

Beyond Webster: Defining What Patient and Family Centered Care Really Means to the Renal Community and the Renal Patient

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Do you feel your organization/facility currently embraces Patient/Family Centered Care?

Yes	101
No	2

DEFINING PATIENT AND FAMILY CENTERED CARE

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- *Shennon Wofford, RN, CDN, DCI Reach CKD Care Coordination Manager*
- *Doug Johnson, MD, Vice Chair of the Board, Dialysis Clinic, Inc.*

Patient Centered Care:

is patient driven healthcare delivered in a way that is focused on an individual patient's values and preferences and involves both sharing information and active shared decision making with patient, family/caregivers, and medical professionals to reach customized, individualized, and realistically obtainable goals of care. This is an ongoing process, keeping in mind these goals may changes over time.

*Developed by the Forum of ESRD Networks' Beneficiary Advisory Council (BAC)
& Medical Advisory Council (MAC)*

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Patient's Perspective: Lessons Learned

What was Good?

- Support and Encouragement from Staff
- Abundance of Information
- Coordination of Benefits

What Could be Better?

- Information when I need it, how I need it
- Transitions of Care
- Good for Business \neq Good for Every Patient
- Metrics do not improve patient “performance”

Patient's Perspective: Lessons Learned

What is the Reality?

- Living with a chronic illness is not unlike being in a long-term relationship
- It's not about you, it's about me

How Do We Bridge the Gap?

- Patient understanding and focus shifts as variables are introduced
- More stable = Less Risk Tolerant
- More unstable = More Risk Tolerant
- Leverage our story telling culture

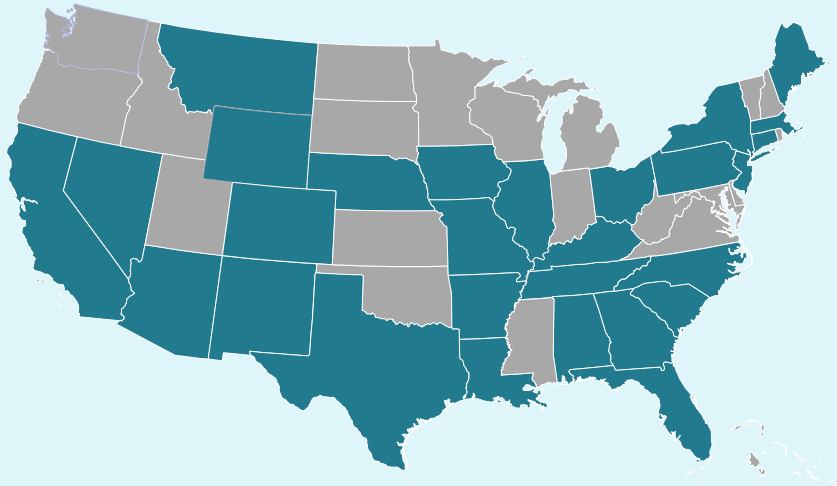
Patient and Family Centered Care

Meeting the Metrics of the QIP

- Patient engagement necessary to meet the QIP measures
- Patient and family involvement in the development of the POC vital to the facility meeting the QIP measures
- Patient and family engagement can help with patient adherence which translates into improved outcomes



Dialysis Clinic, Inc.



- Largest non-profit dialysis provider in the U.S.
- Founded in 1971 (44 yrs ago)
- Serving over 17,000 patients with kidney disease
 - Over 2,600 patients with CKD
 - Over 14,800 patients on dialysis
- In more than 230 clinics
- Across 28 states



Dialysis Clinic, Inc.

A Non-Profit Corporation

If I had Kidney Disease...

- ▶ “I want to avoid dialysis”
- ▶ “Please tell me what I can do to make it less likely that I will need dialysis”



If I had Kidney Disease...

- ▶ If I need to start dialysis, can you push back the time that I need to start?
 - Can you slow progression of my CKD?
 - Can you wait to start me on dialysis until I have symptoms?



If I had Kidney Disease...

- ▶ I would like to know my choices in therapy, and I would like to discuss them early, so I have time to decide
 - And I want to know that one of my choices is not to choose dialysis



If I had Kidney Disease...

- ▶ I would like to receive a kidney transplant
 - Can you help me get on a transplant list?
 - Can you help with talk with others about organ donation?



If I had Kidney Disease...

- ▶ If I choose dialysis, I want my care to fit my schedule instead of being required to fit my schedule to my dialysis care
 - Can you tell me more about home dialysis?



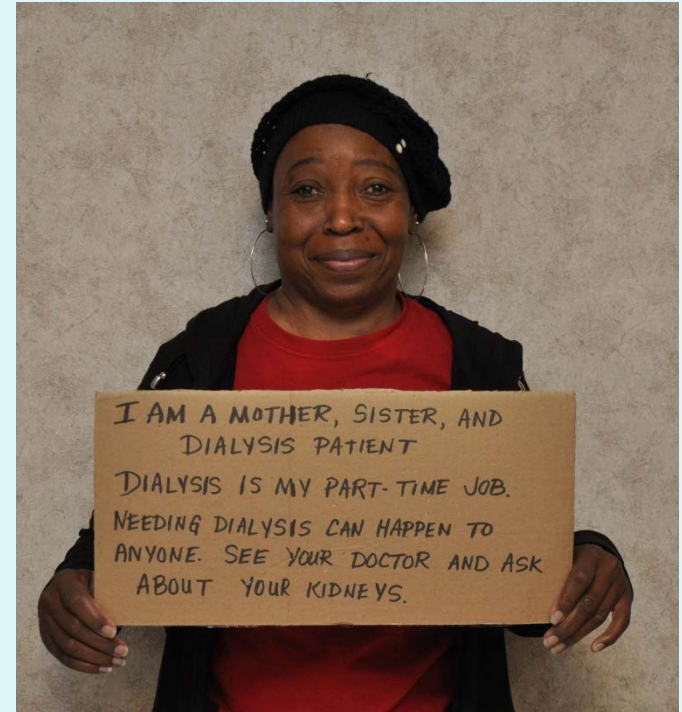
If I had Kidney Disease...

- ▶ I want to be able to die with dignity
 - If the burden of my treatment outweighs its benefit, please help me to find a palliative care provider and a hospice provider



Conclusion

- ▶ QIP and Five Star are important, but are only a floor
- ▶ If we have a five star clinic without a QIP penalty, but then stop and do not look at ways to further improve care, we are not providing patient centered care



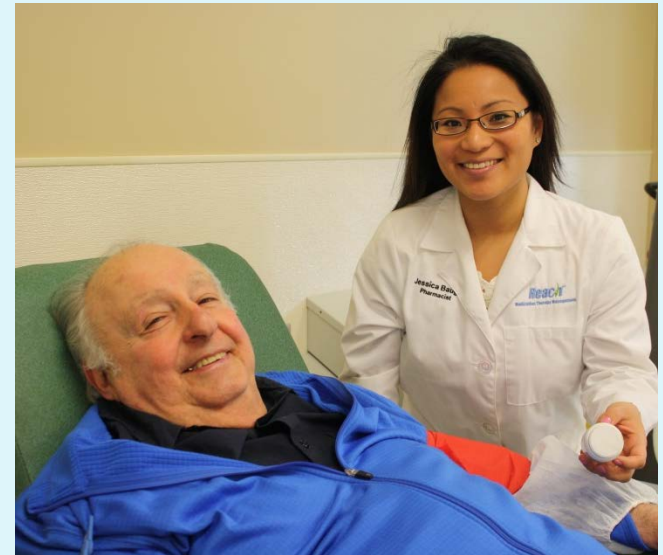
If you have Kidney Disease in SC

- ▶ CKD Clinic
 - One on One Care
 - Education and Navigation Services
 - Stage 1 - 5
 - Long term follow up



If you have Kidney Disease in SC

- Focus is on each individual's needs
 - Diabetes, Hypertension, Obesity, Cardiac Health, Kidney Health, CKD Complications and Modality and Access
 - Medication Therapy Management
 - Nutritional education and counseling
 - Education provided at the right time and place on the right level for each person



Empowering Patients To Live Their Dreams

