

# DIALYSIS CENTERS WITH COMPLEMENTARY HEALTH CARE SERVICES IMPROVED PATIENTS COMFORT

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## INTRODUCTION

Patients with chronic kidney disease (CKD) and end-stage renal disease (ESRD) are nowadays older, with more associated illnesses, and their treatment requires the coordination of many healthcare providers which act at different sites of healthcare system. The close coordination of their activities, data exchange and patient involvement is essential.

The way towards effective and quality care for a dialysis patient is to provide a comprehensive care system at his/her home dialysis centre (DC) with the possibility of treatment during or following direct dialysis treatment in specialist outpatient clinics. The dialysis centre and outpatient clinic B. Braun Plus Olomouc offers a comprehensive system of patient care at the home centre. Due to the interconnection of the outpatient clinics, there are no dubious examinations, multi-medication or insufficient knowledge sharing among the different specialists. With these added services we are placing a very clear focus on the patient and his/her needs.

## OBJECTIVE

Introduce the possibilities of providing comprehensive care and especially follow-up and convenience for the population of high-risk dialysis patients. Emphasize that the issue of the optimization of nephrology care includes the provision of specialized outpatient care, the availability of care at the social services homes, the provision of appropriate information, as well as the attitudes of the clients and the circumstances of their illness. With a chronic illness, the dialysis patients live for decades, and its course is fundamentally influenced by their behaviour.

## METHODS

Optimization of nephrology care by introducing a system of complementary outpatient health services.

**OUTPATIENT SURGERY (FIG 1):** a large proportion of dialysis patients have diabetes; its frequent complication is the involvement of peripheral arteries with the subsequent development of defects of the lower limbs. Chronic wound healing is a long-term process requiring regular follow-up at a surgical outpatient clinic. If the patients are provided with this care during their visit to the dialysis centre, without them having to travel to another healthcare facility, it will greatly influence the patient's well-being and increase the comfort of the care provided.

**OUTPATIENT UROLOGY (FIG 2):** Patients with the end stages renal disease, with residual diuresis often suffer from complications like recurrent urinary infections and urine retention, especially men. The possibility of seeing a urologist before or after haemodialysis is considered by patients to be an advantage. At the same time, there is the possibility of replacing the permanent catheter, etc. Patients can also undergo urologic examinations directly at the centre before being assigned to the waiting list.

**OUTPATIENT NUTRITION CLINIC (FIG 3):** an increasing number of patients in haemodialysis program are fragile seniors often suffering from nutrition disorders, lack of appetite and cachexia. Restoring adequate food intake or altering the composition of the diet reverses malnutrition and leads to an improvement in the patient's overall condition and an improvement in their prognosis. Good nutrition is important at all stages of kidney disease – preventing the progression of kidney disease, managing end stage kidney disease (on dialysis) and maintaining a healthy kidney post-transplant GP office: a direct link between the GP and (DC) increases the patient's comfort in relation to social services, e.g. the administration of disability documentation, reimbursement of social care services, prescriptions for incontinence devices, etc., as there are no delays due to direct collaboration between the physicians and medical staff at both workplaces. The patient does not need to visit another facility to see his/her GP.

## CONCLUSION

In spite of being with our patient most of his/her time in health care facility, we will treat majority of his health, social and psychological problems in the „home environment“ that is best suited to building trust between the patient, his/her family and healthcare staff and is an important condition for effective care.

Patients have better experience with provided care.

The connection of dialysis centers with complementing health care services eliminates problems with effective continuity of healthcare, (facilitates communication) miscommunication between individual specialists and also eliminates the he need for commuting dialysis clients with severe mobility problems.

Of course, the healthcare facility provides care not only to dialysis patients but the wider patient public.



B. Braun  
Complementary outpatient health services



Fig 1  
Outpatient surgery



Fig 2  
Outpatient urology



Fig 3  
Outpatient nutrition clinic