

Silver Award Project Utility

Facility: JCE Renal Services
Silver Award User: Tasha Davis

Project Status: Active

1. Description of Project:

Our project is geared towards treatment adherence, fluid management, and reduced hospitalizations. We would have provided our patients with refrigerator magnets. The first magnet is to remind patients of monthly requirements at the facility and our facility contact information. The second magnet is a "stop light" tool that provides patients with a guide of where they need to be physically daily and recommendations of what to do if they are not. Our goal is to increase treatment compliance and keep patients out of the hospitals. The "stop light" tool directs them to call clinic or seek medical care if they are having an emergency that cannot be taken care at the clinic. For our home department patients we are hoping that a reminder of what items need to be brought to the clinic will help with our current problem of patients not bringing the necessary items. Without treatment sheets for review it is hard to make changes to current treatment orders. Our magnets and education were provided in Feb.

2. Outcomes Measured:

Missed Treatments, fluid status, and hospitalizations

3. Summary of Outcomes/Results:

Missed Treatments: Jan. 5.2%, Feb. 7.8%, March 4.8%
Fluid status (% of treatments were patients left greater than 1kg over TW): Jan. 17.4%, Feb. 15.6%, March 18.1%.
Hospitalizations: Jan. 9 patients, Feb. 10 patients, March 11 patients
As you can see we improved in missed treatments however we did not show improvement in the other areas. Fluid status and hospitalizations tend to be major areas of focus for our patient population on an on-going basis.

4. Impact on Patients:

Patients are able to voice the importance of keeping all scheduled dialysis treatments. Home department staff reported an increase in patients bringing needed documentation to clinic visit the month after giving out our magnets. Several patients have voiced using the information magnet that provides them with clinic contact numbers.

5. Lessons Learned:

Some patients will go to the hospital first before contacting clinic or doctor's office no matter how much education they are provided with. This appears to be a "comfort level" type situation or just what the patient has always been taught to do.





JCE Home Department Clinic Number: 573-632-2633

**JCE Home Department Emergency Call Number:
573-301-5621**

Lake Home Dialysis Clinic Number: 573-302-0375

Lake Home Emergency Call Number: 573-301-0164

Reasons to call after hours

- ~fever, abdominal pain, cloudy or bloody effluent
- ~unusual blood pressure
- ~unusual machine alarms

Reasons to call clinic during business hours

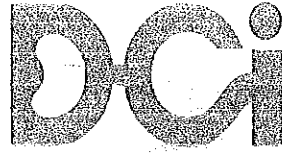
- ~need refill on medication or need for supplies
- ~need to reschedule your appointment
- ~exit site problems

Monthly Appointment Requirements: PD Patients

- ~Home records and pro card
- ~Home medications
- ~Adequacy collection if requested

Monthly Appointment Requirements: HHD Patients

- ~Flowsheets faxed or brought into clinic weekly or biweekly
- ~Home medications
- ~Monthly Adequacy (Kt/V)



Dialysis Clinic, Inc.

A Non-Profit Corporation

**Clinic Phone Number:
573-632-2633**

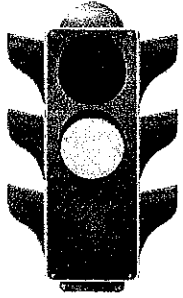
Voicemail is available 24hours/day 7 days/week

Call the clinic if you:

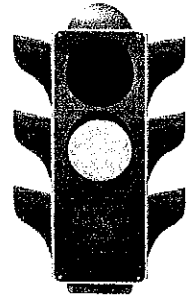
- ~are unable to keep scheduled appointment
- ~have hemodialysis access issues
- ~have COVID symptoms or been exposed

Expectations of you:

- ~attend ALL dialysis sessions for your ordered treatment time
- ~contact clinic ASAP if you are ^{not} able to come to treatment & reschedule your appointment
- ~bring medications to clinic monthly
- ~inform staff if you have fallen
- ~inform staff if you have received any medical care since your last treatment

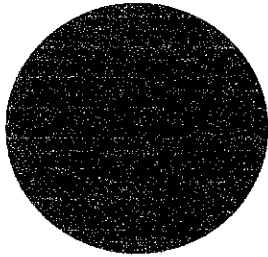


Daily Check for Dialysis Patients with Recommendations



Every Day Zone:

- ~Weigh yourself daily
- ~Daily log of weight & fluid intake
- ~Take all medications as prescribed
- ~Monitor your swelling
- ~Shortness of breath?
- ~Limit sodium ~Get active
- ~Check your access daily for bruit & thrill



Green Zone (All Clear Zone/Goal Zone):

- ~Weight gain is below 1kg
- ~No increase in shortness of breath
- ~No swelling ~No chest pain
- ~No fatigue, dizziness, confusion
- ~Positive bruit & thrill in access

Yellow Zone (Warning Zone):

- ~Report any of these signs to the clinic
- ~Increased weight gain ~Fever above 100
- ~Increased shortness of breath
- ~Increased dizziness, fatigue, confusion
- ~Decreased feel/change in sound from access

Red Zone (EMERGENCY):

- ~Go to the EMERGENCY DEPARTMENT or Call 911 if
- ~New chest pain, or chest pain that is worsening
- ~Worsening shortness of breath
- ~Confusion
- ~Severe dizziness or fainting

