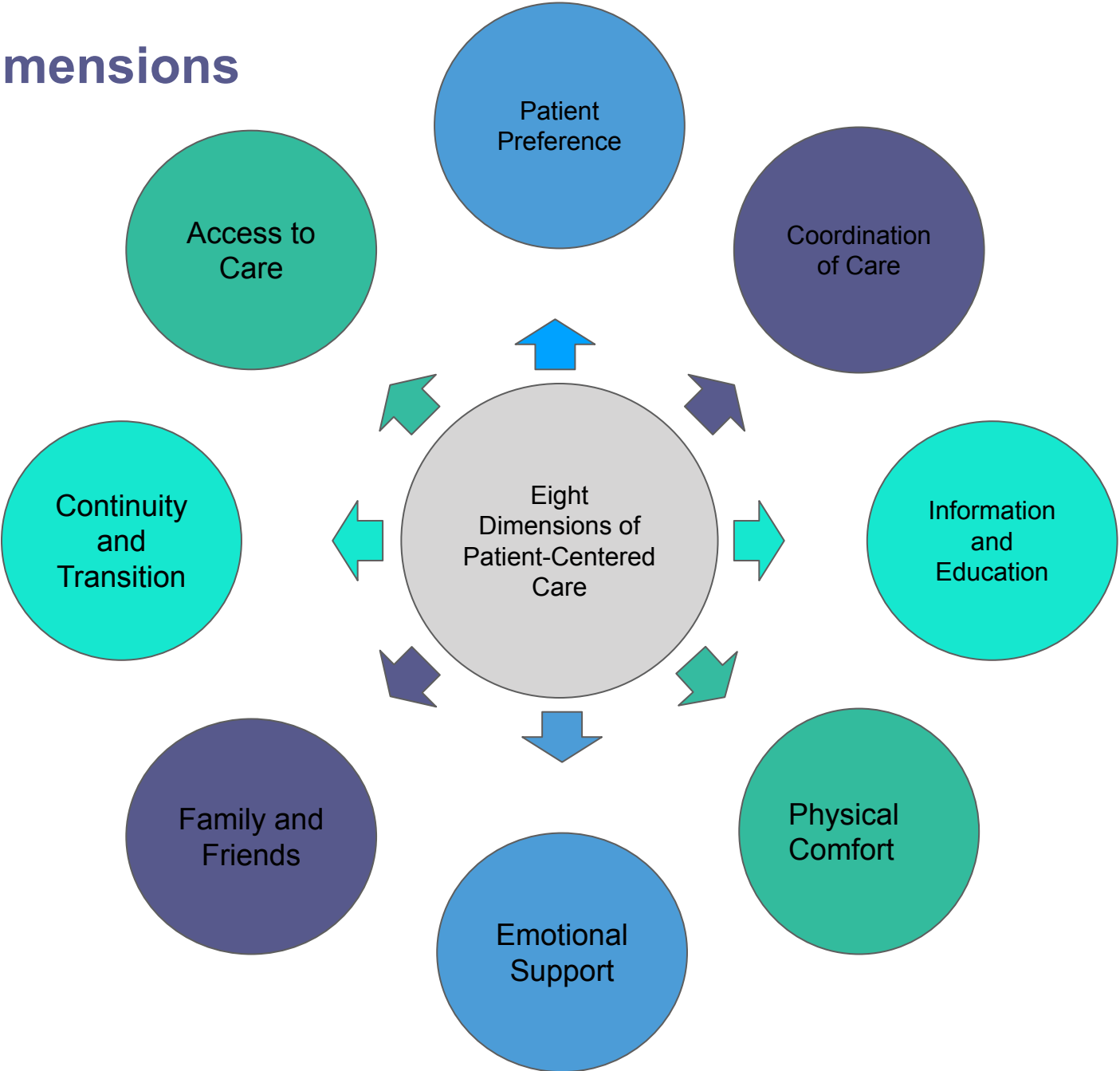
- Three main points of each area
- Sample conversations
- Focused resources for each area



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 #5: Information and Education

Three Points to Consider

- Providing complete and accurate information about their current health status
- Giving additional information to the patient at their request even if it does not align with their treatment specifically
- Making sure the information is presented in a way in which patients can understand (addressing health literacy, multiple languages, interpreters)



Information and Education in Action: Sample Conversation

PATIENT'S SON: My father speaks and reads very limited English. Spanish is his first language. I can be here for his care plans but not at every single treatment. Are there any interpreter options so my father can receive information?

STAFF: Our facility has access to an interpreter service and we have two staff who are bilingual. Also, most of the resources we share are translated into Spanish.

PATIENT'S SON: That is wonderful. Could you also send home any information or resources you have as well? This way I can review with my dad?

STAFF: Absolutely we can do that. Please do not hesitate to ask us any other questions about your father's care. Your father can always reach out as well and we will assist him.



Dimension #6: Continuity and Transition

Three Points to Consider

- Decreasing the anxiety of the patient as they start dialysis and ease into the new transition
- Coordination of additional services including transportation, other healthcare providers and other support services
- Recognize that every patient adjusts differently to starting dialysis



Continuity and Transition in Action: Sample Conversation

STAFF: "Good morning Ms. Smith. I wanted to stop by and see how you are adjusting to your dialysis treatment. It has been about a month since you started."

PATIENT: "I have been doing okay but still feel anxious sometimes when I come to treatment. Do you think there are any services to help me with my anxiety?"

STAFF: Those feelings are very normal and lots of patients have said the exact same thing. Would you ever consider joining a support group or talking to a therapist?"

PATIENT: " You know I never thought of considering a support group or even a therapist. Can you look for any which are available in my area? I would really like that."



Resources to Consider

Patient Interest Checklists- www.lifeoptions.org

- Four different checklists for patients depending on how long the patient has been on dialysis. The checklists will assist patients with learning more about dialysis

Your First Year on Dialysis: Kidney Questions and Activities - www.lifeoptions.org

- Multiple questions and answers to the most asked questions for new dialysis patients. Each answer has a link to a one page answer guide

Top Ten List of Medical Interpreter Services in the US - www.thelanguagedoctors.org

- List of various interpreter services available with links

AAKP Patient Plan Phases 1-4 - www.aakp.org

- Free PDF booklets reviewing the different stages of dialysis giving an extensive overview of each phase

Coping, Living, and Thriving with Kidney Disease - www.aakp.org

- Brochure created for staff and patients. Education geared towards patients may be experiencing difficulty adjusting to dialysis

Thank You

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