

Laura Thompson

**Changing culture to improve dialysis options and
service delivery**

EDTNA. Krakow 2017



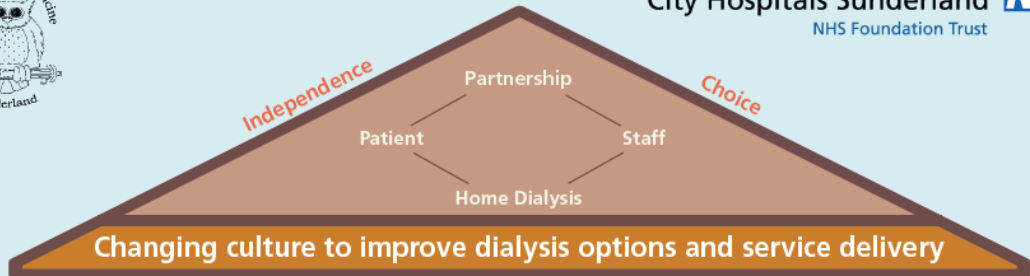
Department of Renal Medicine – CHS

Medical Renal Unit – 140 patients

Durham Satellite Unit – 36 patients

Washington Satellite Unit – 54 patients

HHD – 24 patients



Background

- We have 2 satellite units
- Patients aspired to learn more about their dialysis
- Small pre-existing home dialysis service of 2 patients
- Desire to promote independence, expand home dialysis, assisted dialysis and dedicated self-care stations

Challenges

- Promotion
- Momentum
- Resources
- Changing attitudes and practice
- Fostering trust – Introducing shared care
- Team support

Method

- Senior nurse support essential for continuity
- Communication, documentation and audit trail
- Sub-team of specialised staff to focus on self-care
- Dedicated self-care machines
- Continuity of service
- Regular evaluation and adjustment of practice
- Secured finance for home dialysis machinery
- "ShareHD" – Learning from others

Achievements

- 28% of patients became independent
- Self care stations opened: 2 per unit
- Expansion of home dialysis service from 2 to 18 in 3 months and continued growth
- Increased options and service delivery
- Culture change led to staff and patient partnership
- New skills and opportunities for staff
- Invited to join "Scaling Up ShareHD" to enhance service.

Background

- We have 2 satellite units
- Patients aspired to learn more about their dialysis
- Small pre-existing home dialysis service of 2 patients
- Desire to promote independence, expand home dialysis, assisted dialysis and dedicated self-care stations

Challenges

- Promotion
- Momentum
- Resources
- Changing attitudes and practice
- Fostering trust – Introducing shared care
- Team support

Fostering trust

Listen

Be honest

Use good judgment – Safety

Be consistent

Have a mutually beneficial attitude

Resources



Method

- Senior nurse support essential for continuity
- Communication, documentation and audit trail
- Sub-team of specialised staff to focus on self-care
- Dedicated self-care machines
- Continuity of service
- Regular evaluation and adjustment of practice
- Secured finance for home dialysis machinery
- "ShareHD" – Learning from others



Excellence in ***Health*** putting ***People*** first

Achievements

- 28% of patients became independent
- Self care stations opened: 2 per unit
- Expansion of home dialysis service from 2 to 18 in 3 months and continued growth
- Increased options and service delivery
- Culture change led to staff and patient partnership
- New skills and opportunities for staff
- Invited to join “Scaling Up ShareHD” to enhance service.

Patient and staff partnership 😊







Promote independence

Excellence in **Health** putting **People** first





- Self - care
- Shared care
- Home haemodialysis



Conclusion

Satellite units are off site nurse led units, delivering dialysis care to approximately 100 patients 3 times a week.

In 2009 it was noted that some patients expressed an interest to be more involved in their own care.

Staff slowly started working with those who wished to learn more by teaching them the practical stages of their treatment.

The team worked in partnership with patients and their families to promote independence through education.

More than 28% of the patients became confident and competent in administering their own treatment. This, not only allowed them to be involved in decision making but also gave them more choice about when and where they could attend for dialysis.

The home dialysis service expanded from 2 to 18 and is expected to exceed 30 by the end of the 2017.

Home dialysis offers freedom to patients who are otherwise committed to attend hospital at least 3 times a week for 4 hours.

Transport for those who can't drive can mean they are out of their homes and away from family for more than 6 hours each day of treatment. Transport for patients who do drive is costly and often people with chronic illness cannot work. Patients who have retired and want to spend more time with their loved ones are restricted. Those who have children have to organise and find child care.

Self-care stations opened on both units, independent patients no longer had to adhere to rigid dialysis appointments and this is supported by 2 charitable trusts who have donated funds for extra machinery: BKPA and CHS Renal Ward Fund.

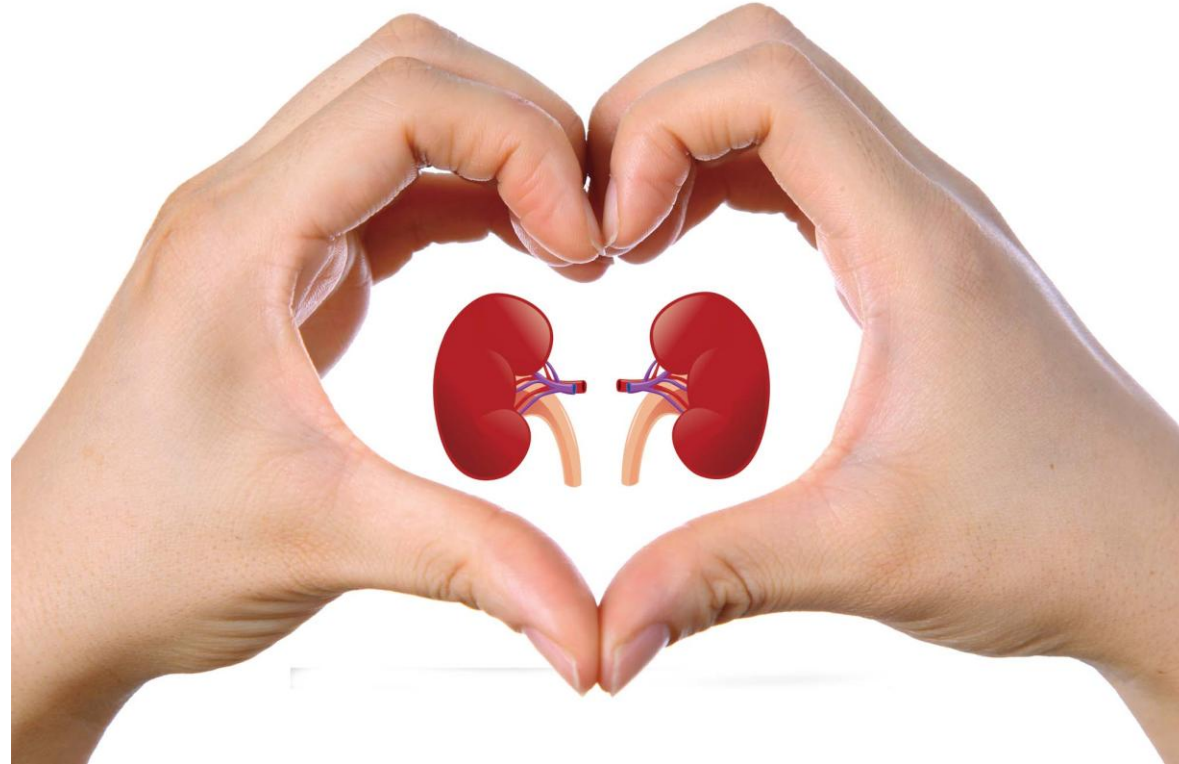
Embracing role and culture change to deliver care and continued promotion of independence for those who wish to be more involved has allowed the team to focus more time on the frail and elderly population thus improving overall service.

City Hospitals Sunderland were one of 12 trusts in the UK who, because of their excellent innovative work were invited to take part in "Scaling Up" research which is an incentive that promotes independence through shared dialysis care. "ShareHD" is a research project that measures the impact of promoting independence for dialysis patients.

The staff and patient collaborative has proved that new approaches to nursing care can support positive change.

EDTNA Krakow 2017
Zmieniając kulturę pielęgniarstwa ulepszymy doświadczenie pacjentów

Authors:
Laura Thompson: Laura.Thompson@chsft.nhs.uk | Catherine Alderson: Catherine.Alderson@chsft.nhs.uk
Clare Barrow: Clare.Barrow@chsft.nhs.uk | Saeed Ahmed: Saeed.Ahmed@chsft.nhs.uk | William Hinchliffe: William.Hinchliffe@chsft.nhs.uk



Thank you for listening