

Silver Award Project Utility

Facility: Dialysis Clinic, Inc--Boonville

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Project Status: Active

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1. Description of Project:

At the end of 2023, it was determined that DCI Boonville had a problem with phosphorus. During QAPI, it was noted that Boonville had met goal for phosphorus only two of the previous nine months. A phosphorus education project made perfect sense. The project is designed after the "Wheel of Fortune" game show. The project would be "played" during the months of March and April. However, prior to the start of the project, all staff provided education in phosphorus during the month of February and continued during the duration of the project. The wheel had six points, each of which has a question related to phosphorus. Monthly lab would be reviewed and those who achieved a phosphorus of 5.5 or less would spin the wheel, answer the question and then choose a "fabulous" prize from the "gallery of prizes"! Patients who did not achieve phosphorus goal, still got to spin the wheel and answer a question but received a smaller participation prize. Therefore, all patients were given an opportunity to learn by answering a question related to phosphorus. Those who did not achieve goal after the first lab draw of the month were given a second chance to improve when phosphorus was redrawn two weeks later. The project concluded with the final draw of April.

2. Outcomes Measured:

Outcomes measured were phosphorus levels. Patients expressed interest in the project after learning the details. Some even reported "studying up" on phosphorus so they could master the questions.

3. Summary of Outcomes/Results:

Results of the outcomes are reported in QAPI at the end of the month. After initial education was provided in February, phosphorus levels began to improve and continued to meet the goal of 60% for three consecutive months. See attached QAPI chart.

4. Impact on Patients:

The impact on patients was remarkable. Nearly all patients began asking questions about phosphorus and they showed a sincere interest in getting phosphorus levels down to normal, albeit, for a recognition. Even patients who had not previously met goal, made significant improvements in the overall level of their phosphorus. One patient in particular, who has had trouble with phosphorus control since starting dialysis a year ago, got to spin the wheel as a participant and answered the question "What is a normal phosphorus level?" correctly. When asked how he knew the answer, he responded "you tell me that every time you see me." I'm glad he listened!

5. Lessons Learned:

Unfortunately, it is learned that patients like to be "rewarded" for good behavior just like all of us. It remains to be seen in the upcoming months, if this group continues to keep phosphorus levels under control or if success was due to the "game". However, success is measured month by month. I am pleased that knowledge of phosphorus control was improved. Hopefully, patients will find it in their hearts to continue the road to success for the prize of good health, not just a small recognition.

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