IPRO

End-Stage Renal Disease
Network Program

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

# WELCOME

Welcome to part two 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.

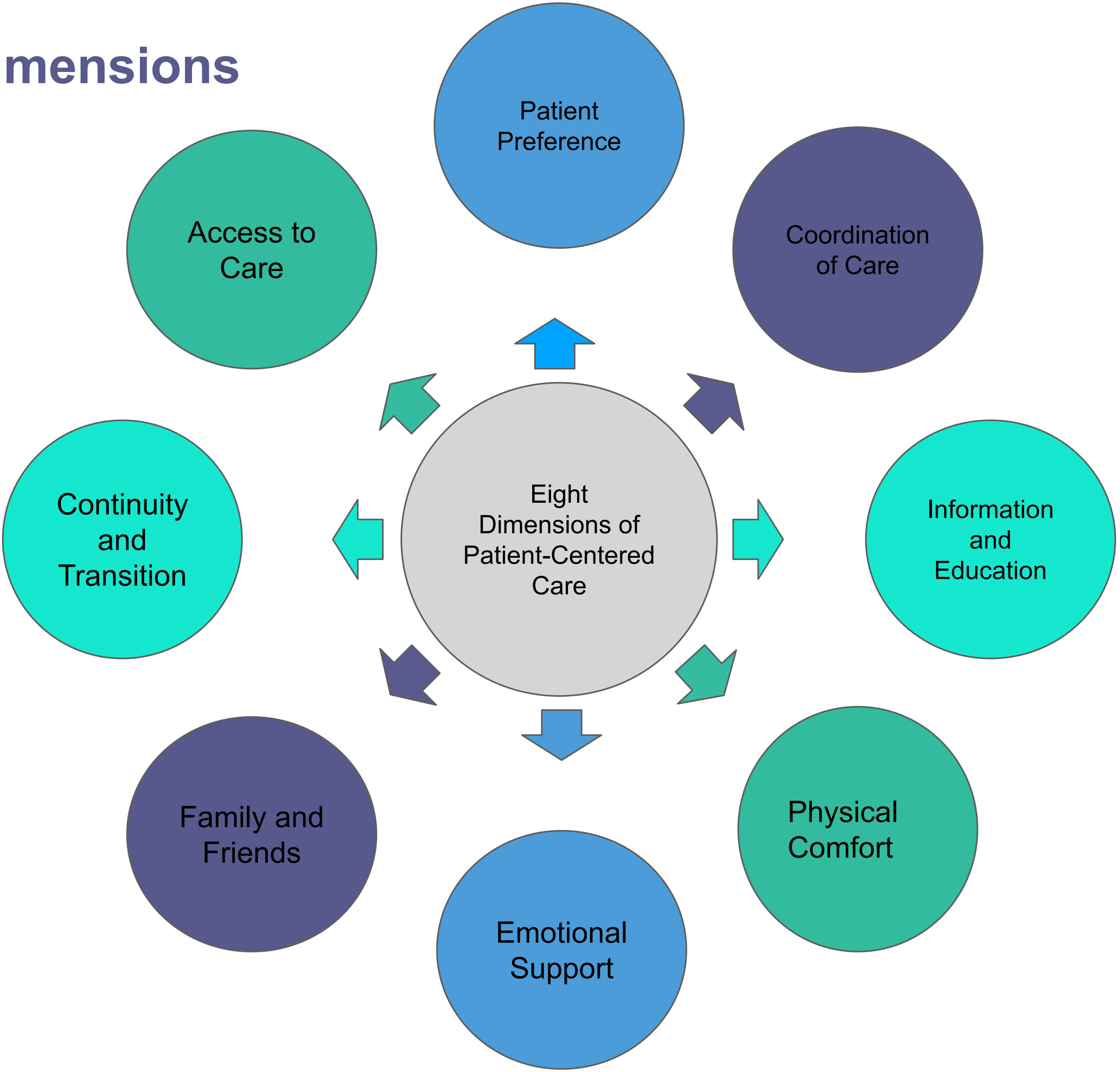
Each module will consist of the following:

- 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



Eight Dimensions of Patient-Centered Care

Patient Preference

Coordination of Care

Information and Education

Physical Comfort

Emotional Support

Family and Friends

Continuity and Transition

Access to Care

# 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 #3: Coordination of Care

**Three Points to Consider**

- Generating referrals to outside agencies
- Assist the patient and family/caregivers with coordinating these support services to reduce stress and burden on the patient
- Include additional support services in the patient’s life plan may help reduce feelings of anxiety and vulnerability

# Coordination of Care in Action: Sample Conversation

**PATIENT'S FAMILY**: "My mother was discharged home from the hospital last week and is having a hard time adjusting. I think she could use some type of assistance at home but we have no clue where to start. She has been so anxious"

**STAFF:** "I will speak with your mom today during treatment. What type of assistance are the both of you looking for?"

**PATIENT'S FAMILY:** "She mentioned to me having a home health aide and some PT come to her home as well as some transportation to and from dialysis until she is able to drive again."

**STAFF:** "Those are referrals I can look into and discuss further with your mother. We can also discuss her goals with improving her quality of life and regaining her independence"

# Dimension #4: Family and Friends

**Three Points to Consider**

- Family may not always show up as blood relatives.  Take note patients could have friends who they refer to as “family”
- Encourage the patient to include these individuals in creating their life plan.  It is not required but having additional people may help you develop a more inclusive plan of care
- As part of the life plan, update the patient’s emergency contact list on an annual basis at a minimum to keep it current.  Have the patient resign and date forms as needed

# Family and Friends in Action: Sample Conversation

**STAFF**: “Your annual plan of care is coming up. Are there any family you would like to invite to review your life plan? We can set up some additional time outside of dialysis if you would like.”

**PATIENT:** “Well, most of my family lives out of town.  Would it be okay if I asked one of my friends from my church to come?  We are very close and they help me out whenever I need something.”

**STAFF:** “Absolutely!  If they are not able to join in person, they can always conference in. While we are at it, we will update your emergency contact list.”

**PATIENT:** “Thank you for understanding.  I will let my friend know about the meeting so they can join. It is important to me to keep them in the loop about my dialysis”

# Resources to Consider

**The First 30 Checklist - www.kidneyfund.org**

- Two page checklist created by the American Kidney Fund for patients to use as a guide for asking questions when they first start dialysis

**The Importance of Family Support - www.kidneyfund.org**

- Short video discussing the positive impact of family involvement with dialysis treatment

**Tips for Caregivers - esrdncc.org**

- Two page tip sheet for patient caregivers all about finding the balance between the patient and themselves

**ESRD Patient Emergency Contacts - esrdncc.org**

- Template used for the patient to fill in all pertinent contact information in case of an emergency

# Thank You

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