



End-Stage Renal Disease
Network Program

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

Physical Comfort ~ Access to Care





WELCOME

Welcome to part four 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:

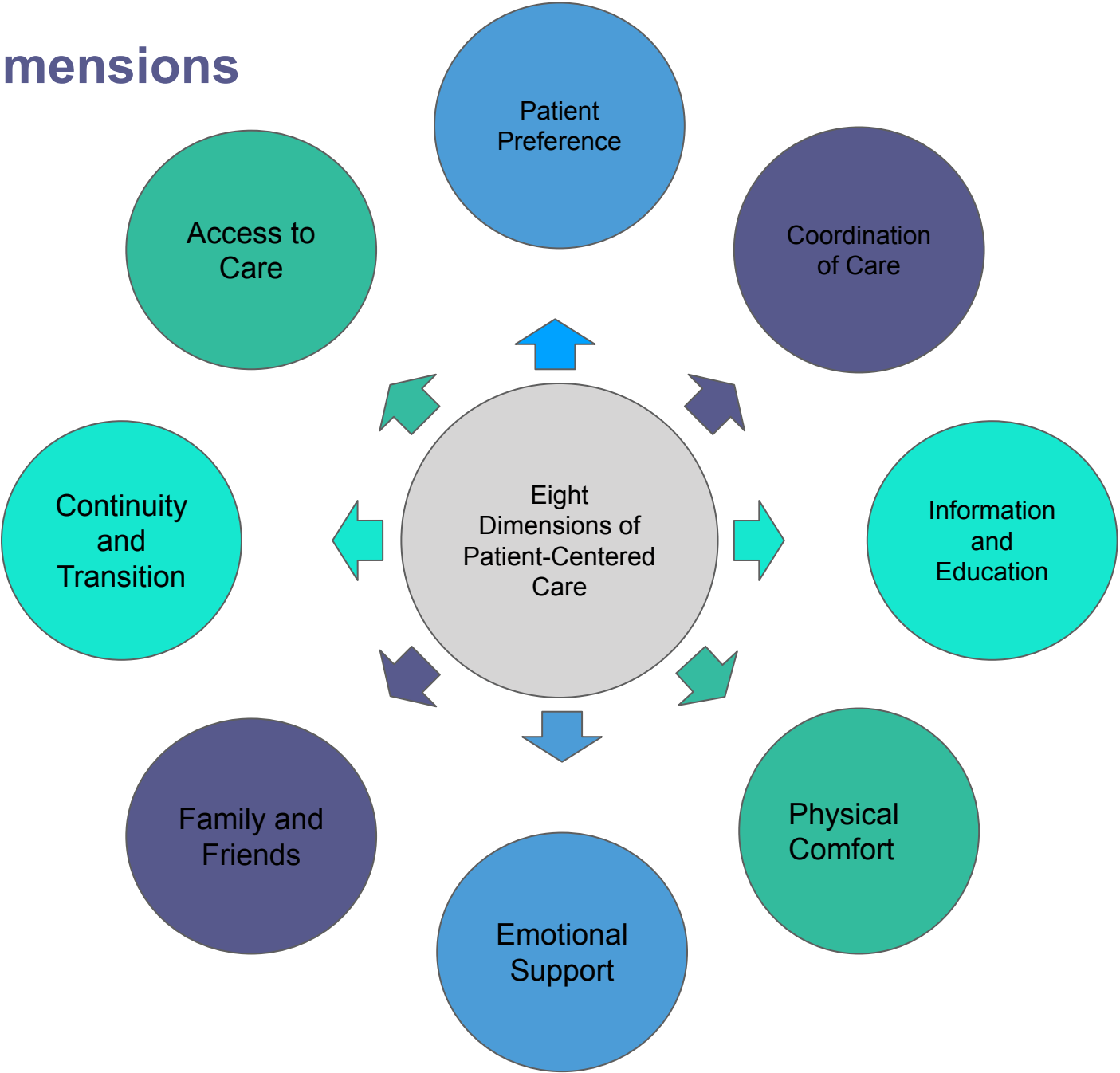
- Three main points of each area
- Sample conversations
- Focused resources for each area



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 #7: Physical Comfort

Three Points to Consider

- Starting with the pre-treatment assessment; the nurse can establish a baseline for how the patient is feeling
- Providing interventions as needed to alleviate the patient's pain management
- Taking into consideration the the actual physical environment the patient is receiving treatment in (cleanliness of the facility, temperature)



Physical Comfort in Action: Sample Conversation

PATIENT: It has been really cold in here during my treatment. I have been trying to make myself comfortable but nothing has been working.

STAFF: It is not unusual for patients to feel cold during their treatment. What we can suggest is bringing in an extra blanket or gloves to stay warm

PATIENT: I have talked to other patients who said those things have helped. I also notice I am sitting under a vent. Is it possible my chair can be moved?

STAFF: How about the team and I take a look at the schedule and see what adjustments we can make so you can feel more comfortable.



Dimension #8: Access to Care

Three Points to Consider

- Making sure the patient has access to their actual dialysis treatment
- Some flexibility within scheduling
- Being able to get in touch with various members of the IDT team, regional management, state surveyors, and the ESRD Networks if requested



Access to Care in Action: Sample Conversation

Staff: So we have noticed you tend to skip your treatment on Saturdays. This past month, two out of your three Saturday treatments were missed. Is there something we can help you with or any other changes the team should know about?

PATIENT: My daughter was bringing on Saturdays but recently her work scheduled changed. My transportation company only operates Monday through Friday.

STAFF: How would you feel if we took a look at the schedule and possibly moved you to a MWF shift? This way your transportation needs would be covered.

PATIENT: I think that would work best but please keep in mind they only operate between the hours of 8am and 4pm.



Resources to Consider

Your Rights and Responsibilities ~ esrd.ipro.org

- Outlines a patient's rights, how to file a complaint and other information provided by the facility

CMS ESRD Interpretive Guidance for Involuntary Discharge ~ esrd.ipro.org

- Outlines the v-tags associated with Patient Rights and an involuntary discharge

Guide to a Healthier You ~ esrdncc.org

- Quick overview about what you may need to know about your treatment including adherence, medication compliance, and infection preventions

Be Prepared: Safe Hemodialysis Treatment Checklist ~ esrdncc.org

- A simple checklist to help patients have a safe dialysis treatment

Thank You

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