

# Silver Award Project Utility

**Facility:** Dialysis Clinic, Inc--Boonville

**Silver Award User:** Marianne Meyer

**Project Status:** Completed Update Status

## 1. Description of Project:

Each month, data is collected on the outcomes of all clinics. Boonville DCI only met the "Missed Treatment" goal one month for the last 12 months, looking back the months before January 2021. Also included in this group were patients who chose to leave the clinic early, thus not finishing their treatment. These problems were identified and chosen as the goals to improve through the Hartman Silver Award Project. Education on the importance of attending and completing all treatments was provided weekly with handouts and encouragement to stay for the entire treatment by all staff members. A bulletin board was created using a Super Hero theme. The title was "Super Heroes Don't Miss Treatments". All data was collected at the end of each month. A monthly drawing for a very nice recognition was done in February, March and April. There were three levels of achievement, Gold, Silver and Bronze. Those patients attending all treatments were at the Gold level and had their name entered into a drawing four times. At the Silver level, two or less missed or shortened treatment in the month, received two tickets into the drawing. The Bronze level were those patients with three or less treatments. They received one ticket in the drawing. Missed treatments were tracked using a large tree with leaves that were numbered for each patient. The numbers were kept secret by staff. If patients

## 2. Outcomes Measured:

The outcomes that were measured during this project were the number of missed treatments and the number of shortened treatments each month for the months of February, March and April.

## 3. Summary of Outcomes/Results:

Reviewing QAPI data from February through April of 2021, there was a significant decrease in missed treatments from 8% in January to a low of 4.7% in April. The goal of 5% was met for the month of April. Missed treatments (early terminations) also showed an improvement for the months of February through April. There is not a set goal for this outcome but is measured monthly as early terminations of 10 minutes or more. In January of 2021, the percentage of early terminations was 14.3%. In March, this was down to 6.1% but showed a slight uptick to 8.4% in March. Overall, the clinic has seen an improvement in those missing or leaving early. It is noted that most missed and shortened treatments were made up of a small group of 2-3 patients that consistently missed a dialysis treatment.

## 4. Impact on Patients:

The impact on the patients was very positive. Patients looked forward to the drawing each month. The majority of patients wanted to come to treatment and get the maximum number of tickets in the drawing. By providing education on the impact of missing dialysis treatments on health and quality of life, patients appeared to understand the need to stay for their entire treatment. As mentioned above, there was a small group of patients that either chose to not listen to the education or simply did not want to come to dialysis. These patients were provided education and what would eventually happen by not coming to dialysis. The social worker was included in these discussions.

## 5. Lessons Learned:

As always, developing and implementing a good learning experience for our patients is not an easy task. Time and effort is always necessary to complete these projects. Another lesson learned is the importance of teamwork. The nurse manager at Boonville DCI is new and this was her first experience with a MOKP Hartman Award. She embraced this project and took charge of tracking data and purchasing the recognitions. Her positive attitude in the clinic provides an excellent learning environment for the patients and the staff, as well. The fact that improvement was seen is a wonderful measure of the success of this project!

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