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 Vacular Access

- >90 Day CVC Rate
- Fistula Rate

Mar-09 | Jul-09 | Oct-09 | Jan-10 | May-10 | Aug-10

36% | 39% | 40% | 60% | 60% | 60%

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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 though 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?