



Westview Dialysis- CVC Reduction

Renal Network Presentation

August 24, 2010



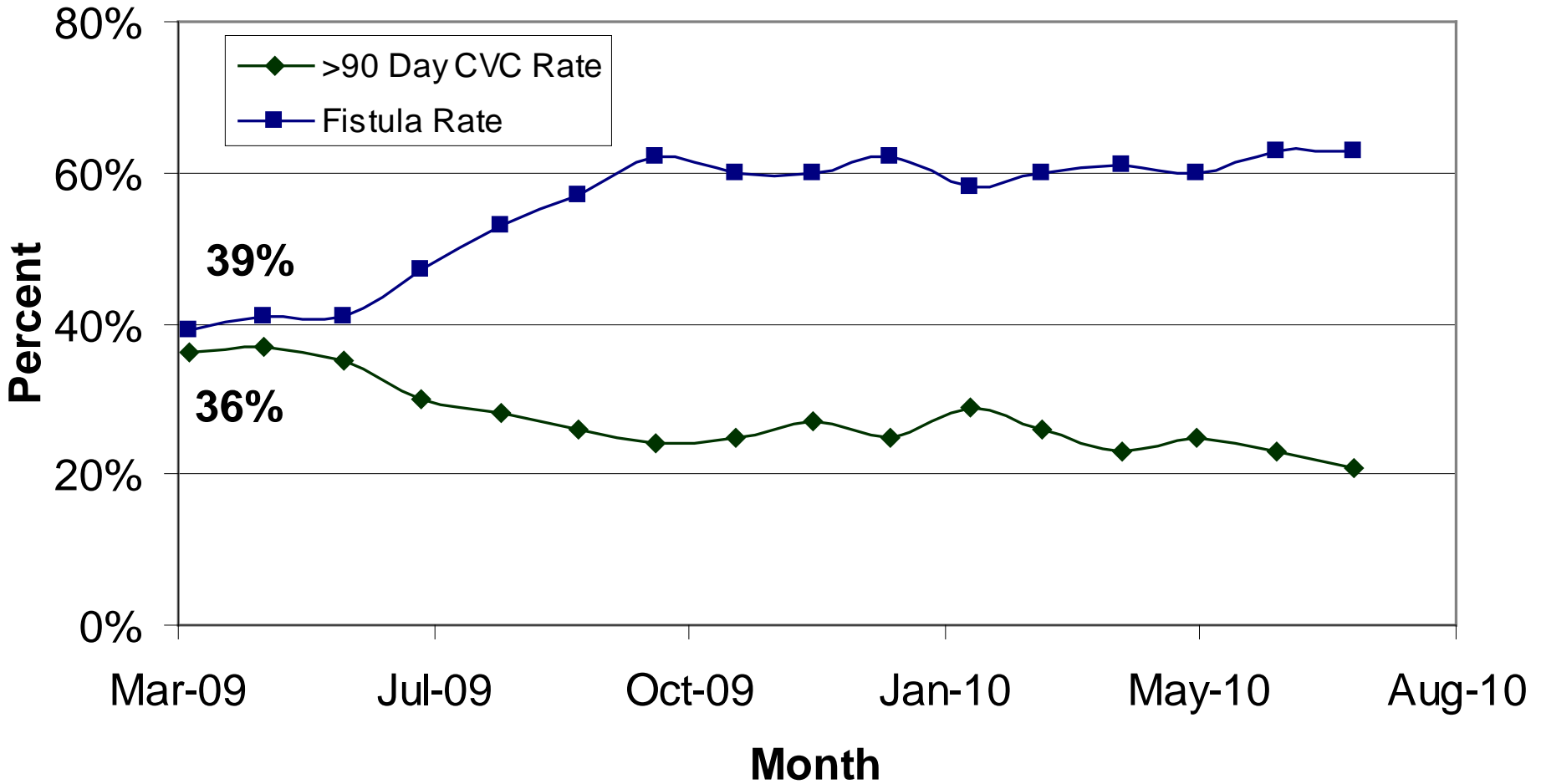
Who are we?

- DaVita Westview- 110 HD & PD Patients
- Carolyn Coffelt- Clinical Nurse Manager
- Lynnitra McDowell – PCT/Vascular Access Manager



Where have we come from?

Westview Vascular Access





Where are we today?

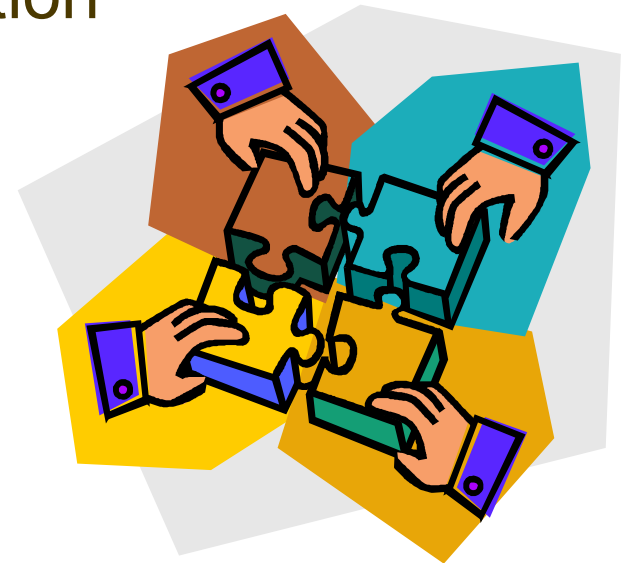
- Total CVC Rate = 20%
- Total AVF Rate = 68.2%
- AFV in Use = 58.2%
- AVG = 15.5%





How did we get here?

- Basic Beliefs
- Support From The Top
- Clinic Team Leadership & Education
- Patient Communication & Education
- Caregiver Communication & Education
- Daily Management & Persistence





Required Beliefs

- CVCs are bad for our patients & are NOT OK
- Where you are now is not good enough
- You can achieve significant improvement
- You can make a difference



Do not accept excuses from anyone:

If a patient is on dialysis, they deserve the best possible care; this is not possible without a permanent access

★ Top Down Support

- #1 DaVita Initiative
 - Goal <18% CVCs
 - Improvement expectation
 - Accountability through monthly metrics
- Accountability to regional operations director
 - Weekly review of ALL CVC patients
 - Clinic bonuses tied to CVC improvement
- National vascular access team
- Monthly physician scorecards with rankings





Clinic Team Leadership & Education

- Clinic Access Leader - Vascular Access Manager
 - Lead clinic efforts
 - Drive for positive results
 - Coordinate process of CVC removal
- It takes a TEAM including ALL staff (RNs, PCTs, MSW, AA, RD)
- Development of an access team
- Education:
 - Best practices for patient barriers
 - On-line access training for all teammates
 - National success calls
 - “Vascular Access Camp”
 - Master cannulators





Patient Communication & Education

- Continuous Education starting Day 1 - Discuss WHY
- Build patient trust & relationships
- Build a plan with the patient & around their concerns
- Reach out to the patient's family
- Remind patients of appointments
- Celebrate the patients accomplishments
 - Public- on the clinic floor
 - Certificates, Stethoscopes, Cards



Caregiver Communication

- Enlist Nephrologist Support/Help
- Clinic Team
 - Access Appointment Book
 - Access History Book
 - Weekly Tracking Report
- Nursing Home Coordination
- Surgeon Meetings
- Hospital Discharge Planners





Daily Management & Persistence

- Drive, Drive, Drive the process
- Daily review patient progress
- Weekly review of adequacy to check access performance
- Weekly access team meetings
- Protect accesses:
 - Transonic/Regular monitoring
 - 10 Second Access Checks
 - Stethoscopes for patients & clinical staff
 - “Protect My Veins” Bracelets



Questions?

