

Expert Teams – Vaccination

Case-Based Learning & Mentorship

Thursday, April 27, 2023

Facilitator: Julie Moss, ESRD National Coordinating Center



Meeting Logistics

- Call is being recorded
- Participants can unmute themselves
 - 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

Who Is On The Call?

Clinician and
Practitioner
Subject Matter
Experts

Dialysis Facility
and Transplant
Professionals

ESRD Network
Staff

Kidney Care
Trade Association
Members

Centers for
Medicare &
Medicaid Services
(CMS) Leadership

What are Expert Teams?



Participants from varying levels of organizational performance, each with lived experience and knowledge, come together to support continual learning and improvement



Help others learn faster by sharing what worked and what didn't work around a particular case, situation, or circumstance



Bring the best possible solutions to the table

What is Case Based Learning?

Describes an individual situation (case)



Identifies key issues around the problem, barrier, or missed opportunity



Analyzes the situation using relevant processes meant to mitigate the problem or situation



Recommends a course of action for the situation, including implementing PDSA cycles and process modifications

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?

COVID-19 Expert Teams Network 6



Aisha Edmondson
Contract Manager, Quality Improvement

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

- Network 6 activities support approximately **51,000 dialysis patients** with End-Stage Renal Disease (ESRD). These patients receive treatment at **769 Medicare-certified dialysis facilities**.



Barriers Related to COVID-19 Vaccination

- Lack of knowledge
- Fear
- Mistrust in the Healthcare System
- Vaccine hesitancy
- COVID-19 Fatigue




Breaking Barriers


- Be Patient and Follow Up
- If Hesitancy Persists, Prevention is Key
- Listen
- Educate



Interventions and Resources




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 • COVID-19 Vaccine

Annual Influenza (Flu) Vaccine	Pneumonia Vaccine	Hepatitis Vaccine
<ul style="list-style-type: none"> Influenza, also called the flu, is a contagious and serious respiratory disease. As a dialysis patient, if you get the flu you are more likely than others to develop serious problems. Each year there are different types of flu vaccines available; some are better suited for kidney patients. Ask your healthcare team about which flu vaccine is best for you. Receiving an annual flu vaccine will help protect you from getting the flu. According to the Centers for Disease Control and Prevention (CDC), influenza season usually is at its worst in February and can last until late May. The best time to receive a vaccine is October or November. 	<ul style="list-style-type: none"> Pneumonia, an infection of the lungs, needlessly affects millions of people worldwide each year. Pneumonia is caused by bacteria and can lead to serious infections. Pneumonia infections can often be prevented and can usually be treated. The pneumonia vaccine protects your body from many types of harmful bacteria. You should receive a pneumonia vaccine every five years. You can receive this vaccine any time of year. 	<ul style="list-style-type: none"> Hepatitis B causes the liver to become inflamed, and limits its normal functions. It is a serious infection that can be very dangerous and even life-threatening. Hepatitis B is spread through contact with blood or body fluids from someone who has the virus. Dialysis patients are at greater risk for exposure to this virus because of repeated access to the bloodstream during treatment. The hepatitis B vaccine is your best protection against the virus. It also protects against a form of liver cancer caused by hepatitis B. The hepatitis B vaccine is usually given in a series of three to four injections or doses over a six-month period.

continued on next page




How Vaccines Prevent Diseases

Vaccines reduce the risk of infection by working with the body's natural defenses to help it safely develop immunity to disease.

When germs, such as bacteria or viruses, invade the body, they attack and multiply. This invasion is called an infection, and the infection is what causes illness. The immune system then has to fight the infection. Once it fights off the infection, the body is left with a supply of cells that help recognize and fight that disease in the future.

Vaccines help develop immunity by imitating an infection, but this "imitation" infection does not cause illness. It does, however, cause the immune system to develop the same response as it would to a real infection, so the body can recognize and fight the vaccine-preventable disease in the future.



Source: Centers for Disease Control and Prevention (CDC)


For more information about these vaccines, speak with your healthcare team and visit these CDC website pages:

www.cdc.gov/flu • www.cdc.gov/pneumococcal/vaccination.html • www.cdc.gov/hepatitis/abc
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

To file a grievance, please contact us:
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 Corporate Office: 1979 Marcus Avenue, Lake Success, NY 11042-1072
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End-Stage Renal Disease Network Program

Is it the Flu? A Cold? Allergies? Or COVID 19? — A Guide to Symptoms —

As we prepare for colder weather and are gathered indoors with others, this guide can be used to help assess the likelihood of these symptoms being signs of the flu, a cold, allergies or COVID-19.

Symptom	COVID-19	Flu	Common Cold	Allergies
Fever higher than 102	X	X		
Moderate temperature			X	
Cough	X	X	X	
Shortness of breath	X			
Head and body aches	X	X	X	
Loss of taste or smell	X			
Sore throat	X	X	X	
Congestion	X	X	X	
Nausea/ vomiting	X	X		
Fatigue	X	X		
Stuffy nose/runny nose		X	X	X
Postnasal drip			X	
Sneezing				X
Plugged-up ears				X
Tickle in back of throat				X

How the Network Plans to Continue their Support

- Encouraging and educating about the importance of vaccines and its benefits to overall health.
- Emphasizing the importance of the MDs involvement when patients refuse vaccines.
- Encouraging vaccines as part of patients better life plan guided towards healthy living.
- Working with the Interdisciplinary teams on creating a pro-vaccination culture through lobby days, huddle boards etc.
- Involving Patient Facility Representatives (PFRs) in the vaccination efforts.
- Collecting best practices from facilities with high performance demonstration.



Robbin Hoyle, RN

Clinical Manager

FKC-Gastonia/Lowell #1329



FRESENIUS MEDICAL CARE GASTONIA

Unit Details

- Gastonia, North Carolina
- Home/ICHD/TCU
- Census of 123



Our Team

Staff Details

- 7 RN
- 4 PCT I's
- 3 PCT II's
- 3 PCT III's

Our Process

How We Make It Happen

- We ask them to express their concerns about the vaccination.
- Being compassionate and curious about the patient's mixed feelings.
- The Clinical Manager organizes the process of how it will take place
- The Clinical Manager administers all of the vaccines and ensure to enter all the information into EQRS
- Ensure to communicate with the team on where we stand.

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
- If patient does not get vaccine in center we encourage them to bring in their card.
- Goody bags or treats are always given when they receive a vaccine.
- We follow through with the patients on the fence to continue conversations with them.



Vaccination Data

- COVID-19 Pt.- 88% 2 vaccine series
- COVID-19 Staff- 84% 2 vaccine series
- COVID-19 60% additional doses

Barriers

- Mistrust concerning COVID vaccines
- Many sources for information
- Lack of Knowledge

Case Study

- 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
- After conversation with the patient, allowing him to ask questions, he agreed to receive vaccine.

Thank you!

Questions/Discussion



Better healthcare,
realized.

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<http://ipro.org>

Questions and Answer 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 through coalition meetings
 - Using Case Study examples to identify new ways of doing something and missed opportunities
- Next meeting – Thursday, June 27, 2023 @ 2 pm ET

Visit the ESRD NCC website to find materials and share <https://esrdncc.org/en/professionals/expert-teams/>



Social Media



ESRD National Coordinating Center



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@esrdncc



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Expert Teams – Case-Based Learning & Mentorship

Thank You

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