

Silver Award Project Utility

Facility: Dialysis Clinic, Inc--Bowling Green

Silver Award User: Erika Herting

Project Status: Active



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1. Description of Project:

The focus of DCI Bowling Green Hartman Education Award Project was to improve shortened and missed treatments in the clinic by tracking treatments in March 2024 and April 2024. In Quality Assurance Process Improvement (QAPI), the missed treatment and shortened treatment goal is 5% or less. It should be noted that patients who shortened 10 minutes or less of their treatment can still be counted as a "full treatment". The goal of this project was to be at or below the QAPI goal of 5% for both sections of missed and shortened treatments. In March, each patient represented a pot and collected shamrock stickers for each full treatment. In April, each patient represented a bunny and collected flower stickers for each full treatment.

2. Outcomes Measured:

A bag of goodies will be provided to patients who do not miss and shorten greater than 3 treatments per month for 2 months along with the chance to be entered into a drawing to win a crockpot along with a renal friendly crockpot cookbook. There were only 2 grand prizes with 1 for each shift.

3. Summary of Outcomes/Results:

Missed Treatments

☒ March 2024: There were 5.4% or 18 total treatments missed by 7 patients. Unfortunately, the goal of 5% or less missed treatments was not met. Common reasons for missing treatments include: migraine, diarrhea, nausea/vomiting, not feeling well, refused to be stuck with needle, or had no reason listed. It should be noted that 5 treatments in March were by 2 patients who died in April. It should be noted that there is 1 patient who only dialyzes 2 times a week and 1 patient missed a week of treatment.

☒ April 2024: There were 2.9% or 10 total treatments missed by 5 patients. The goal of 5% or less missed treatments was met! Common reasons for missing treatments include: not feeling well, diarrhea, vomiting, transportation issue, incontinent of stool prior to arrival and refused to come in the afternoon. It should be noted that there is 1 patient who only dialyzes 2 times a week and 1 patient missed 2 treatments on Wednesday.

Shortened Treatments

☒ March 2024: There were 7.9% or 26 total shortened treatments by 12 patients. The goal of 5% or less shortened treatments was not met. The common reasons for shortened treatments include: signed AMA form or per request or other reason, restroom break, behavior issues, itching, time discrepancy issues, not feeling well, incontinent of stool, and infiltration. It should be noted that 3 patients shortened treatments 3 Fridays in the month.

☒ April 2024: There were 11% or 39 total shortened treatments by 15 patients. The goal of 5% or less shortened treatments was not met. The common reasons for shortened treatments include: no reason listed, per request, arrived late, patient went to ER, too hot, not feeling well, incontinent of stool, time changed, bathroom issues 3 times during treatment, time discrepancy issues, pain, bathroom break and refused to restart, pain in access related to needles, dialyzer clotted and refused to stay.

4. Impact on Patients:

There were 21 patients out of 32 patients who received a goodie bag for not missing or shortening greater than 3 treatments for both March and April. Unfortunately, 11 patients did not receive a goodie bag. Most patients were excited and involved in keeping track of their treatment stickers along with the nurse's help.

5. Lessons Learned:

Many patients are more motivated to not miss or shorten treatments if there are prizes involved. Some patients will always find an excuse to miss or shorten treatments. Nephrologists need to be more strict with patients about needing to follow dialysis treatment orders.

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Missed and Shortened Treatment Project for March and April

In March, each patient will represent a pot and will need to collect shamrock stickers for each full treatment.



In April, each patient will represent a bunny and will need to collect flower stickers for each full treatment.

DCI Bowling Green will provide a bag of goodies to all patients who do not miss or shorten greater than 3 treatments per month for the next 2 months.

These patients will be entered into a drawing to win a prize. There will only be 4 drawings for all 2 months.

DCI Bowling Green Hartman Education Award Project 2024

Description of Project

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Outcomes Measured

A bag of goodies will be provided to patients who do not miss and shorten greater than 3 treatments per month for 2 months along with the chance to be entered into a drawing to win a crockpot along with a renal friendly crockpot cookbook. There were only 2 grand prizes with 1 for each shift.

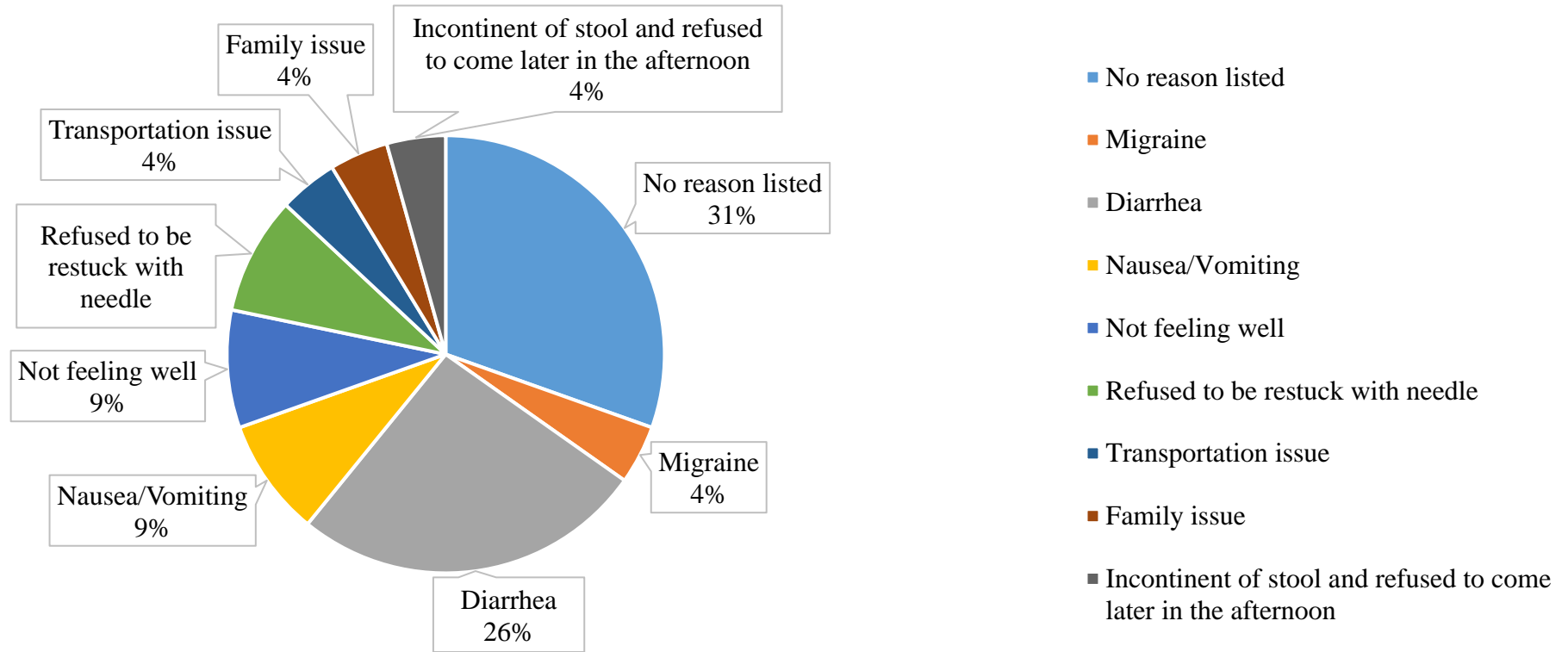
Summary of Results

Missed Treatments

- **March 2024:** There were 5.4% or 18 total treatments missed by 7 patients. Unfortunately, the goal of 5% or less missed treatments was not met. Common reasons for missing treatments include: migraine, diarrhea, nausea/vomiting, not feeling well, refused to be stuck with needle, or had no reason listed. It should be noted that 5 treatments in March were by 2 patients who died in April. It should be noted that there is 1 patient who only dialyzes 2 times a week and 1 patient missed a week of treatment.
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Indicator	CMS/DCI Goal	Apr 2024	Mar 2024	Feb 2024	Jan 2024	Dec 2023	Nov 2023	Oct 2023	Sep 2023	Aug 2023	Jul 2023	Jun 2023	May 2023
% of Hemo In-Center Treatments missed (non-hospitalization)	≤ 5%	2.9%	5.4%	5.0%	8.5%	3.8%	7.1%	6.8%	4.6%	6.1%	5.9%	7.0%	3.8%

Missed Treatment Reasons in March and April

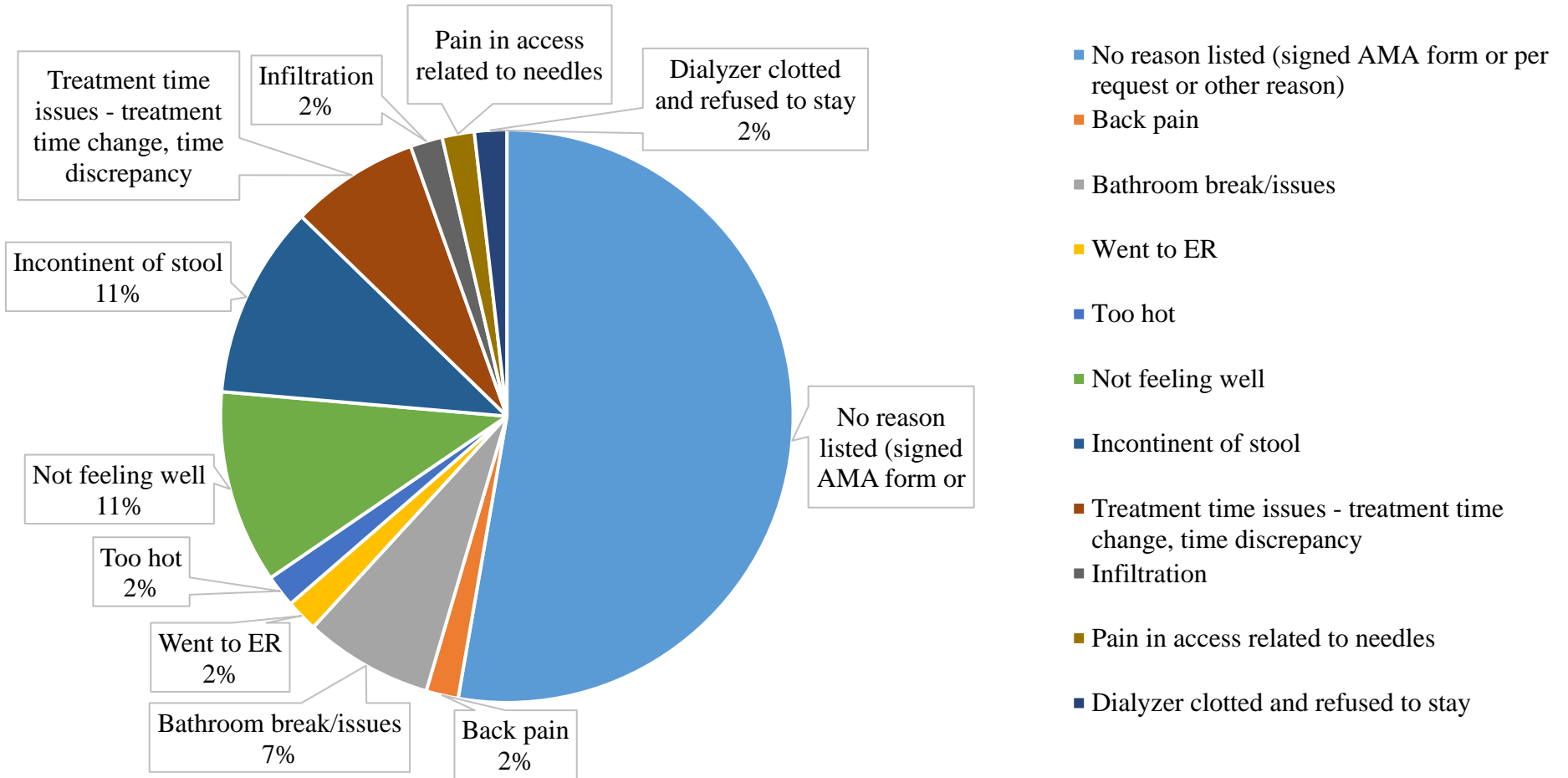


Shortened Treatments

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Indicator	CMS/DCI Goal	Apr 2024	Mar 2024	Feb 2024	Jan 2024	Dec 2023	Nov 2023	Oct 2023	Sep 2023	Aug 2023	Jul 2023	Jun 2023	May 2023
% of early terminations by 10 minutes or more		11.0 %	7.9 %	13.9 %	16.1 %	11.3 %	13.3 %	15.2 %	12.0 %	14.7 %	15.5 %	12.9 %	12.5 %

Shortened Treatment Reasons in March and April



Impact on Patients

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Lessons Learned

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