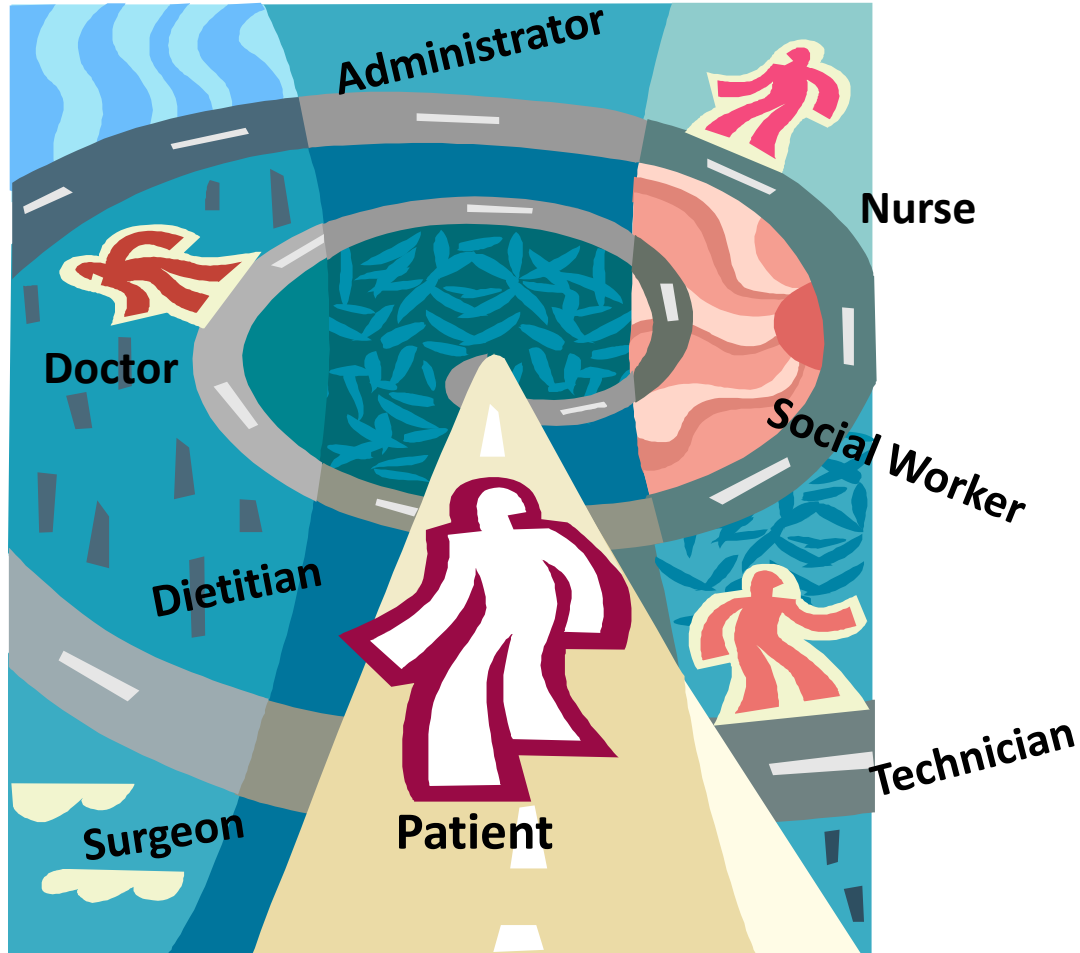


Changing the Patient PERSPECTIVE

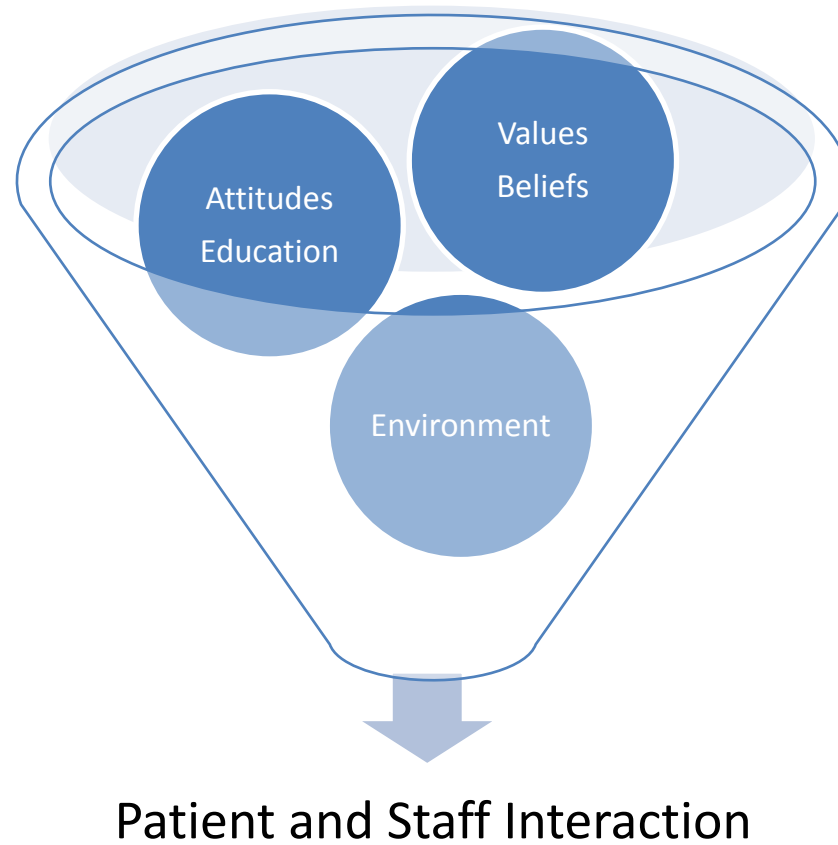
Kathi Niccum, Ed D
Director of Patient Services
The Renal Network



Who's Involved



The Culture of the Unit



Changing Staff Perspective

- Patient-centered approach
- Benefits of AVF
- Ongoing training
- Value of assessments
- What you say and how you say it



Patient Perspective on AVF

Emotional

- No problem yet, why change
- Horror stories from other patients
- Hate needles
- Painful
- No more surgeries
- Fearful of more problems
- Physical appearance
- Dialysis is temporary

Logical

- Pros and Cons of each
- Needs more information

Emotional Decision Maker

- Relies on feelings
- Logic, reasoning, and information may get lost
- May have unconscious fears
- May lack objectivity
- May twist logic to support emotional decision

Logical Decision Maker

- Uses cognitive process
- Reviews alternative solutions
- Wants the facts
- Uses reasoning
- Emotions play smaller part in decision

To Help with Emotional Decisions

- Build trust
- Be empathetic
- Find viewpoints of agreement
- Listen to personal impact of decision on patient
- Show how choice may affect patient and family
- Talk about how they feel

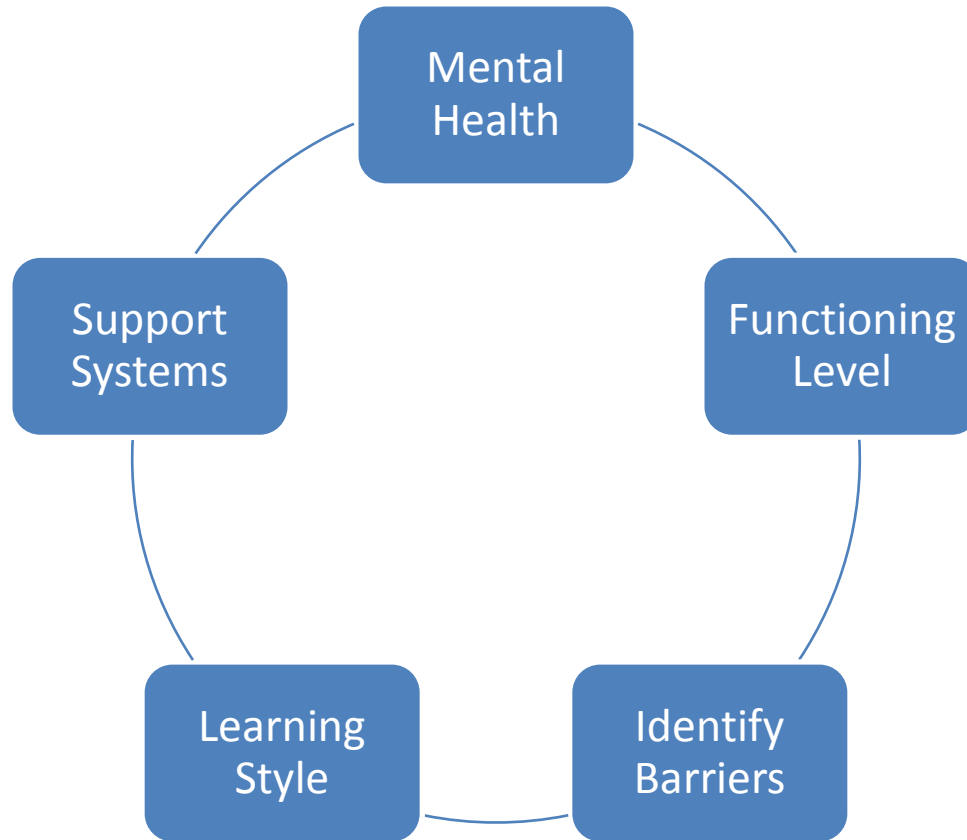
To Help with Logical Decisions

- Provide factual information
- Help patient use problem solving skills
- Give the pros and cons
- Provide research information
- Present emotions as additional factors to be weighed in decision

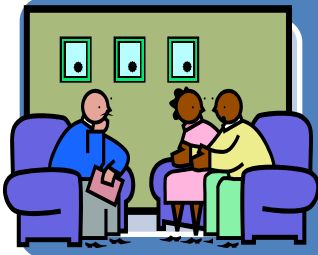
Interdisciplinary Team Involvement

- Develop Access Action Plan
 - Before admission
 - After admission
 - Use forms and reminders
 - Follow up
- Identify and Address Barriers

Social Worker Assessment



Social Worker Interventions



Counseling

- Depression
- Body image



Problem-Solving

- Handling fears
- Coping skills

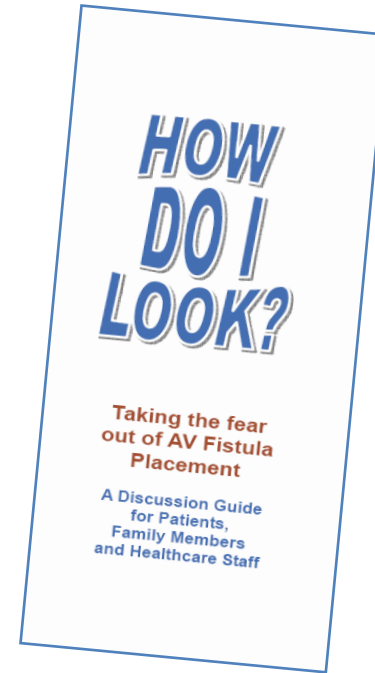
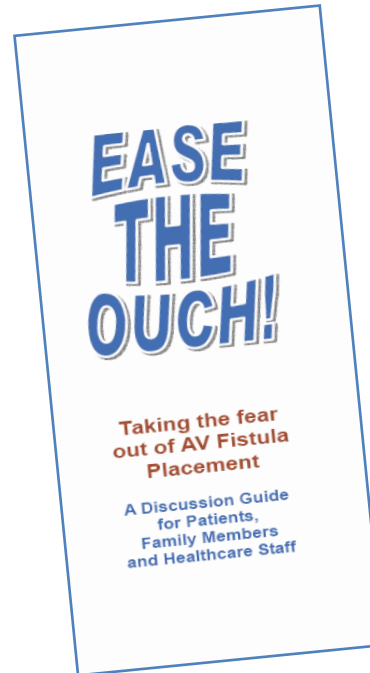
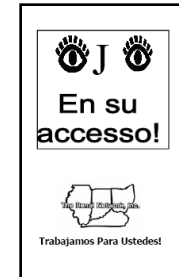
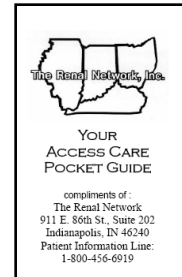
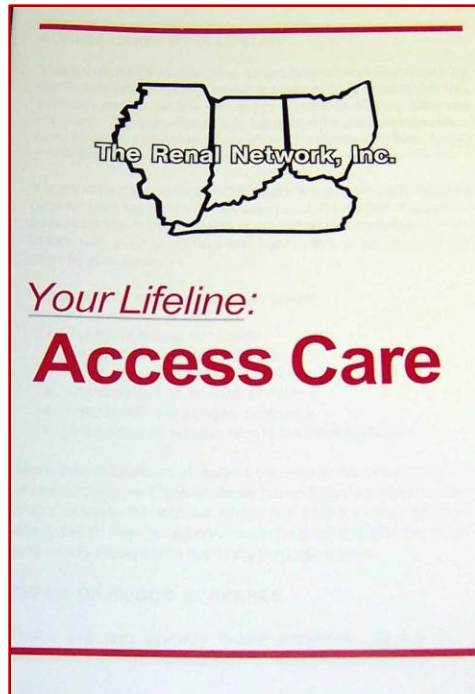


Relaxation Techniques

- Deep breathing
- Meditation

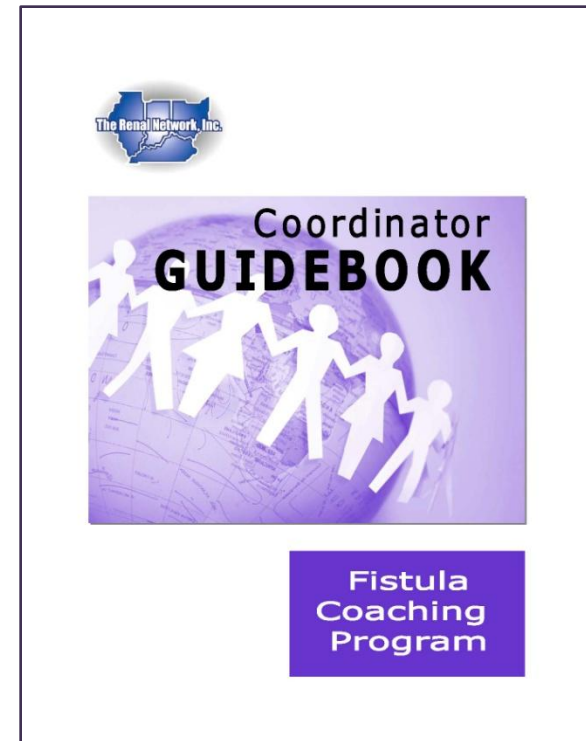
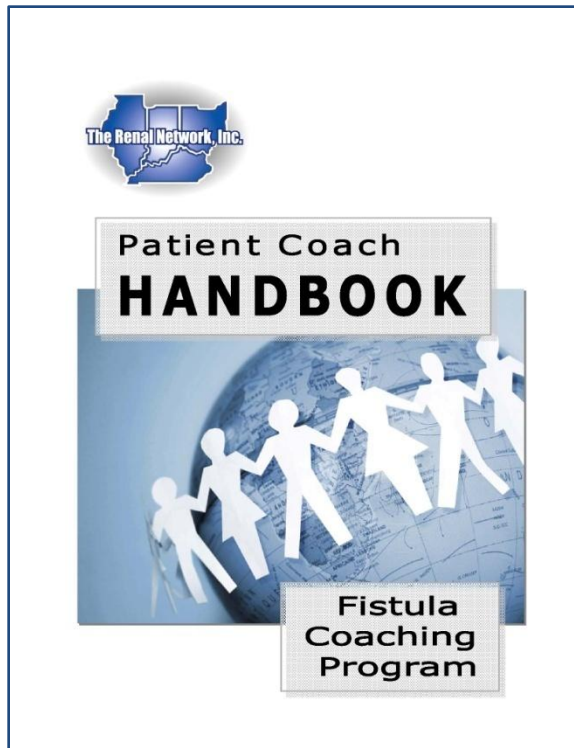
Network Resources

Brochures



Network Resources

Fistula Patient Coaching Program



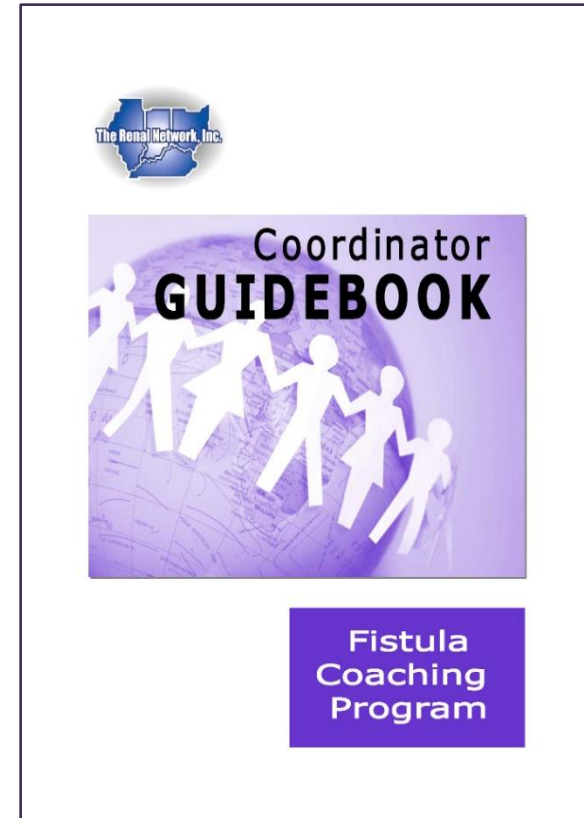
Save the Date

Web Ex Program

June 24th

9:00 am Central

10:00 am Eastern



Network Resources

In-service Training Program

Pre-contemplative Stage

Interactive program to practice communication techniques to encourage patient to start thinking about the benefits of a fistula

Helping the Patient Make Healthy Fistula Choices



When the patient does not have a clue about the reasons why they should obtain a fistula or have any desire to do so.

Save the Date

- Workshop:
June 18th at the
Chicago Marriott
- WebEx Program:
June 23rd
10:00 am Central
11:00 am Eastern

**Helping the Patient
Make Healthy Fistula Choices**



When the patient does not have a clue about the reasons why they should obtain a fistula or have any desire to do so.

The Renal Network, Inc

317-257-8265

Patient Services Department