

Expert Teams – Vaccination

Case-Based Learning & Mentorship

Thursday, July 28, 2022

Facilitator: Julie Moss, ESRD National Coordinating Center



Meeting Logistics

- Call is being recorded
- Lines will be open for all high performing organizations
 - Please stay on mute unless you are speaking
 - Do not place the call on “hold”
- Everyone is encouraged to use the video and chat features
- Meeting materials will be posted to the ESRD NCC website.



Meeting Guidelines



INTRODUCE YOURSELF
BEFORE SPEAKING



KEEP PATIENT-SPECIFIC
INFORMATION
CONFIDENTIAL



BE WILLING TO SHARE
SUCCESSSES AND
DIFFICULTIES



BE OPEN TO FEEDBACK



ASK THE DIFFICULT
QUESTIONS



RESPECT OTHERS



USE "...AND" STATEMENTS



KEEP TO TIME LIMITS

Introductions

- Guest Expert
Diane Berman, MS, RD, Area Team Lead
Carli Reinhard, RN, BSN, Charge RN
FMC Petaluma
- High Performing Organizations
- ESRD Networks
- Centers for Medicare & Medicaid Services (CMS)



What are Expert Teams?

- A group made up of individuals from different high performing organizations, each with their own deep experience and knowledge
- Help others learn faster by sharing what worked (and what didn't work) in their organization
- Bring the best possible solutions to the table
- Continually learn and improve

Expert Team Topic Goals

- Increase the number of dialysis patients and staff receiving an influenza vaccination
- Increase the number of dialysis patients receiving a pneumococcal conjugate vaccination (PCV 13)
- Increase the number of dialysis patients that receive a full series of the pneumococcal polysaccharide vaccine (PPSV 23)
- Increase the number of dialysis patients and staff that receive the COVID-19 vaccination



Questions to Run On

How Might We ...

- Get all eligible patients and staff vaccinated?
- Improve communication about the importance of vaccination?
- Overcome vaccination hesitancy?

Presentation by Guest Expert

Diane Berman, MS, RD

**Area Team Lead, Supporting Petaluma, Santa Rosa, Solano and
Woodland Clinics**

Fresenius Kidney Care



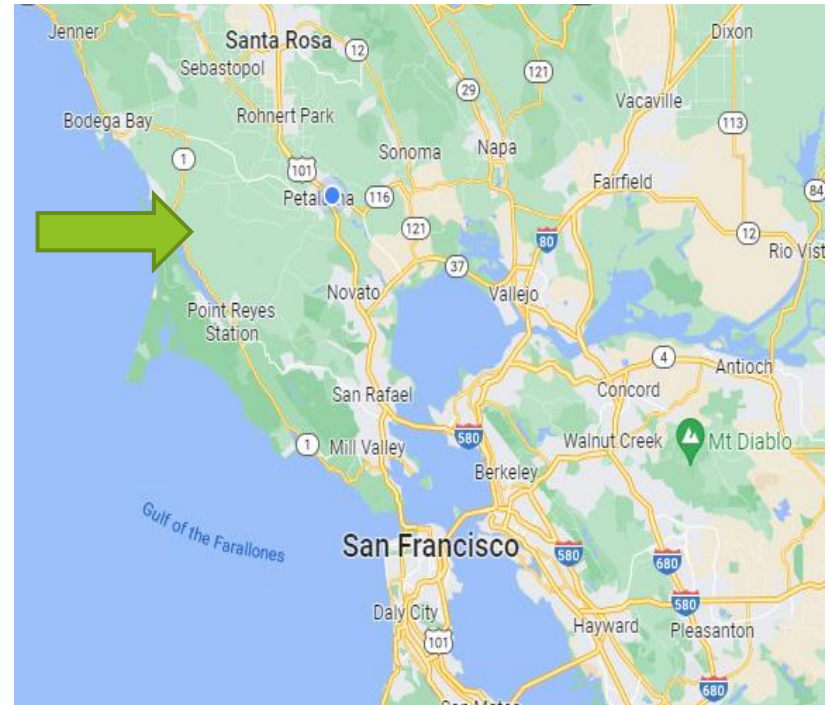
Our COVID Vaccination Story

Diane Berman, MS, RD, Area Team Lead

Carli Reinhard, BSN, RN, Charge Nurse

Fresenius Kidney Care Petaluma, CA

- Northern California
- Approximately 30 miles North of San Francisco
- Sonoma County



Fresenius Kidney Care, Petaluma, CA



- 17 station clinic
- Census of 108 as of February 2020
- 87 incenter, 21 PD

What lead our success in COVID vaccinations?

- Our Team
- Our Culture
- Our Connections

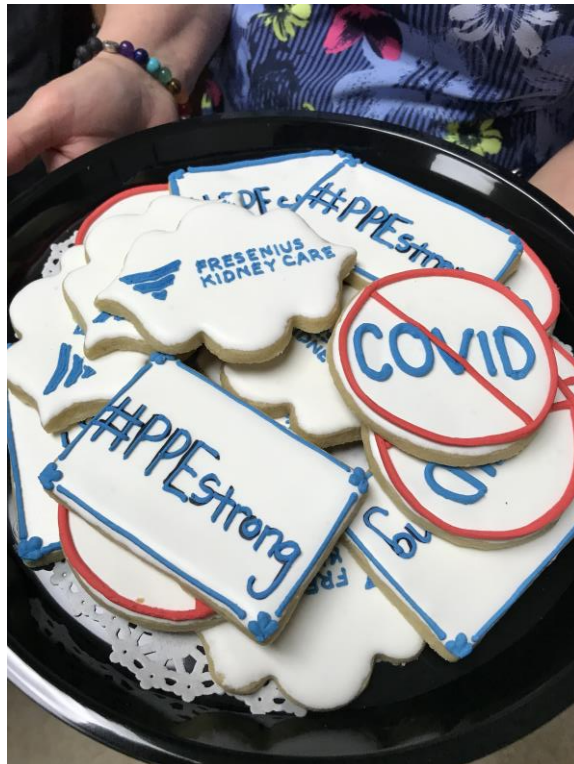
Our Team

- End of Feb 2020
 - 1 Charge RN, 3 RNs, 1 RN in training (6 months)
 - 7 PCTs, 1 PCT in training (3 months)
 - 1 Unit Secretary
 - 1 Home Therapy RN, 1 in training
- Longevity was definitely a plus for our team

As the pandemic began ...



Continued to celebrate ...



Our Culture

- Build trust within each other, and then it develops with patients
- Communication within the team, high feedback environment, collaborative
- Policy driven, without question, picture your family in the chairs
- Physicians are involved and present within the clinic, high level of trust in staff

Our Connections

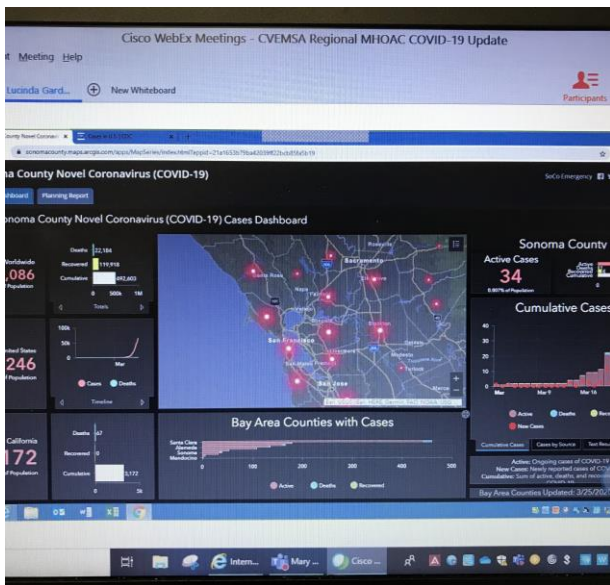


- October 2017 our County was ravaged by the Tubbs fire with 36,810 acres destroyed
- October 2019 came the Kincadee fire which destroyed 77,758 acres
- We were already well established with the County Emergency Operations Center after working through these two big events, so when the pandemic began, we were known participants in meetings and conference calls

The Early Days ...

- Sonoma County Cases March 17, 2020
- Six cases diagnosed among Sonoma County residents

2 associated with Grand Princess cruise
2 associated with community transmission
1 associate with travel
1 under investigation





Life goes on ...

Vaccine Time! Let's do this!

- In December 2020, we worked with the County Dept of Health to receive Moderna to vaccinate our healthcare workers
- Collaborating with our sister clinic, we made arrangements for vaccine days for our staff
- Seeing our staff proceed with vaccination was an important motivator for our patients. We could now speak from experience about our personal experience and any side effects



First doses arrive!

- The BioMed Dept was tasked with pick up and delivery of the vials under strict time and temperature guidelines. Great teamwork!



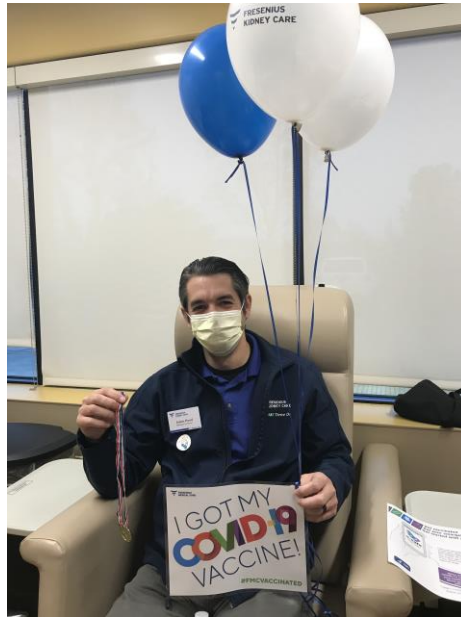
I'll go first....



Staff Vaccines



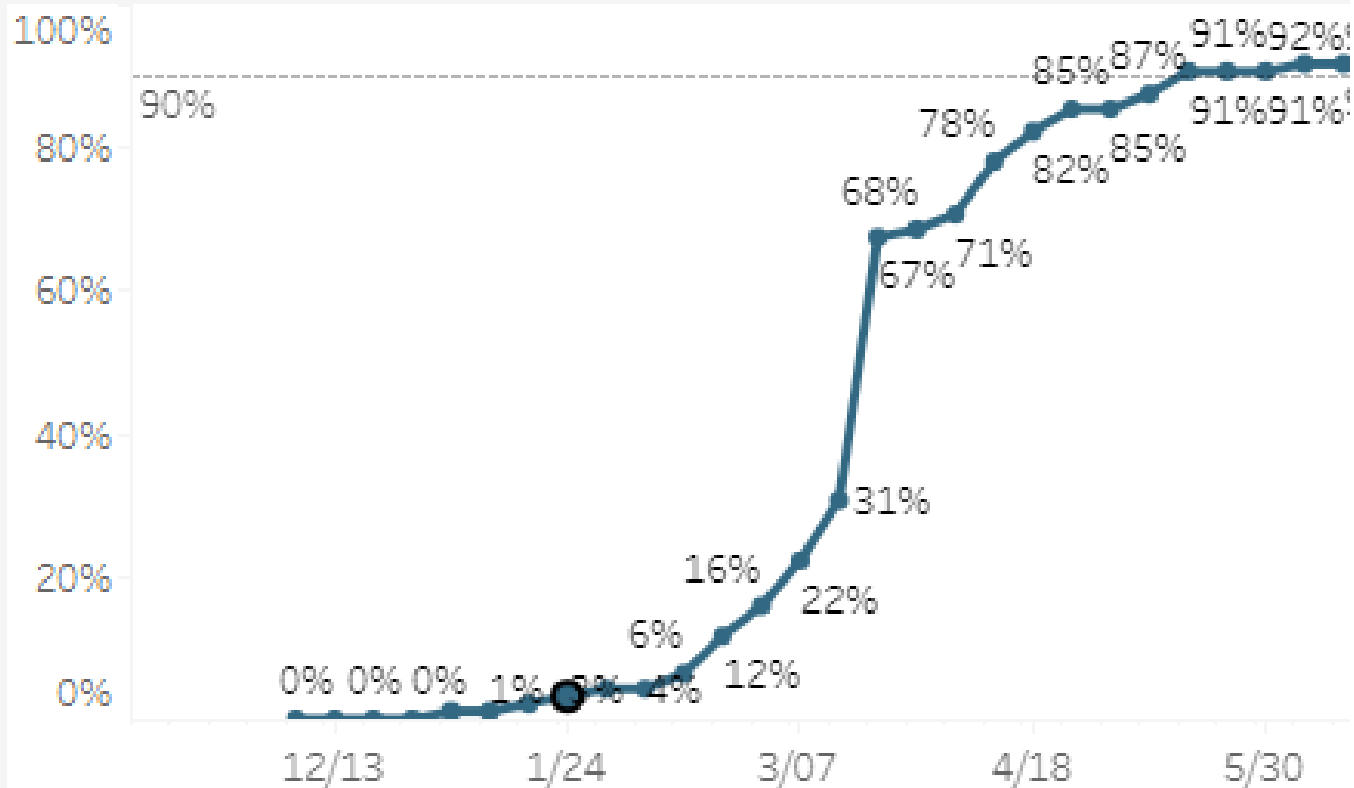
More Staff Being Vaccinated



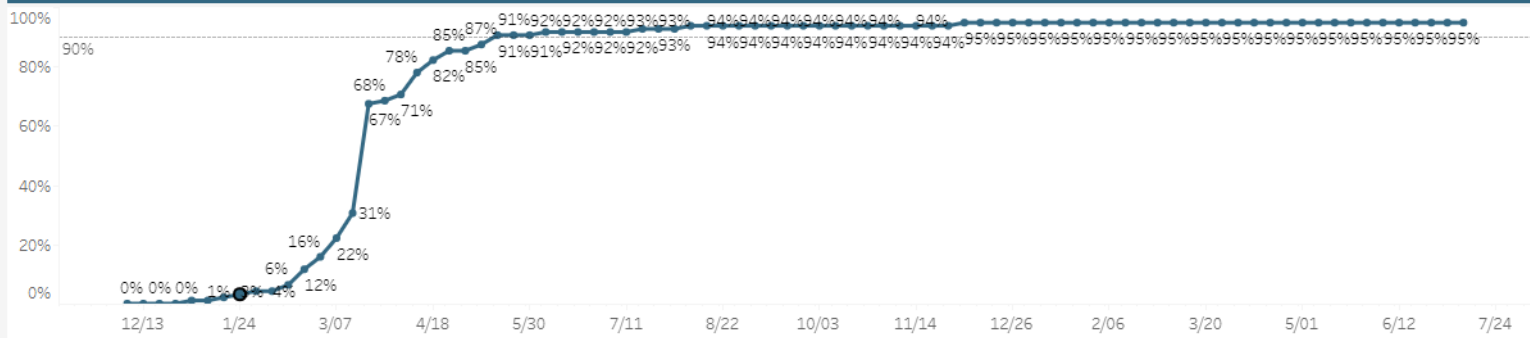
Moving Toward Patient Vaccination

- Streamlined process of asking patients who is interested in getting the vaccine, answering questions, educating
- Getting informed consents signed before even obtaining the vaccine, administering and documenting.
- Communicating to them of when we would be getting receiving vaccine and administering it so they knew to expect and prepare, scheduling on long interval to allow time to recuperate if side effects

Series Completed & Valid Excuse Running Trend (week of)



Series Completed & Valid Excuse Running Trend (week of)



Takeaways

- Build a strong team and maintain with every new hire - when unusual things happen, or new innovations are introduced, they will rise higher than you ever thought possible
- Cultivate trust with your patients by being policy oriented and show genuine concern for their well-being and safety
- Relationship building with the local EOC is a must, do more than just the minimum requirements. Fostering other outside relationships is important too.

Questions and Discussion

Knowledge Into Action

Top Take-Aways



What is one thing you learned today that you could start doing immediately?



How will this action improve your current way of doing the practice/process?



Who is involved and how can they support the action to make it sustainable?

Recap & Next Steps

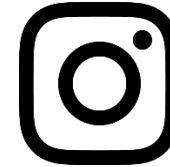
- Additional pathways for learning
 - Sharing Best Practices to a greater community
 - Using Case Study examples to identify new ways of doing something and missed opportunities
- Next meeting – Thursday, October 27, 2022
- Visit the ESRD NCC website to find materials and share
- Expert Teams
<https://esrdncc.org/en/professionals/expert-teams/>



Social Media



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Thank You

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