

# Silver Award Project Utility

**Facility:** Fresenius Medical Care--Maplewood  
**Silver Award User:** Kari Kee

**Project Status:** Active

## 1. Description of Project:

This project was to provide education and raise awareness on the importance of treatment adherence and staying your full treatment time. The number of missed treatments had increased so the goal was to decrease those numbers along with providing education. Another goal was to identify any barriers the patients may have with their treatment adherence and address those as well.

## 2. Outcomes Measured:

Each month the IDT team looked at the MOST report which provides a percentage of full treatments, shortened treatments and missed treatments among the patients. Those were reviewed and compared month to month in QAI.

## 3. Summary of Outcomes/Results:

At the end of the three month project, there was a steady decrease in the number of missed treatments. The number of shorted treatments remained stagnant. Lobby day was conducted which raised awareness along with one on one education with patients especially those with missed treatments. The staff all played a big role by calling patients when they did miss and identifying barriers along with encouraging patients to reschedule.

## 4. Impact on Patients:

Full treatments did increase which affects the overall health of the patient. Also the project raised awareness of dangerous trends and reminded patients that they do have options with rescheduling to make sure they receive their full treatments weekly.

## 5. Lessons Learned:

Treatment adherence is greatly important and even missing one can affect your overall health ( refer to handouts for more specific education provided). As mentioned above, reminding patients they have the option to reschedule and staff are here to support them in coming to their treatments.

## Uploads from this facility

**FileName:**[junecrossword.pdf](#)

### Upload Description:

These were the activities used during the lobby day.

**Upload Date:**4/8/2019

**FileName:**[untitled.png](#)

### Upload Description:

This was a picture from lobby day where we completed activities but tried to make it a fun and learning environment.

**Upload Date:**4/8/2019

**FileName:**[untitled.png](#)

### Upload Description:

This was a display that we did of our monthly basket giveaways to encourage PT to increase their treatment adherence.

**Upload Date:**4/8/2019

**FileName:**[untitled.png](#)

### Upload Description:

As you can see by the attached monthly MOST reports, there was a steady decrease in missed treatments. Jan- 27%, Feb -14%, and March -13%.

**Upload Date:**4/8/2019

**FileName:**[untitled.png](#)

**Upload Description:**

Packs of gum we passed out to the patients-  
thanking them for all their "extra" hard work.

**Upload Date:**4/8/2019

[Return to Main Menu](#) [Return to Uploads](#)

## Word Search—Health Risks of Missing Dialysis

R	S	E	S	L	F	V	A	E	D	O	E	R	F	R	E
A	A	U	A	N	C	E	E	R	A	S	O	S	L	S	A
L	O	W	B	L	O	O	D	P	R	E	S	S	U	R	E
U	A	E	O	A	A	S	I	O	R	I	E	S	I	O	U
C	R	A	M	P	I	N	G	U	H	T	A	E	D	B	C
S	L	K	L	E	S	A	E	S	I	D	E	N	O	B	I
A	W	N	E	O	A	B	U	N	C	O	W	L	V	B	E
V	S	E	G	E	L	M	F	A	U	F	A	L	E	I	U
O	W	S	L	K	R	E	R	U	I	N	A	I	R	E	A
R	C	S	L	L	C	D	T	S	S	I	F	H	L	M	A
B	L	A	F	T	I	N	G	E	R	C	L	N	O	A	B
E	D	A	I	A	F	N	O	A	L	L	S	N	A	E	P
R	A	O	C	M	S	I	G	I	U	I	A	S	D	E	S
E	N	F	P	I	E	D	U	M	W	E	E	G	L	E	I
C	E	E	E	E	I	N	N	A	R	E	A	O	E	E	D
W	S	A	R	G	E	L	A	E	E	R	R	L	E	N	E

**Find these words:**

**anemia**

**bone disease**

**fluid overload**

**cramping**

**low blood pressure**

**cardiac**

**death**

**cerebrovascular**

**illness**

**weakness**

**swelling**

**nausea**

**infection**

### Missed (No Show) or Shortened Treatments

Facility ID: 4438  
Report Period: 2/1/2019 - 3/31/2019

Total Scheduled Patients: 43		
4 Patients - 11%	11 Patients - 26%	28 Patients - 65%

### Missed (No Show) or Shortened Treatments

Facility ID: 4438  
Report Period: 3/1/2019 - 3/31/2019

Total Scheduled Patients: 43		
2 Patients - 5%	11 Patients - 26%	30 Patients - 70%

Status	Name	MOY	N Full Tx	N Short Tx	N No Show	Avg Order	Avg Delivered	Open
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### Missed (No Show) or Shortened Treatments

Facility ID: 4438  
Report Period: 5/1/2019 - 5/31/2019

Total Scheduled Patients: 42		
14 Patients - 33%	11 Patients - 26%	17 Patients - 42%

Status	Name	MOY	N Full Tx	N Short Tx	N No Show	Avg Order	Avg Delivered	Open
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