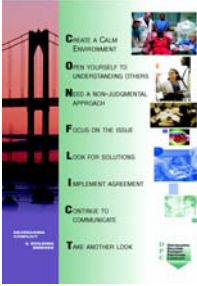


The Renal Network: Resources to Prevent Involuntary Discharges

Patient Services Department Staff

Network staff can consult with you to explore other options to possibly prevent discharges and can assist you in developing alternative approaches to work with patients and staff. Assistance also is available to review and provide suggestions on the development of health care team agreements (behavior contracts).



Dialysis Patient/Provider Conflict (DPC) Tool Box & Poster

All facilities received a copy of the toolbox a few years ago. Some components of the tool box can be downloaded from the Network's Web site at <http://www.therenalnetwork.org/services/dpc.php>

The Network has posters and can send you one at your request. In the Fall, the Network will offer two hour "Train the Trainer" Programs with suggestions on how to use the tool box and provide in-service training for staff.

Alternative Solutions

This brochure provides suggestions on how to work with challenging patient situations. Download a PDF copy: <http://www.therenalnetwork.org/resources/resources/AlternativeSolutions.pdf>

Conflict Management: A Leadership Approach

This handout provides suggestions on how to decrease conflicts in the unit.



Social Worker CD

This CD is sent to all new social workers and includes a section on working with challenging situations. It includes samples of Behavioral Contracts as well as other tools and articles for assistance.

Health Care Team Agreements

Sample Copies of Health Care Team Agreements (Behavioral Contracts).

Behavior Contracts

This booklet provides tips regarding the appropriateness of using a contract and what should be taken into consideration when writing one.

Noncompliance

This pamphlet provides insight into non-adherence issues and includes companion articles written by patients and staff.

In-Service Training Programs

The Network also can provide educational training programs on topics such as Professionalism, Conflict Resolution, Communication Techniques, Health Care Team Agreements, etc.

For more information contact The Patient Services Department or visit The Renal Network Web site at <http://www.therenalnetwork.org>.