

Expert Teams – Vaccination

Case-Based Learning & Mentorship

Thursday, October 27, 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

- Meeting Focus – Vaccinations
- Presentation and Case Study
Aisha Edmondson, Quality Improvement Project Lead
IPRO ESRD Network of the Ohio River Valley
- 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



Questions to Run On



How Might We ...

- Ensure all eligible patients are vaccinated?
- Improve communication about the importance of vaccination? What the message be?
- Overcome vaccination hesitancy?
- Improve patient adherence to booster requirements for some vaccines?

Presentation by ESRD Network 9

Aisha Edmondson

Quality Improvement Lead

IPRO ESRD Network of the Ohio River Valley

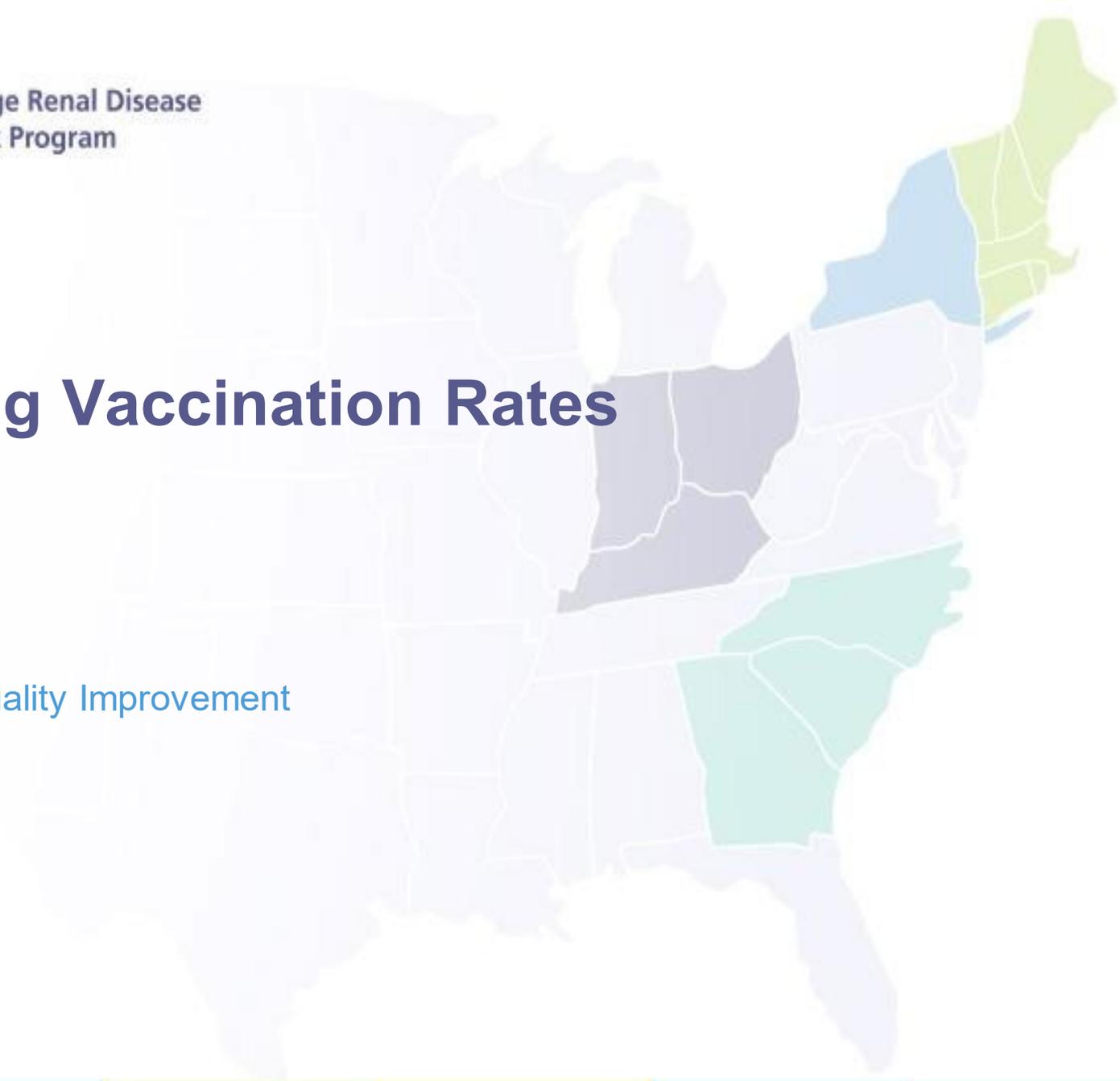




End-Stage Renal Disease
Network Program

Increasing Vaccination Rates

Aisha Edmondson
Contract Manager, Quality Improvement





Community Coalition



End-Stage Renal Disease Network Program



You are receiving this email as the notification that your facility is included in the educating and managing incidents of COVID-19 and Decreasing Hospitalizations of COVID-19 positive ESRD patients and related vaccinations community coalition (CC) starting in October 2022.

Your facility has been enrolled as a member of a regional community coalition (CC) for your Network Service Area. As a member of the CC you will be engaged in a 6-month Root Cause Analysis (RCA)/ Plan-Do-Study-Act (PDSA) cycle working with peers in your area to enact change, promote best practices, and create a community of practice to increase the number of patients vaccinated against COVID-19, Influenza and Pneumococcal. Following the PDSA cycle, your facility will continue to participate and the Network will track your performance, sharing the successes of those facilities who succeed at reaching the goals and helping guide those who are in need of additional interventions/technical assistance to ultimately graduate as a best practice facility. The mandatory Kick-Off Call information and pre-work month activities for this CC are listed below.

Educate and Manage Incidents of COVID-19 and Decrease Hospitalization of COVID-19 Positive ESRD Patients and Related Vaccinations has three areas of focus: Prevent transmission of infectious diseases – COVID, Influenza, and Pneumonia which will be measure through improved vaccination rates/goals and less hospitalizations due to COVID.

This Quality Improvement Activity has three areas of focus:

- **COVID-19**
 - >80% patients fully vaccinated
 - 100% staff fully vaccinated
- **Influenza**
 - >90% patients receive annual vaccination
 - >90% dialysis staff receive annual vaccination
- **Pneumonia**
 - >20% increase in patients receiving PCV 13
 - As age appropriate >90% patients PPSV 23
 - PPSV 23 Booster 20% increase (from 2020) in patients receiving boosters

Kick-Off Call:
In Planning, Month 2 (October) you are to attend one mandatory coalition Kick-Off Call.

CC4 Quality Improvement Outline		
Month	Staff Focused Activities	Patient Focused Activities
Pre-Work Month 1 September to October	<input type="checkbox"/> Identify your project lead. This person will be receiving all project communications from the Network. Once you've selected your project lead, login to ESRD Contact Management System to update the project lead contact information AND any other contacts at your site. Please add, remove, and edit personnel as needed. <input type="checkbox"/> Complete the Root Cause Analysis (RCA) Activity in IPRO Learn and review with your interdisciplinary team <input type="checkbox"/> Login to IPRO Learn and review the transplant toolkit as this may assist you in completing your RCA. Your facility should be receiving a Facility performance report card monthly. Review the report card information on how your facility is progressing in Transplant. Use this information to aid in the completion of your Root Cause Analysis (RCA) <ul style="list-style-type: none"> • Please put in a help desk ticket if you do not know your IPRO Learn login information 	<input type="checkbox"/> Watch and share the PFR Recruitment Video with patients at your facility. <input type="checkbox"/> Sign up your patient facility representative (PFR) to work with the Network or nominate a new patient to engage in quality improvement work. The goal of the patient representative program is to promote patient, family, and caregiver engagement in ESRD care. Please complete the IPRO ESRD Network PDSA Patient Facility Representative (PFR) Application/Agreement . Your facility should aim to have <u>at least 1</u> PFR nomination submitted by the end of Month 1

Month	Staff Focused Activities	Patient Focused Activities
Planning Month 2 October-November	<input type="checkbox"/> The Network will <ul style="list-style-type: none"> • Review your RCA and plan and provide coaching as needed • If a PFR has not been identified, we will discuss barriers and identify strategies to engage a patient • Review your list of contacts and support you in using IPRO Learn <input type="checkbox"/> Complete all assigned activities in IPRO Learn by the end of each month <input type="checkbox"/> Review your identified RCA barrier and start to consider your plan, you will report this in month 3	<input type="checkbox"/> Connect your patient facility representative with the Network by helping them register for IPRO Learn. Please view the IPRO Learn Registration for Patients flyer to learn how. <input type="checkbox"/> Encourage your PFR to attend the monthly PFR Alliance Call hosted by the Network. This meeting is the first Thursday of every month.
Planning Month 3 November-December	<input type="checkbox"/> Begin developing your PLAN to overcome the identified barrier from your RCA. "Next month you will be implementing your plan" <input type="checkbox"/> Complete the QIA: Plan Check-In Survey that will be sent via email mid-month and view links and attached resources <input type="checkbox"/> Complete all assigned activities in IPRO Learn by the end of each month <input type="checkbox"/> Encourage your PFR to attend the monthly PFR Alliance and Peer Support Calls hosted by the Network.	<input type="checkbox"/> Keep your PFR engaged by sharing the resources provided to your site in the QIA: Plan Check-In email and through IPRO Learn <input type="checkbox"/> Recruit your PFR to help print, distribute, or post Network shared educational materials. Have them get creative with a bulletin board focused around your RCA identified barrier! <input type="checkbox"/> Encourage your PFR to attend the monthly PFR Alliance and Peer Support Calls hosted by the Network.
Do/Study Month 4 January-February	<input type="checkbox"/> Continue working on the Do/Study phase of our project. This phase is where you implement your plan and measure improvement. <input type="checkbox"/> Complete the QIA: Do/Study Check-In Survey that will be sent via email mid-month and view links and attached resources <input type="checkbox"/> Complete all assigned activities in IPRO Learn by the end of each month	<input type="checkbox"/> Get your PFR or other patients involved in monthly QAPI meetings or huddles! <input type="checkbox"/> Share the IPRO ESRD Networks QAPI Video with your PFR More information on how to begin with this and how to remain HIPAA compliant will be provided in your QIA: Do/Study Check-In Email. <input type="checkbox"/> Provide life planning resources to your patients presented in the QIA: Do/Study Check-In Email <input type="checkbox"/> Encourage your PFR to attend the monthly PFR Alliance and Peer Support Calls hosted by the Network.

Facilities have been enrolled as members of a regional Community Coalition (CC) for their Network Service Areas. As members of the CC they will engage in a 6-month Root Cause Analysis (RCA)/ Plan-Do-Study-Act (PDSA) cycle working with peers in their areas to enact change, promote best practices, and create a community of practice.

Act Month 5	<input type="checkbox"/> Continue working on the Act phase of our project. This phase is where you determine the success of your plan and adopt/adapt/abandon as necessary. <input type="checkbox"/> Complete the QIA: Act Check-In Survey that will be sent via email mid-month and view links and attached resources <input type="checkbox"/> Share a best practice in your projects IPRO Learn discussion board related to your QIA project <input type="checkbox"/> Complete all assigned activities in IPRO Learn by the end of each month	<input type="checkbox"/> This should be your first month inviting a patient to your monthly QAPI meeting or huddle board to review quality improvement progress and feedback! <input type="checkbox"/> Encourage your PFR to attend the monthly PFR Alliance and Peer Support Calls hosted by the Network.
Close Out and Celebrating Success Month 6	<input type="checkbox"/> You have now reached the end of your PDSA cycle! <input type="checkbox"/> You will be required to attend the mandatory Best Practices Webinar related to your project. Time/Date to be determined.	<input type="checkbox"/> Encourage your PFR to become an official peer mentor to assist other patients on their dialysis journey. Use this application to help your patient apply to become a peer mentor.
March-April	<input type="checkbox"/> Complete all assigned activities in IPRO Learn by the end of each month <input type="checkbox"/> Share and celebrate your success in this metric with your team members (i.e., staff meeting, huddles, and QAPI)	

Vaccination Interventions/Resources

IPRO Learn

ESRD Facility Quality Improvement Collaborative 2021-2022

Dashboard / My Courses / ESRD Facility QI Collaborative 2021-2022

What's New / Recent Announcements

-  SURVEY PARTICIPANTS NEEDED: Reducing Disparities in Access to Kidney Transplantation Study
 -  Educational Events: Living It Up, New York Style 2022
 - Restricted** Not available unless: You belong to **NW2** (hidden otherwise)
 -  Regulatory Update: 4/13/2022: Health secretary extends the U.S. public health emergency
 -  Educational Event: 3/23-4/6/2022: IPRO Spring Best Practice Webinars- Sign Up Now!
 -  Celebrate Home Modalities Top-Performing Facilities!
 -  Educational Event: 5/4/2022: Explore Transplant: Dialysis Provider Virtual Training
 -  Upcoming Event: 5/18 - 5/19/2022: REGISTRATION OPEN: IPRO ESRD Network and ANNA North Carolina Statewide Symposium
 - Restricted** Not available unless: You belong to **NW6** (hidden otherwise)
 -  Upcoming Event: 6/12/2022: NKF Kidney Walk in Northwest Ohio
 - Restricted** Not available unless: You belong to **OH** (hidden otherwise)
- Welcome! Please watch the **5-Minute IPRO Learn Onboarding Tutorial** that will help you get started! 

QIA Best Practices

Now able to upload attachments!



Resource Highlights

Increase Vaccination

 End-Stage Renal Disease Network Program esrd.ipro.org

My Vaccination Record



with adult vaccination recommendations for persons with kidney disease and those on dialysis*

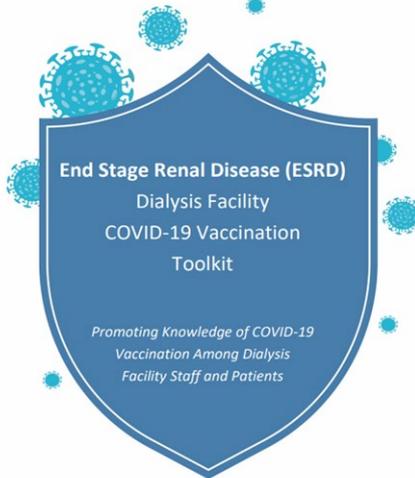
Name _____

*As recommended by Centers for Disease Control and Prevention (CDC)

A Change Package To Increase Vaccinations

Key Change Ideas for Dialysis Facilities to Drive Local Action

Released 2022

End Stage Renal Disease (ESRD) Dialysis Facility COVID-19 Vaccination Toolkit

Promoting Knowledge of COVID-19 Vaccination Among Dialysis Facility Staff and Patients



 End-Stage Renal Disease Network Program

Protect yourself. Get the Vaccines You Need!

Vaccination is a safe, effective way to protect yourself from serious illness.

Vaccines recommended for dialysis patients:

- Annual Flu Vaccine
- Pneumonia Vaccine
- Hepatitis Vaccine

IPRO End-Stage Renal Disease Network Program
 (800) 238-ESRD (3773)
esrd.ipro.org

Why patients are hesitant and ways on Addressing Vaccine Hesitancy within NW9

- Patients have known a person who was vaccinated and still became ill.
- no exact reason pinpointed. could be a multitude of reason. past history, side effects, fear, and uneducated.
- past negative response to vaccine
- Patients refuse vaccinations due to previous side effects or "hear" of instances that someone got "sick" from a vaccination.
- Lack of understanding or education

Tips for having conversations with unvaccinated people

ADDRESSING VACCINE HESITANCY

LISTEN WITH EMPATHY

Listen to their concerns and questions without judgement. Acknowledge and validate their emotions so they know they've been heard.

BE SELF-AWARE OF YOUR FEELINGS AND BIASES

Information we believe as fact is entangled with our feelings and biases that we develop from our culture, community, media, etc. Self-awareness of these influences on your perspective will help you connect with others.

ASK OPEN-ENDED QUESTIONS

Asking open-ended questions can help you better understand the root causes, context, and cultural perspectives behind vaccine hesitancy. Remember, your questions should be respectful and non-judgmental.

ASK PERMISSION TO SHARE INFORMATION

Once you understand their questions and concerns, ask if you can provide information & share where you get trusted information. Be careful not to push information on them.

HELP THEM FIND THEIR OWN REASON

After addressing concerns with empathy and facts, you can steer the conversation from "why not" get vaccinated to the benefits of doing so. Help them find their "why."

BE PATIENT & FOLLOW UP

Changing someone's mind will likely not happen in one conversation. It may take several. Follow up and see what new thoughts they have.

HELP MAKE THEIR VACCINATION HAPPEN

Offer to help the person to make a vaccination appointment and to go with them. Help with transportation, or babysit if they need childcare. Find other ways that would make them feel committed and comfortable.

IF HESITANCY PERSISTS, PREVENTION IS KEY

Remind them that washing hands, wearing a mask, social distancing, and testing are all important to keeping them and their loved ones safe.

These tips are collected from Doris Harris, Public Health Consultant and host of Health Matters, and the We Can Do This campaign.



PUBLIC HEALTH INSTITUTE OF WESTERN MASSACHUSETTS
PARTNER FOR HEALTH EQUITY

Q&As



Better healthcare,
realized.

Vaccinations

Jacob Berkemeier, RN, BSN, CM



Preble County Regional Dialysis

Unit Details

- Eaton, OH
- 15 chair clinic, in center only
- Active isolation room
- Census of 23 as of 10/21/22



Our Team

Staff Details

- 1 RN
- 1 LPN
- 2 PCT III's

Our Culture

- Trusting relationships built over time with consistent honesty and integrity in care
- Accurate and up to date information
- Continuous education on efficacy of vaccines
- Trusting relationships with interdisciplinary team



Vaccination Data

- Pneumococcal PCV-13 95%
- PPSV23 95%
- COVID-19 88% 2 vaccine series
- COVID-19 additional doses 40%
- Influenza 95%

Barriers

- Mistrust concerning COVID vaccines
- Many sources for information
- Mixed information

Case Study 1

- Male patient
- Older in age
- Refused prior vaccines
- After nurse intervention still refused
- After physicians intervention and education was able to convince to being vaccinated

Case Study 2

- Female patient
- Older in age
- Has consented to every available vaccine
- Advocate for vaccination
- Could possibly become Patient Facility Representative (PFR)

Thank you!

Questions/Discussion



Better healthcare,
realized.

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<http://ipro.org>

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

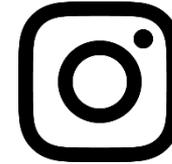
- Additional pathways for learning
 - Sharing Best Practices to a greater community
 - Using Case Study examples to identify new ways of doing something and missed opportunities
- Next meeting – Thursday, January 26, 2023
- Visit the ESRD NCC website to find materials and share
- Expert Teams
<https://esrdncc.org/en/professionals/expert-teams/>



Social Media



ESRD National Coordinating Center



@esrd_ncc



@esrdncc



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



Expert Teams – Case-Based Learning & Mentorship

Thank You

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Appendix

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