COVID-19

An End Stage Renal Disease (ESRD) National Coordinating Center (NCC)
Professional Education Quickinar

May 6, 2020

COVID-19 = Coronavirus Disease-19
Agenda

• What is this call about?
• Today’s speakers
  ▪ Dale Lupu, MPH, PhD
    School of Nursing, George Washington University
  ▪ Elizabeth Anderson, DSW, LCSW
    College of Health and Human Sciences, Western Carolina University
  ▪ Coalition for Supportive Care of Kidney Patients
  ▪ Topic: How dialysis staff can help patients maintain emotional well-being during the COVID-19 pandemic
  ▪ Questions and Answers (Q&As) from chat and Q&A panels
What Is This Call About?

- Hear from stakeholders in the ESRD community adapting to COVID-19.
- Provide real-world strategies for facilities to put into use.
- Engage in weekly calls on varying topics.
Dale Lupu, MPH, PhD
Associate Research Professor, George Washington University

Elizabeth Anderson, DSW, LCSW
Assistant Professor of Social Work, Western Carolina University
Acknowledge and Respond to Fear and Anxiety

Invite patients to share their concerns
“Some patients have shared that COVID-19 really scares them. How are you feeling about it?”

Use empathy
“Sounds like you have been fearful about what might happen to you and your family. There is a lot that is unknown right now and everything is changing very fast.”

Foster resilience
“What has helped you get through difficult times before?”
We are like family here. I have some difficult news to share. Given how much I care about each of you, I wanted to tell you myself. Unfortunately, Ms. S. has died.”

Pause. Let person respond.
Name the emotion he/she shows.

“This is heartbreaking for me. It is okay to be really upset or even angry. We’re here to support you and to listen. We may not know the answers, but we are in this together.”
Words for Responding If a Patient’s Family Member Has Died

“I heard this morning about {USE FIRST NAME}.” If you can remember anything about the caregiver, state it. For instance:

“Linda always had the most cheerful smile.”

“I always could tell that James loved you.”

“We are going to miss the way Thomas always joked with us.”

Pause. Let the person respond. Name the emotion he/she shows.

“This is so heartbreaking and a great loss for you to bear.”

Let the person know that you can tolerate the emotion. “Something like this can make a person so overwhelmed, angry, and devastated. You are safe to talk about any of that with me.”
The Importance of Your Presence

• When dealing with death, your presence is far more important than the precise words you choose.

Most practitioners struggle to sit with a patient in grief, which can be very lonely when a patient is left alone.

The most important thing you can do is to sit with patients in their time of greatest pain and hold that pain with them. You don’t need to say much. “I am here for you” is enough.
Activities

Place a flower on the chair or bed of a patient who has died and leave it unoccupied for a period. For facilities at capacity, place flower on a shelf or table.

Display a *in memoriam* bulletin board with notices of the person’s obituary, notes from staff, and possibly notes from family members, being mindful of patient privacy.

Displaying a ritual memory object can help with closure for all. A wreath where a memory ribbon is tied or a fountain where a beautiful stone is placed are ways to memorialize each death.

Send a bereavement card to family from the dialysis center staff.
Let Us Hear From You

Q&As from chat and Q&A panels
Introducing TheKidneyHub.org.

- New resource for patients and professionals
- Secure, mobile-friendly web tool developed by the ESRD NCC with assistance from patient subject matter experts (SMEs)
- Links to important resources, such as:
  - COVID-19 emergency resources.
  - Patient-created resources on transplant, infection prevention, well-being, and more.
  - Educational materials for new (and experienced) ESRD patients, etc.
Our Next COVID-19 Quickinar Events

• Save the dates for our next events.
  - Patient-focused event: May 12, 2020, at 5 p.m. ET
  - Provider-focused event: May 13, 2020, at 5 p.m. ET

• Visit [www.kidneyCOVIDinfocenter.com](http://www.kidneyCOVIDinfocenter.com) for information and to register.
Thank You!

NCCinfo@hsag.com
844.472.4250
813.865.3545
www.esrdncc.org

Additional COVID-19 resources for patients and providers:

www.kidneyCOVIDinfocenter.com

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