

# Silver Award Project Utility

**Facility:** Fresenius Medical Care--St. Louis  
**Silver Award User:** Jamilyn Hinkle

**Project Status:** Active

## 1. Description of Project:

Focus was on decreasing Missed/Shortened treatments. Education emphasized importance of removing toxins and fluids to decrease physical symptoms and hospitalizations. Education was given via handouts and discussions chairside. Patients that did not miss for April and May were entered into prize drawing.

## 2. Outcomes Measured:

Outcomes were measured using our monthly missed or shortened treatment reports.

## 3. Summary of Outcomes/Results:

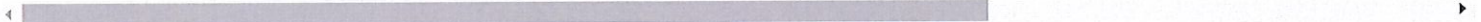
Missed treatments dropped from 32.2 in February before project began to 23.3 in March when education was given. In April it dropped further to 20.5% of patients missing a treatment that month. Looking at data today (5/31) Missed treatments fell to 13% for May, which is an all time low for this clinic!

## 4. Impact on Patients:

Education, prize incentives, and collaboration with nursing staff to reschedule missed treatments when patients miss has contributed to this significant drop in missed treatments. Due to fewer missed treatments the UFR rate and hospitalization due to fluid overload also decreased.

## 5. Lessons Learned:

When the interdisciplinary team comes together to educate, support, and encourage patients to complete their treatments, significant results can be achieved!





# Missouri Kidney Program

*University of Missouri Health*

## Health Contest April & May 2019



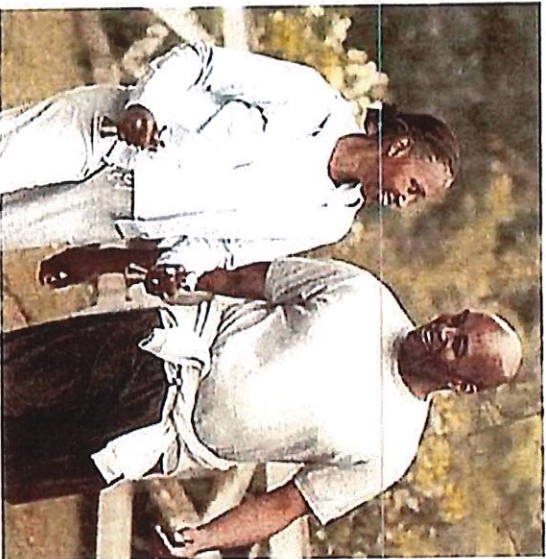
**Complete all treatments in April & May and be entered into prize drawing! (don't miss or shorten!)**



**5 winners will be picked each month. Up to \$50  
value per prize**

# MISSING DIALYSIS

You may not immediately experience any problems, but studies show that inadequate dialysis will shorten your life expectancy.



Skipping treatments and shortening dialysis time carries risks and complications:

## Anemia

Worsening of **ANEMIA** and **BONE DISEASE** as a result of not receiving scheduled medications at dialysis

## Cardiac

**CARDIAC COMPLICATIONS** – irregular heart rate, cardiac arrest and death, due to high potassium levels

## Stroke

**CEREBROVASCULAR COMPLICATIONS** – stroke that could lead to disability and death

## Cramping

**CRAMPING** and **LOW BLOOD PRESSURE** during next dialysis session due to removing the extra, built-up fluid caused by missing treatment

## Fluid

**FLUID OVERLOAD** – shortness of breath from fluid in lungs that may require an emergency room visit and emergency dialysis

**Signing Off**

**20 minutes early each treatment:**  
= 13 treatment per year  
= One month worth of treatments!

**Missing**

**1 treatment per week:**  
= 52 treatments per year  
= 4 month of treatments!

# IS IT WORTH THE RISK?



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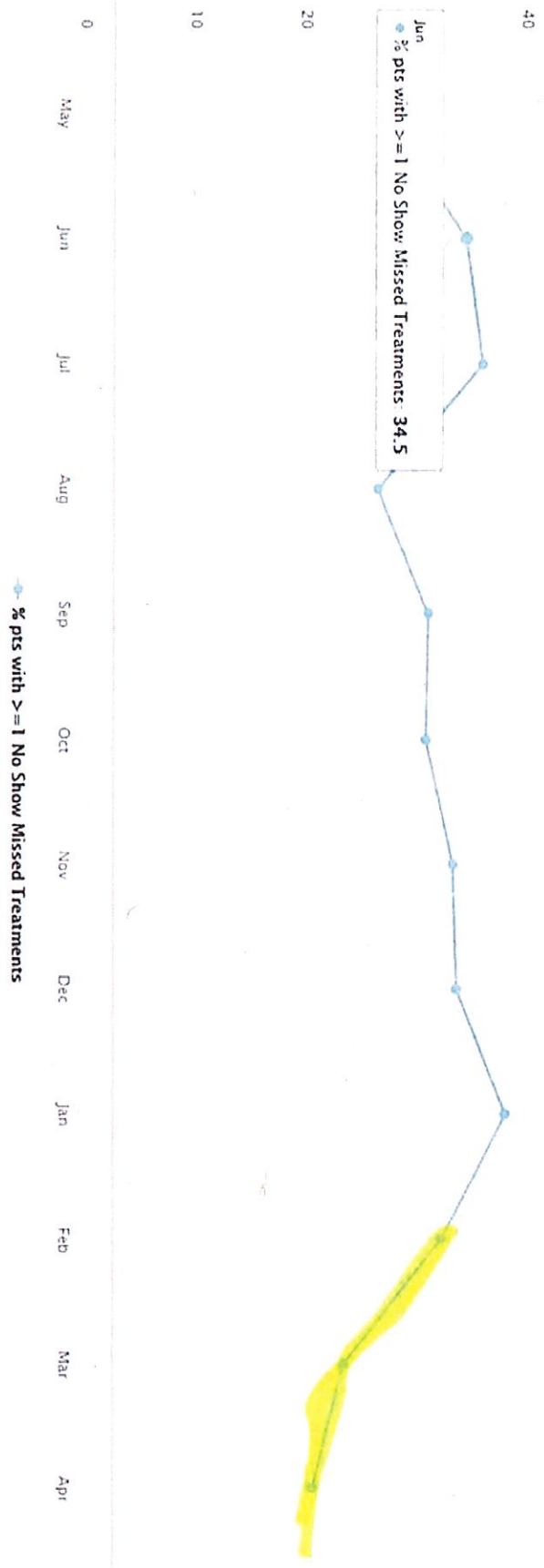


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# Trends: No Show Missed Treatments

April 2019

FKC Percentile: %  
 6-Month Trend: Improving  
 QIP Target: %  
 QIP Performance: %  
 QSR Target: >= 1 No Show Missed Treatment in 1 month



Month	% pts with >= 1 No Show Missed Treatments
May	27.1
Jun	34.5
Jul	36
Aug	26.5
Sep	31.1
Oct	30.9
Nov	33.3
Dec	33.6
Jan	38
Feb	32.2
Mar	23.3
Apr	20.5