

# Silver Award Project Utility

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

**Silver Award User:** Angela Jacobs

**Project Status:** Active

## 1. Description of Project:

Improve clinic's outcome regarding missed treatments; which hasn't meet goal any month in the past year. Educate patients on risks & complications from missed treatments. Create clinic availability to & encourage/assist pt's to reschedule any missed treatment.

Promo: Each pt starts off w/ a numbered gold coin in Leprechaun's Pot of Gold on the BB. Coin removed for any missed & not rescheduled tx. If at end of month, pt still has coin in the Pot of Gold; then pt receives he/her "Pot of Gold" reward. Also, pt's can submit their numbered gold coin (previously given to pt as reference to remember their assigned # on the BB) back into the Pot of Gold for a raffle drawing. One raffle drawing per shift; so 4 "Grand Prizes" also awarded.

## 2. Outcomes Measured:

patients who missed & didn't reschedule a treatment during the month of March 2021.

## 3. Summary of Outcomes/Results:

Significant improvement/fewer missed treatments during March 2021 compared to previous 3 months. Actually, March 2021 had best outcome result compared to all monthly results over the past 2 years.

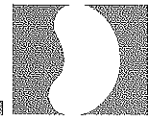
## 4. Impact on Patients:

After accounting for missed treatment due to bad weather, pt's still seem to appreciate the project promo & prize incentives. Some very excited about possibly winning the grand prize. It gave them something to talk about. Some patient's were overheard excitedly discussing with fellow patients and family members. So in addition to the usual IDT, these other individuals were seen to offer support & encouragement to each other as well. Had anticipated/hoped with fewer missed treatments that we'd also see overall improved clinic phos outcome result; but this unfortunately was not the case.

## 5. Lessons Learned:

Ensuring clinic has an open chair each shift helps some pt's better able/willing to reschedule & therefore not miss their treatments. On-going & repeated counseling by all disciplines can help both pt's & clinic have better outcomes. But honestly, outcome can also improve when repeat offenders are discharged/transferred out.

# Hemodialysis Treatment Time



Your kidneys work 24 hours a day to keep waste and fluid from building up in your body. That is 168 hours a week. When your kidneys fail and you go on hemodialysis, most patients dialyze 12 hours a week. Dialysis is very effective but doesn't replace your kidneys. Most dialysis specialists think that longer hemodialysis treatments are better than shorter treatments.



## Time on Dialysis is Important

Many dialysis specialists now say that all hemodialysis treatments should be at least 4 hours long. Longer dialysis times allow more gentle removal of your excess fluid. This is much easier on your heart and you will also feel better after dialysis.

Remember, you can help yourself feel better after dialysis and in-between dialysis treatments by staying on the machine for your whole treatment and by being willing to dialyze longer or add an extra treatment if you have gained more fluid than we can safely remove in one treatment.

## Shortened Treatments

Shortening your treatment by 10 minutes a treatment doesn't seem like much, does it? But, if you shorten each treatment by 10 minutes, over a month's time you will miss more than 2 hours of dialysis time or half a treatment.

**Fact:** During any month, each time you shorten your treatment by 10 minutes or more, you have an 11% increased risk of dying.

## Missed Treatments

Missing one treatment decreases your dialysis time by at least 4 hours for that week. So, in the week you miss a treatment you are only dialyzing 8 hours compared to the 168 hours your kidneys would have provided you to do the same job.

**Fact:** If you miss one treatment a month, you have a 14% higher risk of dying. If you miss more than one treatment per month, you have a 27% increased risk of dying.

*Again, time on dialysis is important!*

Saran P, Bragg-Gresham JL, Rayner HC, et al. Non-adherence in hemodialysis: Associations with mortality, hospitalization, and practice patterns in the DOPPS. *J Am Soc Nephrol*. 2003;14(12):3033-3040.

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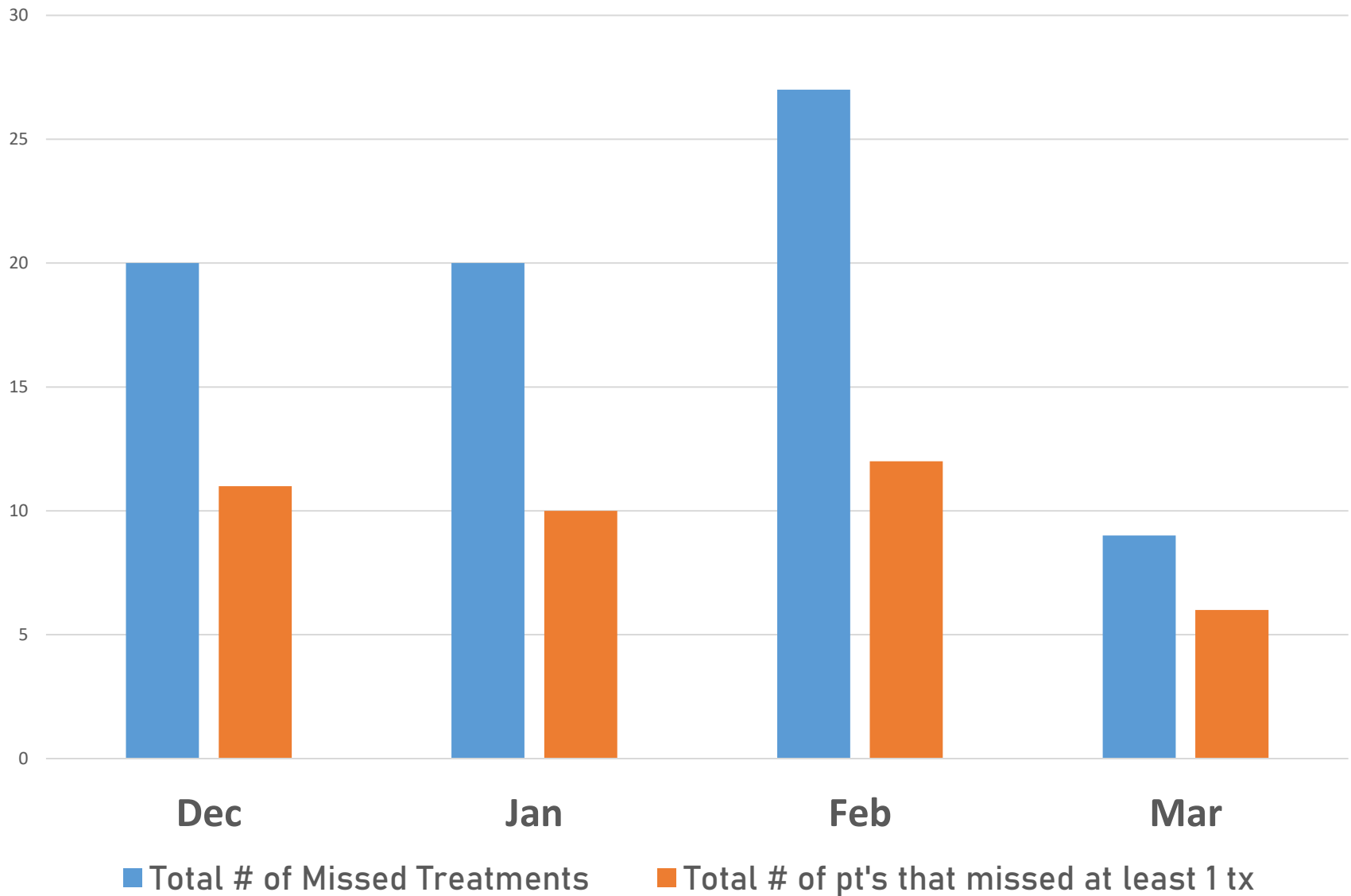
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## Missed Treatments (not rescheduled & not in hospital)



# Happy St. Patrick's Day



## March Event

- 🍀 Keep your coin & remember your patient number. Everyone starts in the Pot of Gold
- 🍀 **Come to all treatments** in March
- 🍀 If you miss a treatment & DO NOT come in for a rescheduled treatment, then your coin will come out of the Pot
- 🍀 Any gold coins still in the Pot of Gold at end of month, will **WIN A REWARD**
- 🍀 **Also 4 Grand Prize's** to be awarded. One per shift.
  - Grand Prizes given as follows –any coins still in the Pot, will be divided by shifts.
  - All the Monday **morning** coins placed together & one coin will be drawn as winner
  - All the Monday **afternoon** coins placed together & one coin drawn as winner
  - Same for Tuesday