

# Silver Award Project Utility

**Facility:** National Renal Alliance-Forest Park Dialysis Clinic  
**Silver Award User:** Kari Kee

**Project Status:**

## 1. Description of Project:

The goal of the project was to decrease missed treatments and shorted treatments. Along with providing education to the patients. Staff was also part of the project in calling patients when they did miss and offering education along with encouraging patients to reschedule.

## 2. Outcomes Measured:

Missed treatments and shortened treatments were looked at every QAI utilizing the MOST report.

## 3. Summary of Outcomes/Results:

There was a steady decrease in missed treatments from the month of December. Missed treatments in December was at 14 patients - 30%. January was 11 patients- 22% , Feb was 12 patients -25%, March was 9 patients -19%. There were new patients that started during this period who all missed treatments and needed further education.

## 4. Impact on Patients:

Treatment adherence affects PT's overall health and well being. This program also provided education on treatment adherence and all the negative things that may occur if you miss treatments.

## 5. Lessons Learned:

As mentioned, this program also provided education on treatment adherence and all the negative things that may occur if you miss treatments. It also informed patients of all the benefits of coming to all your treatments. It also reminded PTs that they can reschedule treatments.

## Uploads from this facility

**FileName:**[lobby\\_day.png](#)

### Upload Description:

Lobby Day- provided educational material and snack to the patients

**Upload Date:**4/10/2019

**FileName:**[Every Minute Matters.docx](#)

### Upload Description:

educational handout

**Upload Date:**4/10/2019

**FileName:**[all\\_star.png](#)

### Upload Description:

Patients were made " All Stars" and their name was put on a bulletin board if they had perfect attendance for the month.

**Upload Date:**4/10/2019

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

### Upload Description:

Monthly baskets that patients had a chance of winning if they had perfect attendance for the month.

**Upload Date:**4/10/2019

**FileName:**[lobby\\_day.png](#)

**Upload Description:**

Lobby day- provided educational material

**Upload Date:**4/10/2019

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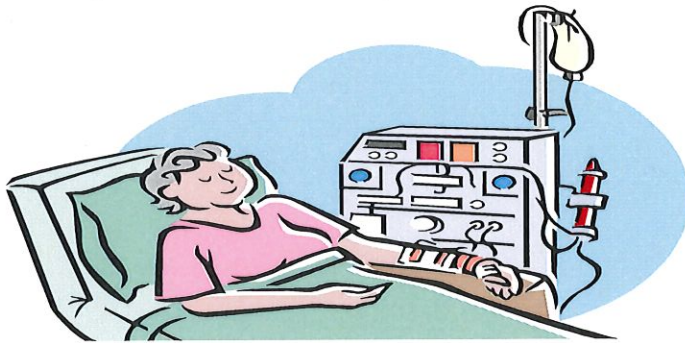


## “Every Minute Matters”



### Facts:

- Missing 1 day of treatment a week= 4 months off of your life
- You will be at a higher risk of infections and illnesses
- Signing off 15 minutes early each treatment = 39hours per Year
- Hemodialysis treatments only replace a small part ( Less than 15% )of normal kidney Function



### BENEFITS OF COMING TO TREATMENT:

- Less Hospitalizations
- Live Long and Live well

### COMPLICATIONS DUE TO MISSING TREATMENTS:

- Shorten life expectancy
- Fluid overload
- High Potassium



**Think before you leave early!**





Mason's Kahay Program  
Are you winner????  
If you had perfect attendance yesterday, your name will  
be in the drawing for one of the prizes!  
Check back on the 1st of the month to see who  
wins and all the prizes through the month of prizes!

BOOM  
CHICKA  
POP

