

# Silver Award Project Utility

Facility: DVA--DeBaliviere Dialysis  
Silver Award User: Jessica Zabih

Project Status:

## 1. Description of Project:

Description of Project - See end pages for examples of posters, kits and handouts

- 1) Reduction of thirst- with education, demo and supplemental tools/thirst packs.
  - Lobby day held with demo of thirst kits (mouthwash/water in spray bottle, lemon candy. Lemon flavors to help with saliva production. Provided to patients to take home and come back with feedback
  - Interactive, asked for pt's input on ideas to help others who are struggling.
  - Poster in the lobby promoting same ideas above and recognizing those who had improved fluids for each month
- 2) Increase organization/self-care practices for reduction of hospitalizations and increase well-being (less stress)
  - Patients were provided with notebooks to keep track of important papers and coping handouts for stress management
  - A bulletin board was up showing the different ways to take care of yourself and the normal everyday practices that take care of yourself
  - Screenings were collected regarding coping strategies and score of stress and depression collected pre/post
  - Education on benefits of notebooks for helping to keep track of important medical information for not missing appts and being their own health care advocate.

## 2. Outcomes Measured:

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- 1) Goals- Lower IDWG (Interdialytic weight gains) for reduction of high gaining patients, making the goal of reduction of 20% of patients below goal in 90 days
    - We used our Fluid report for Dec 2018 as our pre-number 25.88% (with the DaVita goal being for all clinics to be under 20%)
  - 2) Project self-care data:
    - Done at the start of the project and then in 90 days.
- Survey stress on a scale of 1-5, and what self-care coping practice (if any) they wanted to start working on. Also used PHQ-2 depression screenings for convenience since those are collected every 6 months.

## 3. Summary of Outcomes/Results:

Summary of Outcomes/Results (see later pages for examples of lobby day, handouts, kits and posters)

- 1) Fluid- Our clinic's April 2019 IDWG was 29%, so it increased from Dec 2018.
  - 2) Self-care- Patients were all given folders with self-care tips as well as one-on-one counseling on stress management and use of their folders for organization of medical information.
- All patients were given before and after screenings of stress/depression. Most stayed the same or came down one point (on scale of 1-5). There were 18 total patients screened pre and post.

## 4. Impact on Patients:

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- Fluid-Patient's response was positive; they liked talking in the lobby and helping fellow patients and trying something new. Many said they would use these new tools to help them
- Self-care- SW observed many patients using their note books and taking them to their doctors appts for papers and notes. Patients brought up stress and coping with SW to talk more about it.

## 5. Lessons Learned:

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- We may have felt we were making an impact but the numbers showed differently. We had a lot of staff turnover during the time of this project which may have affected many of our outcomes negatively.
- Due to turnover we did not get started on the projects until later in the winter for optimum effectiveness
- Did not realize the level of work the screenings etc would take and was inconsistent due to having to screen different ppl than the first time due to issues related to absence or hospitalizations.
- We saw positive take aways from the patients that were not reflected in the numbers we collected.

## DaVita- Debal 2019 Silver project

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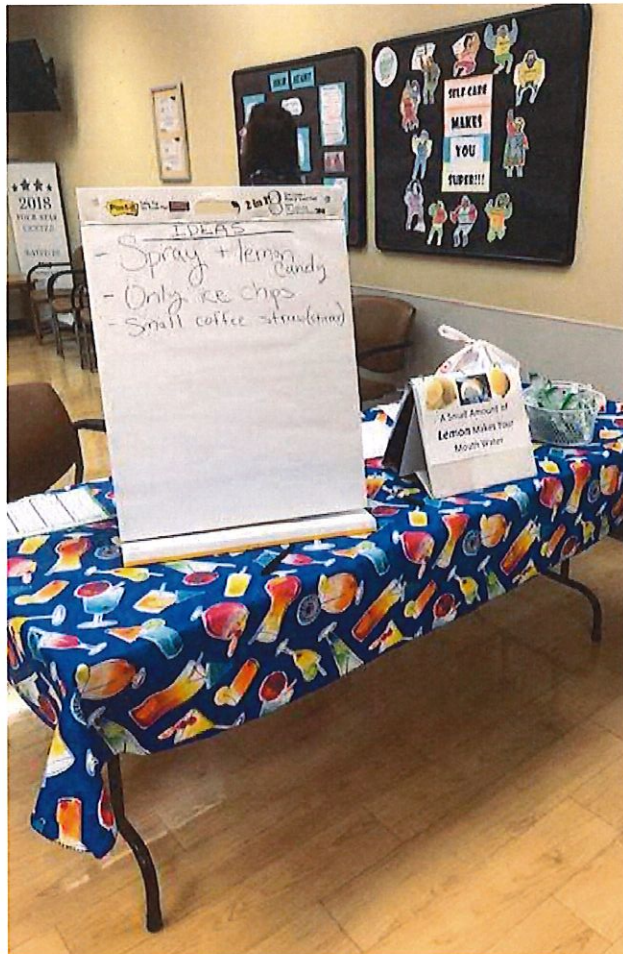
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## Fluid project



Thirst Kits provided to patients with educational lobby day (to help with dry mouth and help create saliva to help with thirst)

-3 oz spray bottle (and recipe to do at home) and lemon heads or any type of lemon product (juice etc.)

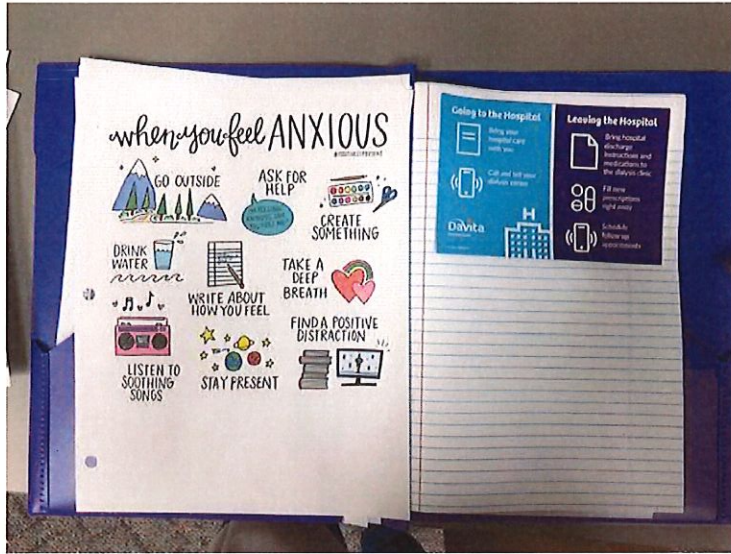
To do this at home:

½ water and ½ non-alcohol mouthwash (non-alcoholic mouthwash to prevent dry mouth)



-Binder keychain bottles also provided to help with adherence and easy accessibility of pills.





Patient folders



Poster in the Lobby

# when you feel ANXIOUS

@POSITIVELYPRESENT



GO OUTSIDE

ASK FOR HELP



CREATE SOMETHING



WRITE ABOUT HOW YOU FEEL

TAKE A DEEP BREATH



LISTEN TO SOOTHING SONGS



STAY PRESENT

FIND A POSITIVE DISTRACTION



# COPING IDEAS

1. Simplify meal times
2. Set priorities in life
3. Unclutter your life
4. Do it today
5. Use time wisely
6. Look at challenges differently
7. Be aware of the decisions you make
8. Find support from others
9. Maintain your weight
10. Smile
11. Go to a ball game and scream
12. Say "no" more often
13. Schedule play time into every day
14. Avoid tight fitting clothes
15. Read a story while curled up in bed
16. Take stock of your achievements
17. Work at being cheerful and optimistic
18. Strive for excellence NOT perfection
19. Look for the silver lining
20. Practice breathing slowly
21. Have a support network of people, place, and things
22. Practice preventive maintenance
23. Play patty-cake with a toddler
24. Look up at the stars
25. Prepare for the morning the night before
26. Quit trying to "fix" other people
27. Say hello to a stranger
28. Set appointments ahead
29. Recognize the importance of unconditional love
30. Stand up and stretch
31. Stop a bad habit
32. Clean out one closet
33. Ask a friend for a hug
34. Repair anything that doesn't work
35. Believe in you
36. Look at a work of art
37. Stop saying negative things to yourself
38. Ask for help with the jobs you dislike
39. Always make copies of important papers
40. Know your limitations and let others know them too
41. Learn the words to a new song
42. Stretch your limits a little each day
43. Watch a movie and eat popcorn
44. Pet a friendly dog/cat
45. Get enough sleep
46. Remember that stress is an attitude
47. Avoid relying on chemical aids
48. Buy yourself a flower
49. Write a note to a faraway friend
50. Avoid negative people
51. Learn to meet your own needs
52. Keep a journal
53. Don't rely on your memory-write it down
54. Take a bubble bath
55. Ask someone to be your "vent-partner"
56. Have goals for yourself
57. Cook a meal and eat it by candlelight
58. Exercise everyday
59. Talk less and listen more
60. Get up 15 minutes earlier
61. Develop your sense of humor
62. Break large tasks into bite size problems
63. Become a better listener
64. Anticipate your needs
65. Say something nice to someone
66. Stop thinking tomorrow will be a better day
67. Always have a plan "B"
68. Remember you always have options
69. Freely praise other people
70. Do everything in moderation
71. Do a brand new thing
72. Be responsible for your feelings
73. Don't know all the answers



# THE MENTAL HEALTH ALL-STARS

ALLIES IN THE FIGHT AGAINST THE VOID

