

# Developing and Sustaining Processes for Improved Vaccination Acceptance

*Learning and Action Network (LAN)*

June 22, 2023

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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

Understand and overcome common barriers to vaccination status of dialysis patients.

Identify processes for tracking, trending, and sustaining improvements across vaccinations.

Identify effective resources for patient and family education.

# 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?
- How might organization use the change package to improve outcomes?
- In what way can my organization adapt this approach to increase and sustain improved outcomes?

# Polling Question #1

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

# Objective Key Result (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





# ESRD NCC Vaccination Change Package

## A Change Package To Increase Vaccinations

Key Change Ideas for Dialysis  
Facilities to Drive Local Action

Updated 2023



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# Network 4

## Delaware and Pennsylvania

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# Dialyze Direct

DARE TO CARE DIFFERENTLY

**Christopher Bassler BS, RN**  
Regional Director

**Paul D Gordon**  
Director of Clinical Projects

**Operational Overview:** Dialyze Direct is a Skilled Nursing Facility (SNF) based Home Dialysis provider. We have operations in 14 states with 21 sites in PA.

SNF dialysis presents unique challenges including:

- Geriatric patients
- High acuity rates
- Limited communication between dialysis and SNF staff.
- Limited dialysis knowledge among SNF staff.

**We're here today to discuss problems we experienced with NHSN, and covid vaccinations.**

In short: we had very inconsistent reporting.

**Barriers:**

- Acquisition
- Delineation of responsibilities and changing of roles.
- Leadership turnover.
- Staffing crisis
  - Leadership working the floors.
  - Challenges in hiring and training new staff.
- Difficulty obtaining access to NHSN.
- Difficulty obtaining covid vaccination statuses from nursing homes.

## Strategies and Resolutions:

A root cause analysis was conducted to develop solutions to the identified barriers.

- A point person was identified at each SNF to provide us with the covid vaccination reports.
- Staffing improved (the nursing and PCT shortage is less severe than during the pandemic).
- NHSN access was ultimately attained.
  - We discovered that no one passed the administrator role for the PA clinics our new administration.
  - Months of emails were exchanged.
  - Network 4 (Jeanette Shrift) was engaged to assist.
  - Phone contact with NHSN was established and access issue was resolved.

## **Progress:**

- We now report weekly as required.
- Our vaccination rates are 78%, just below the goal (80%)
- We have improvement to make in documenting boosters.

# Discussion



# Network 6

Georgia, North Carolina, and South Carolina

Aisha Edmondson

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realized.

# Network 6 Vaccination LAN Call

Aisha Edmondson, QI Manager

## IPRO ESRD Network of the South Atlantic Network 6 (GA, NC, SC)

- Network 6 activities support approximately **51,211 dialysis patients** with End-Stage Renal Disease (ESRD). These patients receive treatment at **804 Medicare-certified dialysis facilities**. **10 Transplant Centers**



# Vaccination Barriers





- **Vaccination Hesitancy**
- **Mistrust In the Healthcare System**
- **Vaccine Fatigue**
- **Lower than average vaccination rates**
- **Misinformation**





# Introducing Healthy Living

The Network introduce a new approach to facilities through IPRO Learn focusing on the association of vaccines and overall health as a new way to incorporate patient health and safety. Asking facilities to look for a wellness champion to lead them through this new approach.

Working with clinical staff, dietitians, and social workers to promote health and wellness in their patient's everyday lives. Focusing on the optimal health for each patient to lead patients to better manage their comorbid conditions through weight management, exercise, active engagement in their treatment plan, and preventative care such as vaccinations and testing.

# ESRD Healthy Living Initiative

		<b>High blood pressure</b>	This is when the force of the blood pushing on the blood vessel walls is too high causing the heart to pump harder, this can cause heart disease, kidney disease and stroke.
		<b>Wash your hands</b>	This is the best defense against the spread of disease.

Bingo Number	Icon	Term	Definition
		<b>You! (The patient)</b>	The most important member of your care team!
		<b>Social Worker</b>	Talk to this healthcare staff member if you are feeling depressed or having a hard time adjusting to life with dialysis.

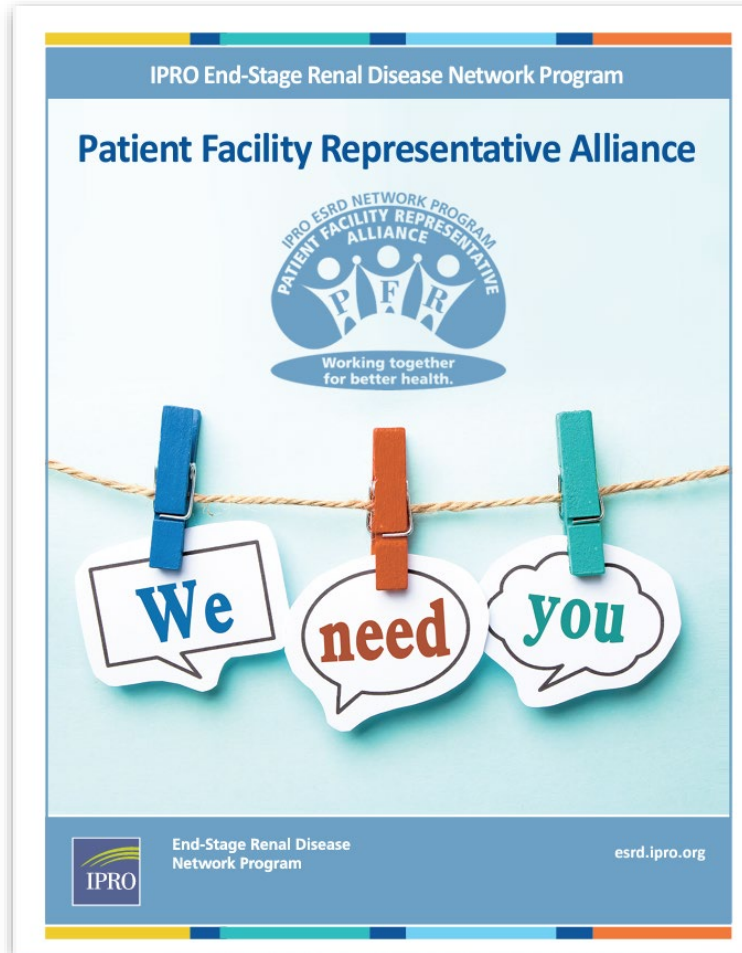
## ESRD BINGO GAME

 <b>Infection</b>	 <b>Paired Exchange</b>	 <b>Wash Your Hands</b>	 <b>Vocational Rehab</b>	 <b>You The Patient</b>
 <b>Weight</b>	 <b>ESRD Network</b>	 <b>Anemia</b>	 <b>Social Worker</b>	 <b>Needle Free</b>
 <b>Home Dialysis</b>	 <b>Diabetes</b>	 <b>Better healthcare, realized.</b>	 <b>Heart Healthy</b>	 <b>Dwell Time</b>
 <b>High Blood Pressure</b>	 <b>Peer Mentoring</b>	 <b>Care Partner</b>	 <b>Vaccinations</b>	 <b>Nocturnal Dialysis</b>

# Integrating Patients Into the Work

## Patient Facility Representatives

- Research based approach
- Patient perspective is vital to success
- Healthcare that results in the BEST outcomes revolves around teamwork



# IPRO Learn Quality Improvement

## ESRD Facility Quality Improvement Collaborative 2021-2023

Dashboard / My Courses / ESRD Facility QI Collaborative 2021-2023

### 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!





# Future OY2 Work

## Fast Food Health Equity

- Input from local dietitians and our PFR Alliance showcased a need for visual diet education that resonates with our community. The Network will be partnering with the community to make visual "my plate" educational handouts around popular fast food restaurants in the Network and what patients can order if they find themselves needing to eat but stay within the parameters of a kidney friendly diet

### TIPS TO EATING HEALTHY FAST FOOD

**Choose Nutrient-Rich Drinks**

Cola  
NO Nutrients

Coffee  
NO Nutrients

Orange Juice  
Vitamin C

1% Milk  
Vitamins A & D & Calcium

	Calories	Fat	Nutrients
COFFEE (12 oz.)	0	0 g	NO NUTRIENTS
MEDIUM COLA (12 oz.)	210	0 g	NO NUTRIENTS
1% MILK (8 oz.)	100	2.5 g	Vitamins A & D & Calcium
ORANGE JUICE (12 oz.)	150	0 g	Vitamin C

**Keep an Eye on Size**

	Calories	Fat	Sodium
SMALL (2.1 oz.)	230	12 g	270 mg
MEDIUM (3.1 oz.)	375	20 g	440 mg
LARGE (5.4 oz.)	500	28 g	585 mg
SUPER (6.8 oz.)	625	33 g	735 mg

**Count Condiments**

Mustard  
5 calories

Ketchup  
15 calories

Mayo  
100 calories

Special Sauce  
165 calories

BBQ Sauce  
50 calories

	Calories	Fat	Sodium
MUSTARD (1 teaspoon)	5	0 g	55 mg
KETCHUP (1 tablespoon)	15	0 g	170 mg
MAYO (1 tablespoon)	100	11 g	80 mg
BBQ SAUCE (2 tablespoons)	50	0 g	250 mg
SPECIAL SAUCE (2 tablespoons)	165	18 g	185 mg

**Select Sensible Sides**

Look for nutrient-rich foods.

	Calories	Fat	Nutrients
FRUIT CUP (2 oz.)	35	0 g	Vitamin C & Fiber
APPLESAUCE (2 oz.)	90	0 g	Vitamin C & Fiber
APPLE BIPPERS	25	0 g	Vitamin C*
APPLE JUICE (6.7 oz.)	100	0 g	Vitamin C**
SIDE SALAD (no dressing)	20	0 g	Vitamins A & C

\*Vitamin C is essential acid used to keep the apples from browning. \*\*Vitamin C added.

**Go Grilled vs. Fried**

	Calories	Fat	Sodium
GRILLED CHICKEN BREAST with lettuce, tomato, onion and cheddar	400	7 g	1099 mg
BREADED FRIED CHICKEN BREAST with lettuce, tomato, onion and cheddar	790	43 g	1590 mg

Note: Nutrition information based on typical or average values for food items shown which may vary by brand, manufacturer or preparation method.

# Thank You



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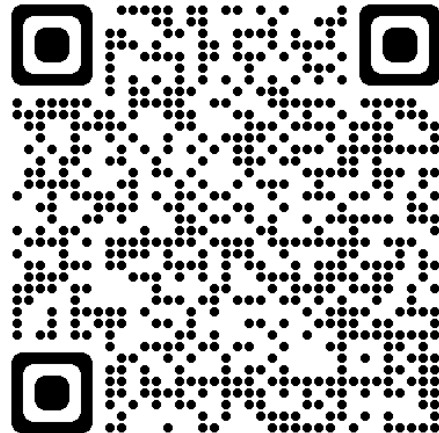
# Discussion

## 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.
  - [A Change Package To Increase Vaccinations \(esrdncc.org\)](http://esrdncc.org)

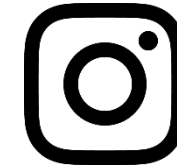


Use your phone's camera to scan QR code to go directly to the change package.

# Social Media and Website



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National Coordinating Center (NCC)

ESRD National Coordinating Center  
ESRDNCC.org

# Thank you!

To take the post-call survey, please use the QR code below or the page that pops up when you close the meeting window.



Use your phone's camera to scan QR code to go directly to the survey.