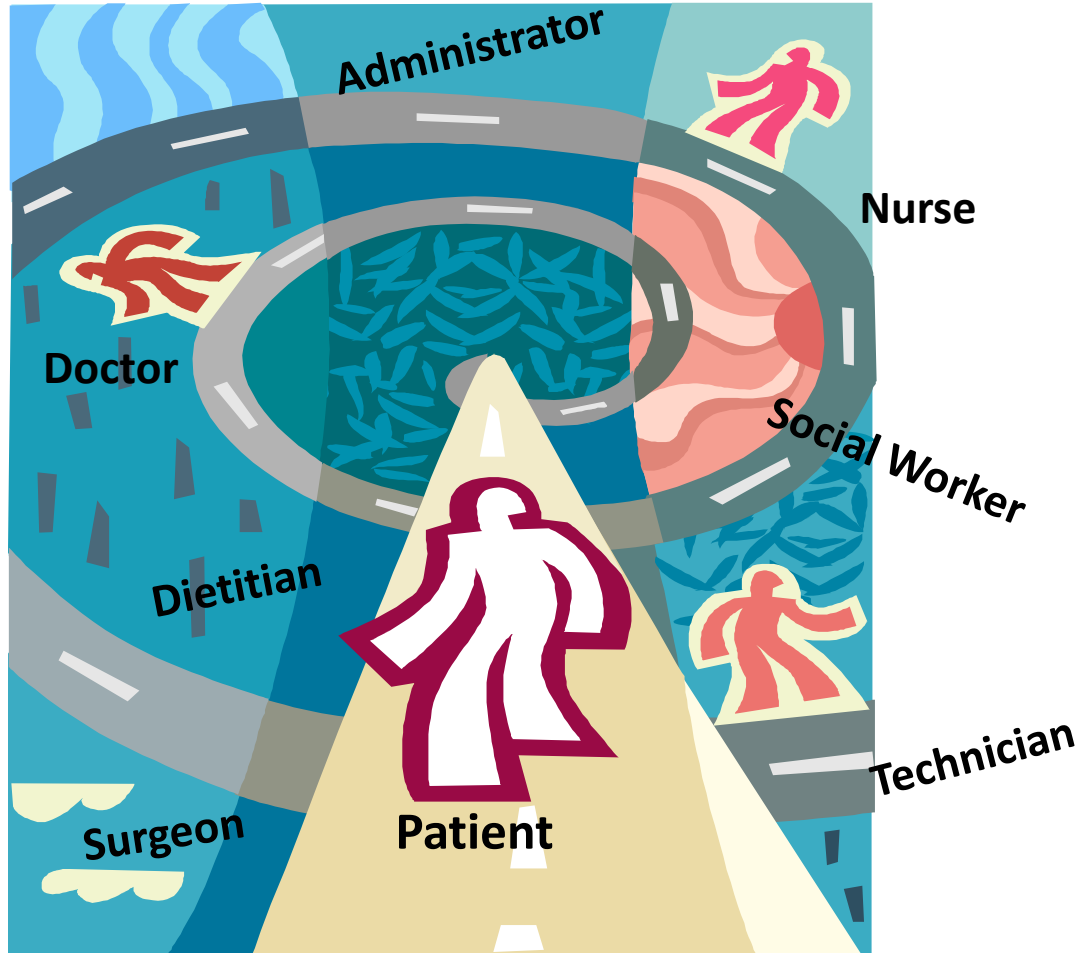


# Changing the Patient PERSPECTIVE

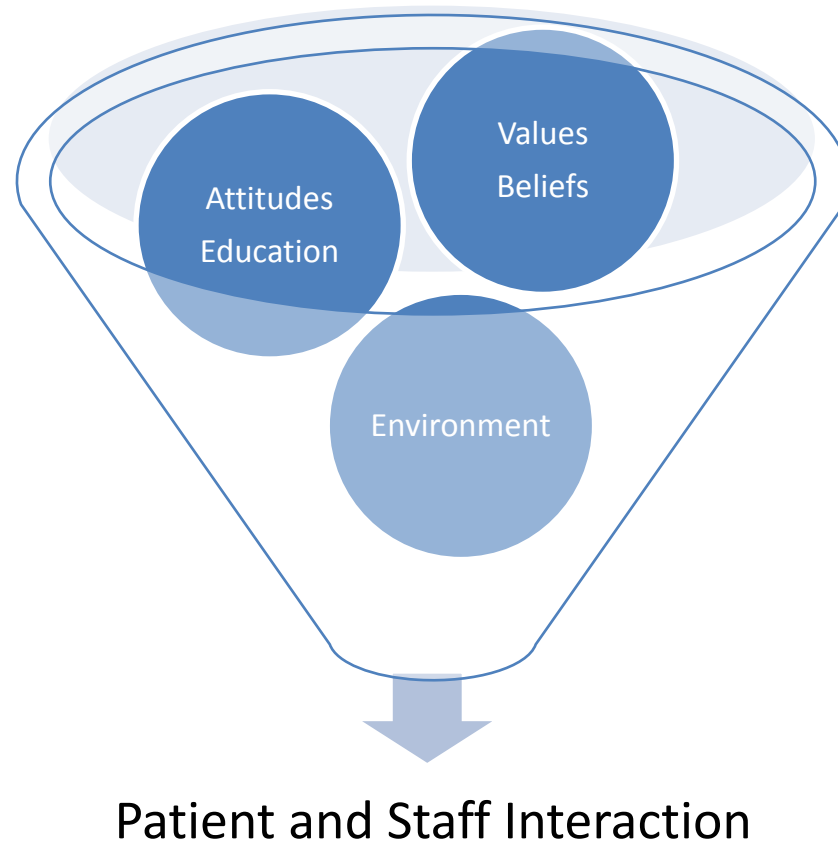
**Kathi Niccum, Ed D**  
**Director of Patient Services**  
**The Renal Network**



# 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

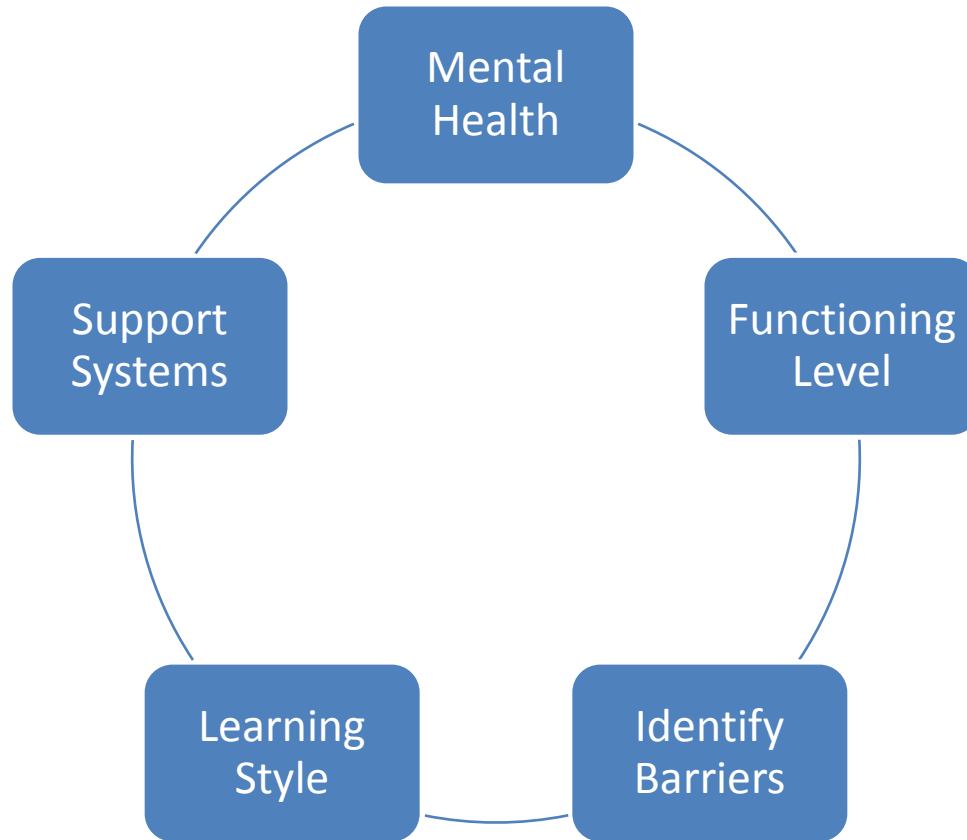
# To Help with Logical Decisions

- 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

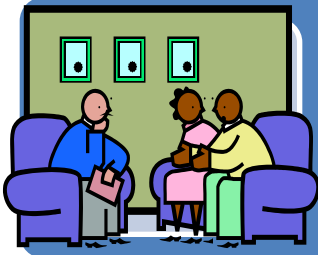
# Interdisciplinary Team Involvement

- 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

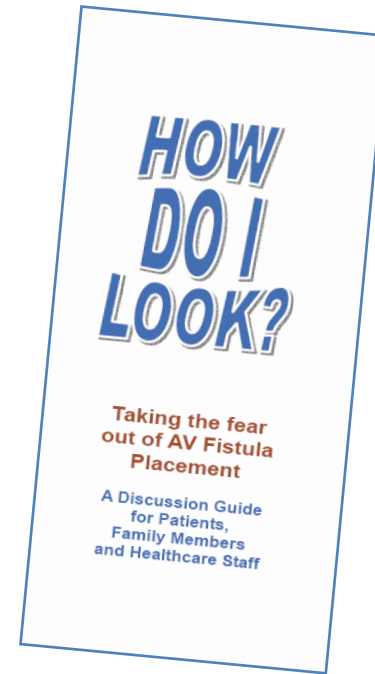
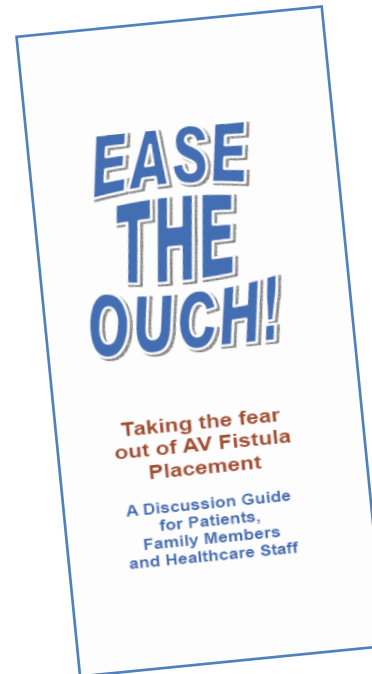
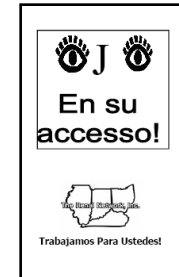
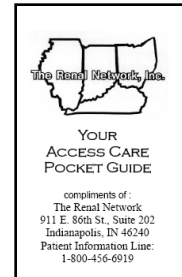
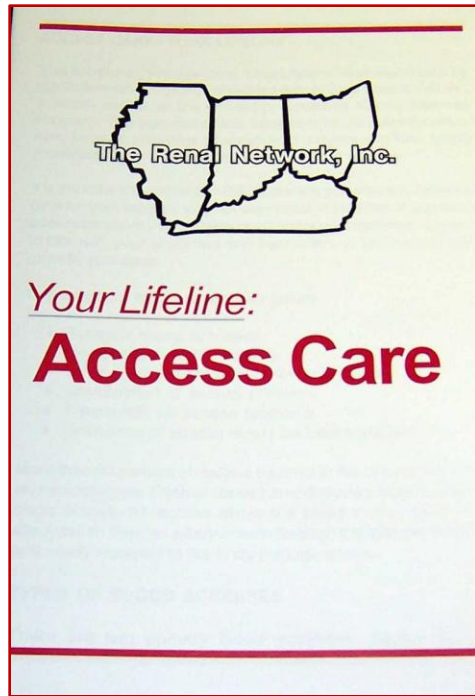


## Relaxation Techniques

- Deep breathing
- Meditation

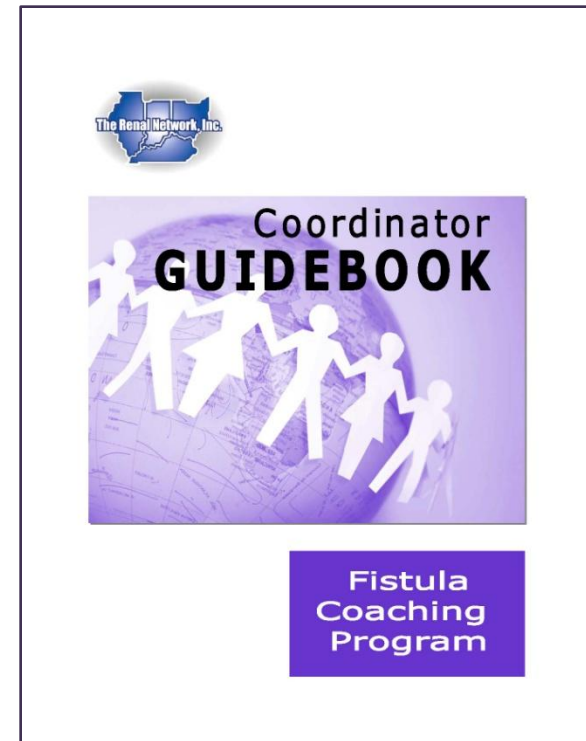
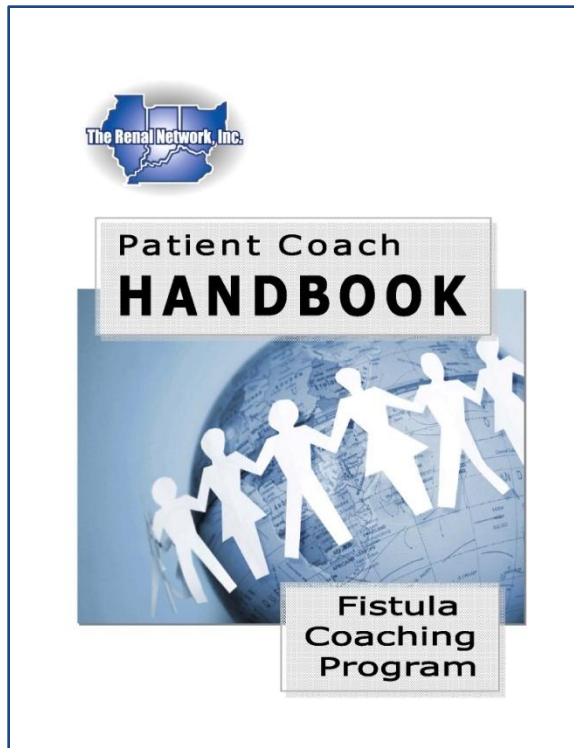
# Network Resources

## Brochures



# Network Resources

## Fistula Patient Coaching Program



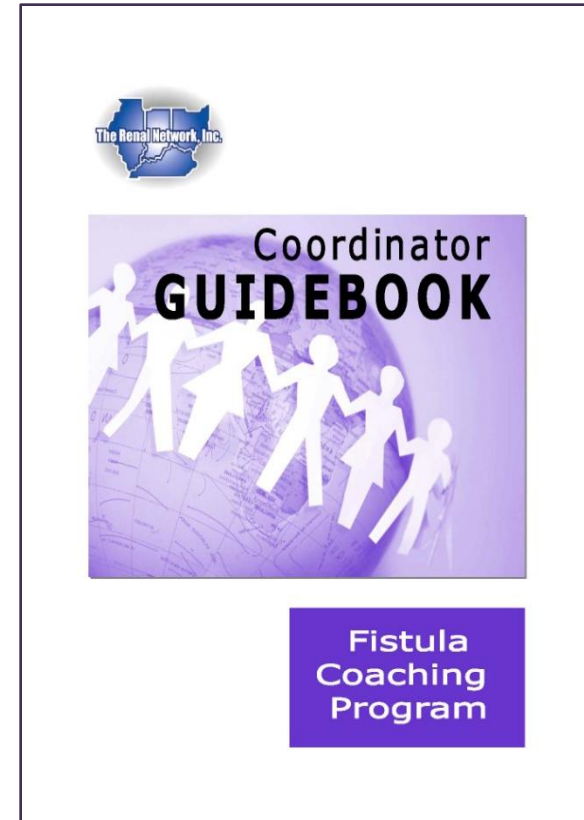
# Save the Date

Web Ex Program

June 24<sup>th</sup>

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<sup>th</sup> at the  
Chicago Marriott
- WebEx Program:  
June 23<sup>rd</sup>  
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**