



Getting Creative to Break Down Barriers to Reducing Hospitalizations

Patients with end stage renal disease (ESRD) have a higher risk of comorbidities, such as hypertension, diabetes, and anemia. Many new patients start dialysis with a central venous catheter, which carries a high risk for infections. Use this resource to break down some of the common reported barriers and apply some suggested solutions.

 Barrier	 Dive Deeper	 Brainstorm and Expand Solutions
Patients use the emergency department (ED) for healthcare needs	• What type of insurance do patients have? • Do patients live in a rural area without primary care physicians (PCP)? • Are there urgent-care or walk-in clinics near the patients' homes they can use versus the ED? • Can patients call the dialysis facility for questions or issues if they do not feel well?	• Have the social worker help patients find insurance coverage. • Where Should You Go for Medical Care? • Implement a bulletin board that contains information on where and when to go for treatment. For example, go to the ED if you broke an arm or have chest pain. Call your PCP for flu-like symptoms.
New dialysis patients don't understand the diet restrictions	• Do patients have family or friends who can be educated on the diet? • Does the facility offer dietary information in large print, audio, or languages other than English? • Can the dialysis facility enroll patients in a peer mentoring program to receive extra one-on-one education?	• Provide reliable materials: – 10 Steps to Avoid Unnecessary Hospitalizations – 10 Steps to Avoid Unnecessary Hospitalizations (Spanish) – Fluid Overload in a Dialysis Patient – Your Fluid Intake Matters! – Your Fluid Matters! (Spanish) • Work with your ESRD Network to enroll patients in the ESRD NCC Peer Mentoring Program.
High access infection rates	• Is the facility completing infection control audits regularly? • Are the patients being educated about appropriate care of their access? • Are the patients washing their arms before treatment? • Does the facility have a process to get permanent accesses placed and catheters out?	• Helpful resources: – We're on the Right Track – Conversation Starter to Prevent Infections in Dialysis Patients – Hemodialysis Vascular Access – Hemodialysis Vascular Access (Spanish)
Missed treatments	• Ask questions like, "What is going on at home?" and "What can we do to help?" • Can the facility keep one or two open chairs available for patients who need to reschedule their treatment? • Is home therapy an option?	• Involve the social worker for missed treatments and reasons, including psychological or transportation issues. • Guide to A Healthier You • Guide to a Healthier You (Spanish)



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Resources' web addresses:

ESRD NCC Where Should You Go for Medical Care?: <https://esrdncc.org/contentassets/75c82d220fe34ee7baaa096636ccb131/esrdncc-hospitalizationag2022-final.pdf>

ESRD NCC 10 Steps to Avoid Unnecessary Hospitalizations: <https://esrdncc.org/contentassets/75c82d220fe34ee7baaa096636ccb131/10-steps-avoid-unnecessary-hospitalizations.pdf>

ESRD NCC 10 Steps to Avoid Unnecessary Hospitalizations (Spanish): https://esrdncc.org/contentassets/75c82d220fe34ee7baaa096636ccb131/10-steps-avoid-hosp_508sp.pdf

National Kidney Foundation Fluid Overload in a Dialysis Patient: <https://www.kidney.org/atoz/content/fluid-overload-dialysis-patient#:~:text=Most%20dialysis%20patients%20need%20to,much%20fluid%20between%20dialysis%20treatments>

ESRD NCC Your Fluid Intake Matters!: <https://esrdncc.org/globalassets/patients/yourfluidintakematters508f.pdf>

ESRD NCC Your Fluid Intake Matters! (Spanish): https://esrdncc.org/globalassets/patients/yourfluidintakematters_sp508.pdf

ESRD NCC Peer Mentoring Program: <https://www.kidneylearninghub.com>

ESRD NCC We're on the Right Track: https://esrdncc.org/contentassets/ec603ad3fd9946eb90fd96686fe3936e/ncc_hai-tracking-poster_final_508.pdf

ESRD NCC Conversation Starter to Prevent Infections Dialysis Patients: <https://www.cdc.gov/dialysis-safety/media/pdfs/mdsc-508-P.pdf>

ESRD NCC Hemodialysis Vascular Access: https://esrdncc.org/globalassets/patients/21-ffbi-vascularaccessflyer2_lockedfile.pdf

ESRD NCC Hemodialysis Vascular Access (Spanish): https://esrdncc.org/globalassets/patients/22-ffbi_vascula_access_flyer_spanish_3-2012.pdf

ESRD NCC Guide to a Healthier You: <https://esrdncc.org/contentassets/84ad9a66a2f344efa26e36cab6ef9425/bsiguidehealthieryou508.pdf>

ESRD NCC Guide to a Healthier You (Spanish): <https://esrdncc.org/contentassets/84ad9a66a2f344efa26e36cab6ef9425/bsiguidehealthieryousp508.pdf>