

OKR 3 | Vaccination

Learning and Action Network (LAN)

September 28, 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

Ways to Spread Best Practices from Today's LAN


- Share your approaches and experiences via Chat
- Identify how today's information could be used at your facility
- Apply at least one idea from today's LAN at your facility
- Commit to sharing your learnings and ideas 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.

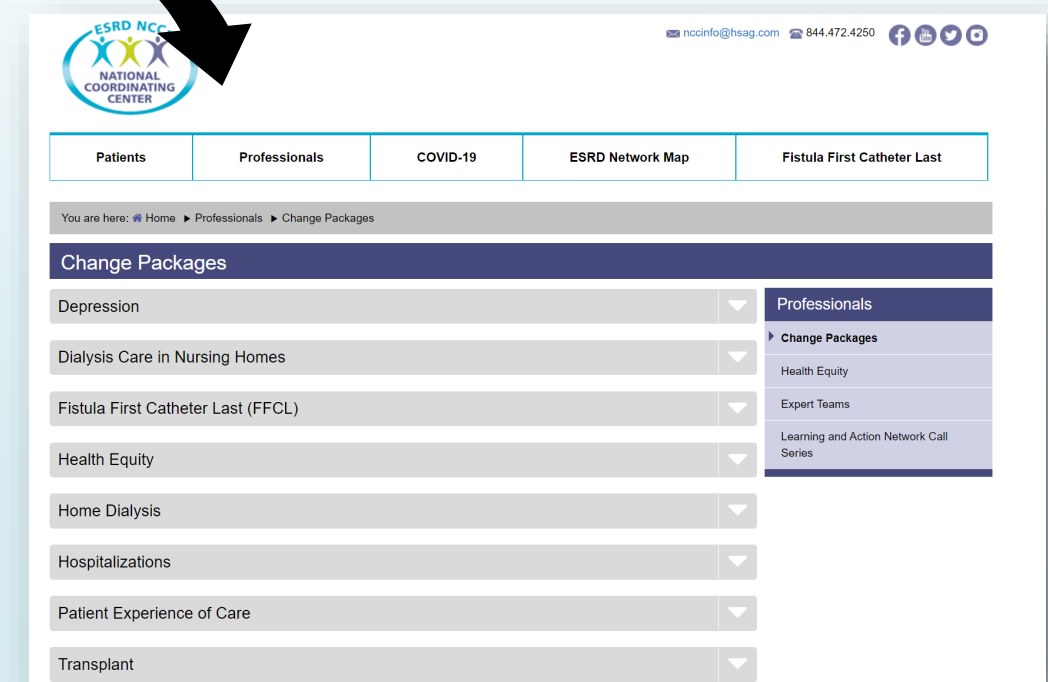
Answer using *Chat*

Make sure it's set *To: Everyone*

Have you previously applied best practices from the change packages to improve outcomes?



A large QR code is positioned on the left side of the slide. A black curved arrow originates from the top of the QR code and points towards the top of the screenshot on the right. Below the QR code is a simple black outline of a smartphone.



The screenshot shows the ESRD NCC National Coordinating Center website. At the top left is the ESRD NCC logo. To the right of the logo is the text "nccinfo@hsag.com" and the phone number "844.472.4250". Further right are social media icons for Facebook, YouTube, Twitter, and Instagram. Below the header is a navigation bar with five tabs: "Patients", "Professionals", "COVID-19", "ESRD Network Map", and "Fistula First Catheter Last". Underneath the navigation bar is a breadcrumb trail: "You are here: Home > Professionals > Change Packages". The main content area is titled "Change Packages" and features a list of categories, each with a dropdown arrow: "Depression", "Dialysis Care in Nursing Homes", "Fistula First Catheter Last (FFCL)", "Health Equity", "Home Dialysis", "Hospitalizations", "Patient Experience of Care", and "Transplant". On the right side of this list is a sidebar menu with a "Professionals" header and several sub-items: "Change Packages" (which is highlighted with a dark blue background), "Health Equity", "Expert Teams", and "Learning and Action Network Call Series".

Presentations – ESRD Network 7



Vaccinations (COVID-19, pneumonia and influenza) Learning and Action Network (LAN)

Network 7

COLIN BLACKWOOD , GROUP FACILITY ADMINISTRATOR @ DAVITA

Our Team Approach to Educating Patients Regarding the Importance of Being Fully Vaccinated

- ▶ Team Approach Goal: Increase patient vaccination rate to >90% of all patients by:
- ▶ Reviewing medical records prior to patient admission
- ▶ Educating all patients on admission
- ▶ Documenting any vaccinations given elsewhere
- ▶ Documenting any vaccinations given at incenter
- ▶ Monthly follow up to address any missed vaccines doses
- ▶ Address vaccination rates in Pre-QAI meetings with IDT
- ▶ Chose Focus Patients and Educate during POC meetings and Conference.

Cover your cough!

PROTECT YOURSELF AND OTHERS



Cover your nose and mouth when you cough or sneeze.



Use tissues and throw them in the trash right away.



Wash hands or use hand sanitizer afterward.



Wear a mask to the dialysis center if you have a cough.

Cover your Cough v1.0 © 2022 Davita Inc.

Facility Information

- ▶ Located in Tampa, Florida
- ▶ 16 Treatment Chairs
- ▶ 1 Isolation Room –for Hep B+ patients.
- ▶ Patient count from September 2023 : 76
- ▶ September 2023 patient vaccination rates:
 - ▶ COVID-19: 98.0%
 - ▶ Influenza Vaccination Starting on October 1st 2023

Identified Patient Barriers

10

- ▶ Vaccination allergies
- ▶ "I've known someone that got sick from the vaccine"
- ▶ Religious beliefs
- ▶ Patient state, "they have already had it but are unable to provide documentation"
- ▶ Patients sign consent then refuses on date scheduled to be given
- ▶ Missed treatments
- ▶ Patients not believing in vaccinations
- ▶ Not enough research on new vaccine

Team Approach for a Successful Educational Process

- ▶ All staff educated on the benefits of been fully vaccinated
- ▶ Nurses provide continuous education, identify interested patients, get consents signed, enter orders, ensures vaccinations were given and documented properly
- ▶ Charge Nurse reviews medical records prior to admission, including vaccine records
- ▶ Administrative Assistant calls Primary Care Physician's office for vaccine records if not included in medical records prior to admission
- ▶ Charge Nurse reviews vaccine tracker monthly and reschedules any missed vaccinations or lab draws
- ▶ Interdisciplinary Team reviews vaccinations during pre-QAI
- ▶ Nursing staff are all educated on vaccination policies and procedures and reeducated as needed

Team Approach for a Successful Educational Process Cont.

- ▶ Daily medication count to assure availability
 - ▶ Verify allergies
 - ▶ Doctors reinforce vaccination education when rounding
 - ▶ Always remain truthful with patients, provide informational handouts, follow policies and procedures
 - ▶ Talk with patients and hear their concerns and revisit monthly
 - ▶ Reeducate patients on vaccines as need
 - ▶ Team addresses all refusals in QAI monthly meeting with Medical Director
-
- ▶ **Results:** Increased vaccination rate to >95% at DaVita Kennedy Blvd.

THANK YOU!

Presentations – ESRD Network 8



VACCINE MANAGEMENT: CONQUERING VACCINE HESITANCY

Valerie Henry RN, Clinic Manager



STEPS TO SUCCESS

- Set High Goals for Your Facility
- Implement Strategies for Continuous Quality Improvement
- Adopt Interventions to Reach Your Goals
- Educate and Respect



INTRODUCTION: IMPROVEMENT IS A PROCESS

- You must Identify the Problem.
- Define the Goal or Result you are reaching for.
- Incorporate your entire team and get everyone involved to help meet the same common goal.
- Provide staff e.g., PCTs with data and information so they can act as educators and reinforce vaccine education given by the nurses.
- Identify areas that need improvement.
- Set time limits.



ADOPT INTERVENTIONS TO REACH YOUR GOALS

- Inform patients they can get vaccines at the facility, and it is not necessary for them to have to go to their Physician's Office or Pharmacy.
- Prepare patients ahead of time.
- Have sufficient inventory.
- Schedule vaccinations for home therapy patients when they come in for clinic days.
- Use a patient-centered approach.



EDUCATE AND SUPPORT... ERADICATE BARRIERS

Educate...

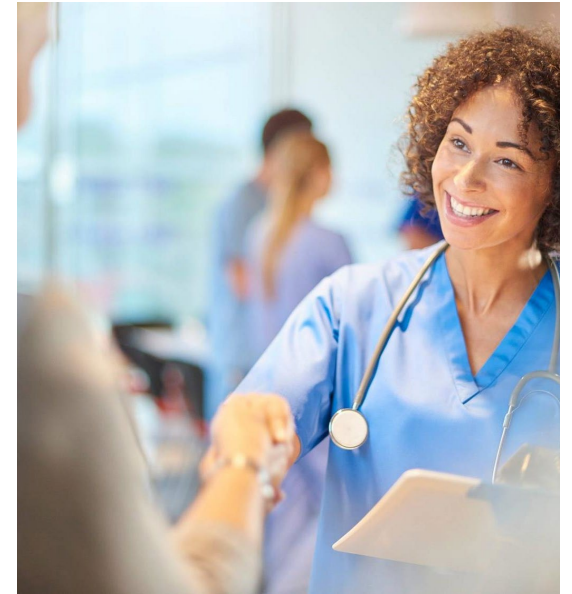
- Collect brochures and information about each of the available vaccines and give this to all the patients.
- Educate the patients about the available vaccines and explain why all of them are not only important but **necessary**.

Answer questions...

- Address all the concerns and questions the patients have to his/her satisfaction.
- Re-educate annually and PRN regarding vaccinations.
- Distribute educational materials to support the information given to patients to help support the facts.

Respect the patient...

- Dispel myths.
- Provide patients with credible resources.
- Once a patient's decision is made, we respect that decision. After all, it is his/her decision. We do not want to make the patient become less receptive to vaccinations and completely be closed to the idea.



SUMMARY

We all need to do everything ... everyday... for everyone... that we can do to make their life better. That is what being in the Medical Field requires of us. We need to make a difference in the lives of our patients every time we can because if we don't then someone else may not. What if they are not here tomorrow? I want to say that I made a difference today!

THANK YOU.

Valerie Henry RN, Clinic Manager

Vhenry@dccdialysis.com



Presentations – ESRD Network 9





End-Stage Renal Disease
Network Program

IPRO ESRD Network 9 LAN Call

Tiffany Reese-Arrington, QI Project manager

This material was prepared by the IPRO ESRD Network Program, comprising the ESRD Networks of New York, New England, the South Atlantic and the Ohio River Valley, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. Views expressed in this material do not necessarily reflect the official views or policy of CMS or HHS, and any reference to a specific product or entity herein does not constitute endorsement of that product or entity by CMS or HHS. Publication #



Agenda

Objectives



- Healthy Living Initiative
- Healthy Living BINGO
 - Purpose
 - Possible Barriers
 - Launch

Healthy Living Initiative

Objective

Focusing on the optimal health of each patient while incorporating preventative measures to help patients manage their comorbid conditions better.

- Facilities to elect a Wellness Champion to foster culture change
- Working with clinical staff, dietitians, and social workers to promote health and wellness in their patient's everyday lives through
 1. Weight management
 2. Exercise
 3. Active engagement in their treatment plan
 4. Preventative care such as vaccinations and testing.



Healthy Living BINGO



Purpose

Why

- It's been proven as one of the bests social games to engage all ages due to socialization
- Secondary benefit of stress release (i.e. time left in clinic, new vaccination protocols)

What

- Fun, interactive approach to bring awareness on ways to maintain a healthy lifestyle
- Engages and promotes health literacy
- Inclusive of all areas of health including access care, weight management, prevention measures, etc.
- Increase in clinic morale for ALL and help in other metrics

How

- Can be played both virtually and live
- Bingo Cards, Key Sheet, and PowerPoint is provided
- Include the Healthy Living Champion and/or IDT to help facilitate
- Can be played in Home and ICHD

Resource Highlights

Healthy Living BINGO



<https://esrd.ipro.org/>

Healthy Living Bingo

Introduction

The objective of this game is to help patients identify important terms related to end stage renal disease (ESRD) and to increase their understanding in and involvement with their own care. The game provides patients with a unique opportunity to connect with each other, either in person or virtually, and to have fun while learning more about managing their care.

Prepare to Play:

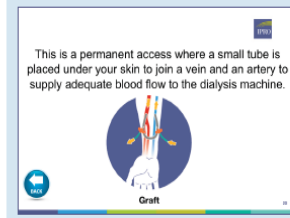
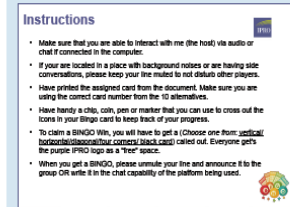
- Distribute the set of Bingo Cards and the Bingo Glossary Key to the game participants prior to the scheduled game. You could ask the facility's social worker to print copies for the participants, or you could send the documents electronically if you and the participants have exchanged email addresses.
- Make sure that each participant knows which card they will use to play. (Each of the 10 cards is identified by a number on the bottom of the card.) You will have up to 10 unique cards to play with; if you decide to play with more than 10 participants, please be aware that you may have more than one winner in one round.
- Advise the participants to have on hand bingo chips, coins, or a marker that they can use to mark icons on their card after definitions have been read.
- Schedule a virtual meeting on a platform that allows you to share your computer or laptop screen (e.g., Zoom, Google Hangout, WebEx, or Skype). Share the meeting information with your game participants via email or text. To further promote the game, you could also ask your facility to help you create and distribute a flyer!
- Before you host the meeting, be sure to review the PowerPoint presentation and test out its navigation. On the very last slide, you have the option to add your contact information: your name and phone number and/or email address.
- In the instruction slide (slide #2) you will be able to decide what type of bingo combinations you will accept. Options include vertical, horizontal, diagonal, or all-card marked icons.
- If you would like to select the numbers at random, you can use a copy of the Key Sheet. Cut each row into a strip that includes the Bingo number, ESRD term, definition, and image. You can fold each strip of paper and place it along with others in a bowl or hat. This will allow you to pick the number at random that will guide you to click on the bingo ball in the PowerPoint presentation.



Note: The purple IPRO logo in the center of the card serves as a "Free" space.

Instructions:

- When you host the virtual Bingo Game, make sure that you are sharing the PowerPoint document on your screen in "Full Screen" mode so that the buttons work.
- You may call the numbers 1 through 32 at random to identify a definition by clicking the blue/underlined number on each ball. Once you have called that ball's number, the number will turn pink to indicate that the definition associated with that number has been used.
- Each slide with a definition has a **Click here to reveal answer** button that you will click after reading the definition. This will allow you to show the corresponding image and key word to match the Bingo Card. Once you show your participants the response, you can use the **Back** button.
- If players have challenges identifying the key word associated with a definition, take time to explain the terminology or acronym. You may also guide your participants to the Bingo Glossary Key if anyone needs assistance with the definitions or numbers that have been called.
- Once a winner has been identified, click on the **BINGO!** button at the bottom right of the "Let's PLAY!" slide. That will take you to a winner celebration slide. After you have celebrated the winner, you may click on the **Exit** button at the bottom right. This will direct you to a "Thank You" slide that provides a space for you to add your name and any contact information that you want to share with the game participants.
- Play as many rounds as you'd like. (You may want to suggest to participants that they should have more than one copy of the card(s) if you anticipate playing more than one round of Bingo).



Navigation Buttons

Icon	Name	Action
	Click here to reveal answer Button	This button will allow you to reveal the image and key word after having read the definition.
	Back Button	After you have revealed the image and word related to the definition, use the Back button to return to the "Let's PLAY!" slide to call another number/ definition.
	BINGO! Button	When a participant has called a BINGO, find this button in the bottom right side of the "Let's PLAY!" slide. This will take you to the "Congratulations!" slide to celebrate the winner.
	Exit Button	After celebrating the winner, use the Exit button to end the game. This will take you to a "Thank You" slide, where your contact information will appear if you choose to share it with your game participant group.



To file a grievance, please contact us:
IPRO End-Stage Renal Disease Network Program Corporate Office:
 1979 Marcus Avenue, Lake Success, NY 11042-1072
 Patient Toll-Free: (800) 238-3773 • Main: (516) 231-9767
 E-mail: esrdnetworkprogram@ipro.org • Web: esrd.ipro.org

This material was prepared by the IPRO ESRD Network Program, comprising the ESRD Networks of New York, New England, the South Atlantic and the Ohio River Valley, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. Views expressed in this material do not necessarily reflect the official views or policy of CMS or HHS, and any reference to a specific product or entity herein does not constitute endorsement of that product or entity by CMS or HHS. Publication # ESRD-IPRO-02-NW-2013030-223. 1C / 02/09/13 / 15

Let's PLAY!



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Your choices about what to eat and drink while on dialysis can make a difference in how you feel and can make treatments work better.

Click here to
reveal answer



Your choices about what to eat and drink while on dialysis can make a difference in how you feel and can make treatments work better.



Resource Highlights

IPRO Learn Launch

- Bingo will be available through Ipro Learn to all Networks as an activity.



ESRD Facility Quality Improvement Collaborative 2021-2023

[Dashboard](#) / [My Courses](#) / [ESRD Facility QI Collaborative 2021-2023](#)

What's New / Recent Announcements

 [CDC Update 9/12/2023: COVID-19 Vaccine for Fall/Winter Virus Season](#)

 [9/14/2023: Public Health Emergency for Georgia in Response to Hurricane Idalia](#)

Restricted Not available unless: You belong to **GA** (hidden otherwise)

Possible Barriers

Ways to Mitigate

- Time – downtime, schedule and advertise, online
- Language – bilingual staff, Interpreter devices
- Engagement – Incentivize
- Staffing – utilize all (RN's, Techs, IDT, PFR)
- Clinic Floor/Set-up – Project using clinic resources (TV's, Intercoms, staff)

Thank you

Tiffany Reese-Arrington
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IPRO ESRD Network Program | Better Healthcare, realized
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**End-Stage Renal Disease
Network Program**

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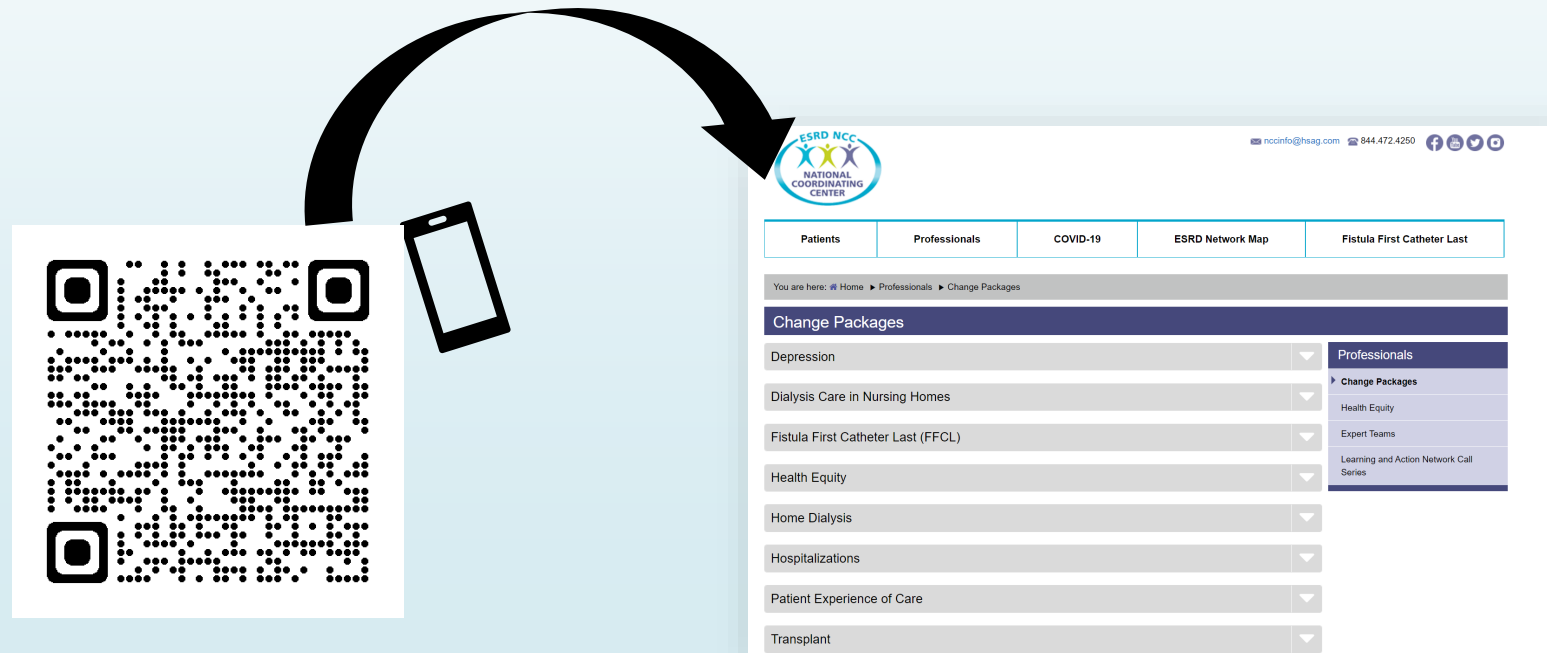
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Moving from Learning to Action

Share best practices from this presentation with your colleagues.

Use the ESRD NCC Changes Packages to improve patient outcomes and overall patient experience of care.

Please complete the post-event survey.



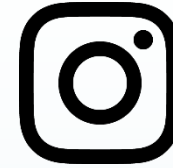
The diagram illustrates the process of accessing the ESRD NCC website. A smartphone displays a QR code, and a large black arrow curves from the QR code to a screenshot of the website's 'Change Packages' page. The website screenshot includes the ESRD NCC logo, contact information (nccinfo@hsag.com, 844.472.4250), and social media icons. The main content area features a navigation menu with tabs for Patients, Professionals, COVID-19, ESRD Network Map, and Fistula First Catheter Last. Below this, a breadcrumb trail reads 'You are here: # Home > Professionals > Change Packages'. The 'Change Packages' section is expanded, showing a list of categories: Depression, Dialysis Care in Nursing Homes, Fistula First Catheter Last (FFCL), Health Equity, Home Dialysis, Hospitalizations, Patient Experience of Care, and Transplant. A sidebar on the right lists 'Professionals' and 'Change Packages' as active sections, along with 'Health Equity', 'Expert Teams', and 'Learning and Action Network Call Series'.

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ESRD NCC

Thank you!

Please take a one moment to complete the post-call survey.

