

Overcoming Barriers to Increase and Sustain Home Dialysis

Learning and Action Network (LAN)

May 25, 2023

Facilitator: Sara Eve Schaeffer, MBA, MA, RD

ESRD National Coordinating Center



Meeting Logistics



Call is being recorded



All participants are muted upon joining the call

We want to hear from you.

Type questions and comments in the “Chat” section, located in the bottom-right hand corner of your screen.



Meeting materials will be posted to the ESRD NCC website

Who Is on the Call?

Dialysis Facility
and Transplant
Professionals

ESRD Network
Staff

Centers for
Medicare &
Medicaid Services
(CMS) Leadership

Patients and
Families

Key Objectives for Today

Identify barriers to greater home dialysis adoption

Operationalize strategies from NCC Home Dialysis Change Package

Establish support systems to sustain patients on home dialysis

Ways to Spread Best Practices from Today's LAN

- Listen and share your approaches/experiences via Chat
- Identify how shared information could be used at your facility
- Apply at least one idea from today's LAN at your facility
- Commit to sharing your learnings with other colleagues

Learning and Action Networks (LANs) bring people together around a shared idea, opportunity, or challenge to offer and request information and experiences to improve the identified topic of discussion.

Questions To Run On

- What “ah ha” concept will I hear today that I can introduce to my organizations’ leadership team?
- What are the possible benefits to my organization in using the home dialysis change package to improve home dialysis adoption?
- In what way can my organization adapt this approach to increase and sustain our home dialysis rate?

Polling Question #1

Have you previously used best practices from the change packages to improve your clinical outcomes?

OKR Change Packages

A Change Package To Increase Home Dialysis Use

Key Change Ideas for Dialysis
Facilities to Drive Local Action



A Change Package To Improve Patient Experience of Care (Grievances and Access to Care)

Key Change Ideas for Dialysis
Facilities to Drive Local Action

Released 2022



A Change Package To Increase Kidney Transplantation

Key Change Ideas for Dialysis
Facilities to Drive Local Action



A Change Package To Increase Vaccinations

Key Change Ideas for Dialysis
Facilities to Drive Local Action

Released 2022



Home Dialysis Change Package

A Change Package To Increase Home Dialysis Use

Key Change Ideas for Dialysis
Facilities to Drive Local Action



Table of Contents

I. Introduction	1
Why Increasing Home Dialysis Use Matters	1
A Nationwide Effort to Improve Kidney Care	1
How to Get Started	1
II. Change Package Methodology	2
III. Home Dialysis Drivers	3
IV. Key Change Ideas	4
Primary Driver #1: Foster Physician Support of Home Dialysis	4
Secondary Driver #1a: Strengthen nephrologists' comfort level with dialysis at home	4
Secondary Driver #1b: Improve primary care and specialty physician awareness and education...	6
Primary Driver #2: Adopt a Mindset That Home Dialysis Is Possible	7
Secondary Driver #2a: Frequently promote the practical benefits among staff members and patients	7
Secondary Driver #2b: Consider all patients, widely refer patients, and explore options before declining patients for home modalities	8
Primary Driver #3: Elevate Home Program Collaboration and Refine Operations	10
Secondary Driver #3a: Promote a culture of teamwork and build strong relationships	10
Secondary Driver #3b: Measure, monitor, and assess program metrics to drive success and continued improvement	11
Primary Driver #4: Educate and Support Patients and Caregivers Throughout the Continuum of Care	12
Secondary Driver #4a: Provide consistent patient and caregiver education and training while honoring individual needs	12
Secondary Driver #4b: Identify and proactively address barriers in the patient's home	14
Secondary Driver #4c: Recognize and support patient and family psychosocial needs	15
V. Conclusion and Next Steps	16
VI. References	17



Network 15

Arizona, Colorado, Nevada, New Mexico, Utah, and Wyoming

Donna DeBello, RN


Quality Improvement Director

Health Services Advisory Group/ESRD Network 15


ddebello@hsag.com

813-753-5509





**Learning Action Network
(LAN)
Focus on Home Dialysis
Prevalent Patients
FMC Rocky Mountain Dialysis
Sara Gabor – Group Facility
Administrator**



Identified Barriers to Patients Transitioning to Home Dialysis

- Lack of staff #1 barrier.
- “Disjointed” process for patient modality education.
- Patients comfortable with the staff and feel safer being cared for incenter.
- Difficult to change the minds of patients incenter to consider home dialysis.
- Facility does not have a Home Champion.

Change Package Element and Strategies to Mitigate Barriers.

“Create a Culture of Home”

- Engage the Staff.
- Education by all staff members.
- Engage the Peer Mentors (Patients, Kidney Educator).
- Create a new tracker.
- Identify appropriate resources for education:
 - NW provided: “Myth vs. Reality” – patient handout and others.

Continued Strategies for Sustainment

- Monthly discussion during monthly QAI meeting with Medical Director and IDT.
 - Pipeline
 - Patient vs. nurse ratio
- Offer in center “Self Care.”
- Flexible home training hours (evenings).
- Process to keep patients on home therapies:
 - HHD to PD
 - PD to HHD

FKC Rocky Mountain Dialysis Results

Baseline May 2020 (Jan-Dec)	OY 1 (May 22 - Mar 23)
0	7

Discussion

Network 14

Texas

SHEILA McMASTER, MSN, RN, CNN, CPHQ

Deputy Director, ESRD

Alliant Health Solutions | ESRD - Network 8/14, Inc.

www.alliantquality.org





ROLLING Experience The Difference

Stephanie Johnson Sr. Director of Operations
Northeast Texas/Southeast Oklahoma

Cheryl Lundberg, Director of Operations
Tiffanie Andrews, Area Team Lead
East Texas Area

May 25, 2023



Transition Incenter Patients to Home Dialysis

Goals:



Grow our Home Program; Transition 1% of patients per month

EXPERIENCE



Have Open Chair Availability for New Incenter Patients

THE



Free up incenter staff with current staff shortages

DIFFERENCE

ROLLING Experience The Difference (ETD)

East Texas Area

- What is it?
 - 5 times a week
 - Nx Stage Machine
 - Shorter Treatments
 - See & Feel the Difference
- Why Rolling?
 - Limited Staffing-Nurses and Techs
 - Geographically Challenged
 - Review of previous attempts and opportunities
 - Rotation of same equipment
- Allows for IC Team development on HT
- Visibility throughout Area



Transition Incenter Patients to Home Dialysis

Barriers:



NOPE

Patient not interested
Transportation limitation

EXPERIENCE



Clinics at capacity
and starting 3rd shifts
with limited staffing

THE



SOMETHING
NEW

New Machine-ICHHD
Team lack of comfort
with machine and
troubleshooting

DIFFERENCE

Transition Incenter Patients to Home Dialysis

Plan:



Engage our
Patients

EXPERIENCE



Train Float PCT & RN
Designate 1 chair as
ETD

THE



Work with NxStage
to Train and
Educate Staff

DIFFERENCE

ROLLING ETD---Let's DO it!

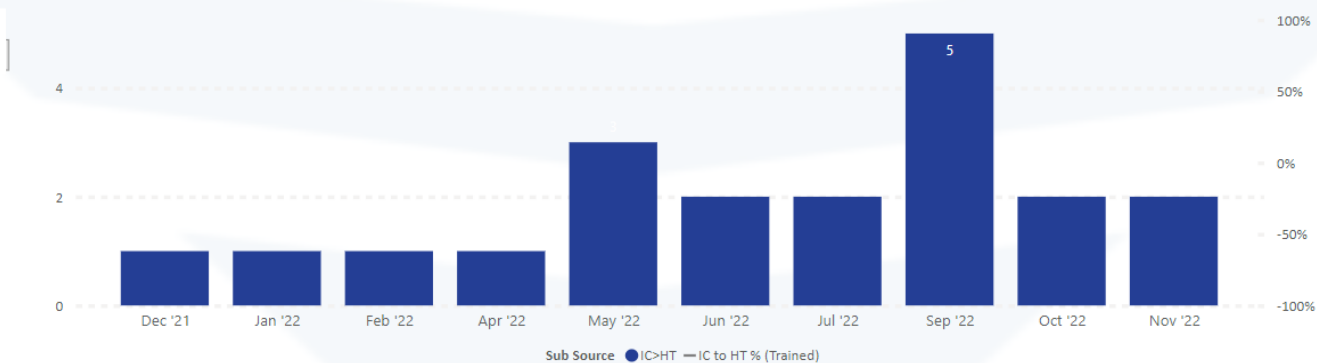
East Texas Area

- Bulletin Boards to Promote NxStage Machine
- Lobby Days with KCA
- Utilized NxStage Machine with Float PCT/RN
- NxStage Training for Incenter Staff
- Education with staff on ETD
- Setup at High Visibility Area-by the scale
- Can do one patient each shift with one machine
- Wait List of other patients interested
- Self-cannulation Initiated
- Area Collaboration



IC TO HT TRAININGS (8224 - PALESTINE HOME THERAPIES)

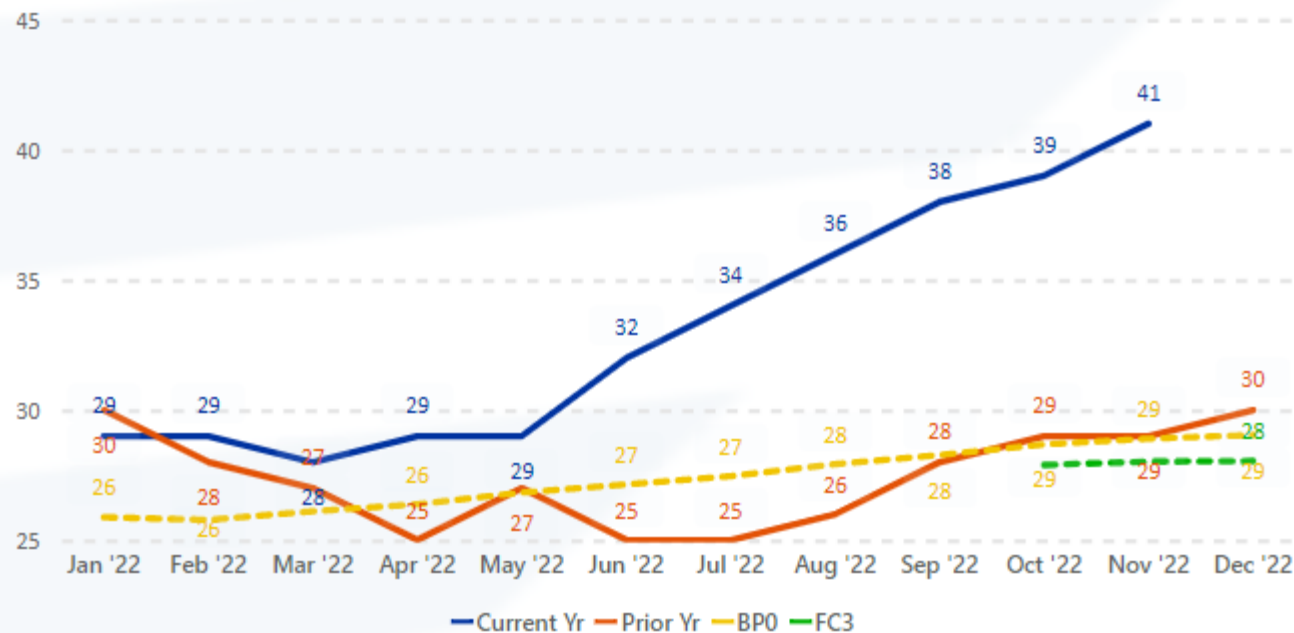
IC to HT Trainings - To Clinic (All Home Modalities)



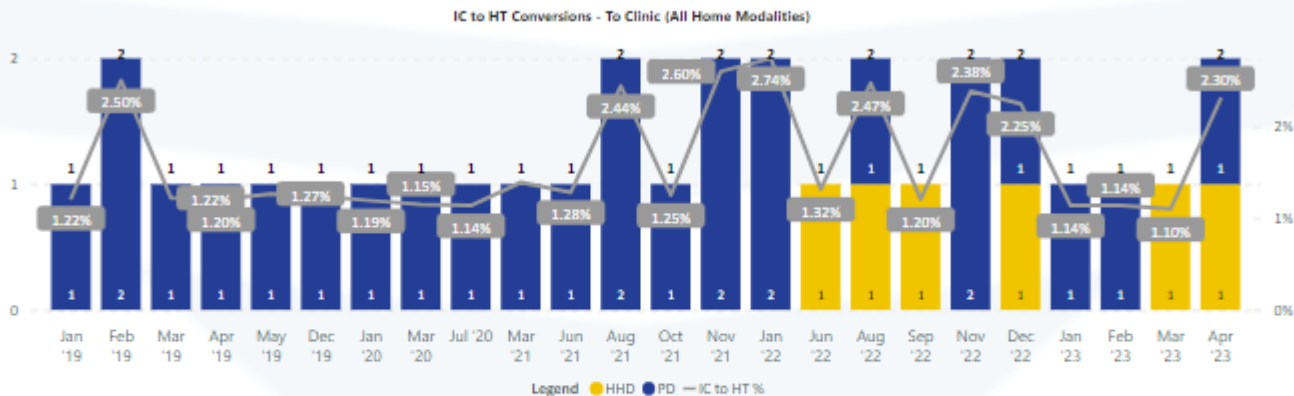
Clinic Name	Jan '22	Feb '22	Apr '22	May '22	Jun '22	Jul '22	Sep '22	Oct '22	Total
8224 - PALESTINE HOME THERAPIES	1	1	1	3	2	2	5	2	17
Total	1	1	1	3	2	2	5	2	17

Started ETD 5/10/2022

Home Patient Count Trended (All Home Modalities)



IC TO HT CONVERSIONS (4495 - HENDERSON COUNTY)



Clinic Name	IC to HT %	IC to HT Count	MoM Variance (Rate %)	MoM Variance (Count)	YoY Variance (Rate %)	YoY Variance (Count)	IC Patients
4495 - HENDERSON COUNTY	1.41%	5	-0.83%	-2	0.36%	-5	30
Total	1.41%	5	-0.83%	-2	0.36%	-5	30

Started ETD 8/8/2022

Home Patient Count Trended (All Home Modalities)



Rising Star Award & Pioneer Award

TEAMWORK

- Home Growth as of October 2022
 - May 10th Go Live Day ETD; Incenter Palestine census 94
 - 3 patients completed ETD & chose HHD
 - 2 patients encouraged by increased awareness & chose HHD
 - 6 additional patients admitted to our home program with PD catheters
- Since October 2022, 3 additional clinics added Rolling ETD with 6 pts going to home therapy
- Shared success story with another area and ESRD Network



Discover the Patients Why!

Making the commitment to your Patients

- Feel the difference to make the difference!
 - They must feel it, to make that commitment!
 - Empowering the patients with autonomy
 - Self cannulation
 - Dialysis on their schedule
 - Decreased recovery time
 - Increase in energy, and quality of sleep, taste of foods
 - More Frequent Dialysis
 - Freedom of liberalized diet
 - Increased freedom with liquids
- Empower your Team
 - Who is your most passionate RN/PCT to start Rolling ETD?
 - Dedicated focus
 - Creative, thinks outside box
 - Collaboration with both Incenter and HT
 - Building the rapport with patients and team!
 - Excited and willing to learn something new
 - Continuous support from NxStage

Experience the Difference

Opportunities Identified

- Selection of Clinic
 - Work as One Team throughout Area
 - Utilize your KCA's and HT Champions
 - Verify HT training availability post ETD
 - Tracking System/Communication
 - MD's have asked for clinics to be added
 - Block off chairs to accommodate increased frequency
- Pipeline review weekly
 - Traditional HT candidates, CKD candidates and IC candidates
 - Be flexible and expect the unexpected
 - Work with other Home Programs to assist in training
- Creation of HT Champions
 - HT Bootcamp-annual training required
 - Use of PCT's in HT for dual training and reinforcement of skills and training
 - Assist in self cannulation
 - Move towards champions being the ETD Champion
 - Highlight incentives for the HT Champions
- NxStage Accounts
 - Incenter clinics did not have accounts set up
 - Ipads helpful to IC staff and patients
 - Chassis (Garage)
- Technical
 - Home Visit Planning-multiple to juggle
 - Volume increase-clear roles identified
 - Assist with moving equipment/supplies around

**Guiding our patients,
on the journey home!**

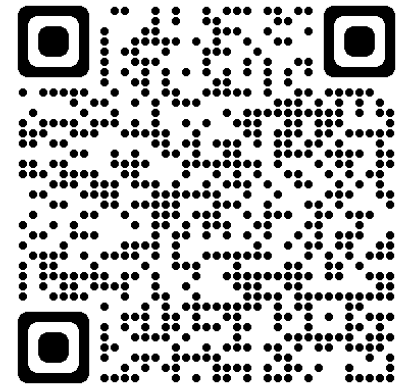


Polling Question #2

Now that you have heard these presentations, what is the likelihood that you will use ideas from the change packages?

Moving from Learning to Action...

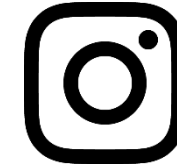
- Share best practices from this presentation with your colleagues.
- Use the ESRD NCC Changes Packages (i.e., Transplant, Home, Hospital, Vaccination, and Patient Experience of Care change package) as a supplementary resource to improve your patient outcomes and overall patient experience of care.
 - <https://esrdncc.org/en/professionals/change-packages/>



Social Media and Website



ESRD National Coordinating Center



@esrd_ncc



@esrdncc



ESRD NCC | End Stage Renal Disease
National Coordinating Center (NCC)

ESRD National Coordinating Center
ESRDNCC.org

Thank you!

Please take a few minutes to respond to the post-call survey.

This material was prepared the End Stage Renal Disease National Coordinating Center (ESRD NCC) contractor, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy nor imply endorsement by the U.S. Government. FL-ESRD NCC-NC3PAW-06132023-01

