Changing the Patient PERSPECTIVE

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The Renal Network
Who’s Involved

Administrator

Nurse

Social Worker

Technician

Patient

Doctor

Dietitian

Surgeon
The Culture of the Unit

- Attitudes
- Education
- Environment
- Values
- Beliefs

Patient and Staff Interaction
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

Mental Health

Support Systems

Functioning Level

Learning Style

Identify Barriers
Social Worker Interventions

Counseling
- Depression
- Body image

Problem-Solving
- Handling fears
- Coping skills

Relaxation Techniques
- Deep breathing
- Meditation
Network Resources

Brochures

Your Lifeline: Access Care

Ease the Ouch!
Taking the fear out of AV Fistula Placement
A Discussion Guide for Patients, Family Members and Healthcare Staff

How Do I Look?
Taking the fear out of AV Fistula Placement
A Discussion Guide for Patients, Family Members and Healthcare Staff
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 18\textsuperscript{th} at the
  Chicago Marriott

• WebEx Program:
  June 23\textsuperscript{rd}
  10:00 am  Central
  11:00 am  Eastern
The Renal Network, Inc

317-257-8265

Patient Services Department