THE PATIENT CULTURE

Networking for Solutions
Vascular Access Learning Session
October 2009
Thank you for being here!

We value your time
We value your knowledge
We welcome your participation
We welcome your questions
We are here to be helpful to you
Overview of the Day

- Increase patient knowledge and participation in the choice of a fistula
- Suggestions to implement programs that will help motivate patients to change
- Group involvement
- Return to facility with a plan to work towards changing the patient and staff cultures
Metaphor: A figure of speech in which an implicit comparison is made between two unlike things that actually have something in common.
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Team metaphor

Other metaphors/descriptions?
In a way, we need to blend both metaphors to make an effective environment for our patients. The goal to help them make healthy choices – to include those around an AVF.

What would that look like?
Metaphors – how we see/describe what we do – shapes our culture.

Main Entry: 1cul·ture
Pronunciation: \'kəl-\chər\nFunction: noun
1 a : the integrated pattern of human behavior that includes thought, speech, action, and artifacts and depends upon the human capacity for learning and transmitting knowledge
How would you describe the culture of the floor staff at a typical dialysis unit?
Describe a patient culture?

- There are many patient cultures that are revealed by what the patients say and how they describe what happens at the unit.
Dialysis units are like a spider web!
Helping Patients Make Healthy Choices

When the patient does not have a clue about the reasons they should or any desire to do so..

A training Module developed by the Patient Leadership Committee of Renal Network 9/10 in conjunction with Kan Kraybill of the National Health Care for the Homeless Council

Craig R. Fisher, L.C.S.W., Ph.D.

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CROWNWeb is still coming!!!!

• After this session, you will
  • Be able to know how ready your patient is to listen to you.
  • To understand what is the best way to respond to your patient
  • To understand how to turn a conversation around when you discover that your patient would rather have a root canal than continue talking to you
Effective Approaches to Motivate Healthy Choices

Stages of Change

Motivational Interviewing
“Given a choice between changing and proving that it is not necessary, most people get busy with the proof.”

John Galbraith
“Given a choice between changing and proving that it is not necessary, most people get busy with the proof.”

John Galbraith
RELAPSE at any stage is viewed as a loss of motivation and movement back down the spiral of change.
The Change Process

- **Motivation** to change is a state, not a trait
- Ambivalence is normal
- Resistance happens; not a force to overcome
- The other person is an ally, not an adversary
- Recovery, change, growth are intrinsic to human experience
"The limitations you are willing to accept establish the boundaries of your existence: -

Erwin McManus, Awaken, P9

Ever say, “I can not do that?”
Motivational interviewing

It presents not a series of magical techniques but a style, a way of being with our patients. In other words, ... a patient-centered approach to working with people ‘where they are’ rather than ‘where they should be’ as dictated by treatment providers.

We need to be on the “same page” – their page.

G. Alan Marlatt, Ph.D.
Helping Patients Make Healthy Choices

Some guidelines to use

1. Take a realistic approach
2. Listen empathetically
3. Provide positive reinforcement
4. Roll with resistance
5. Talk less than your patient
6. Work as a team with your patient
7. Allow patient to direct discussion
8. Emphasize patient’s personal strengths
So, how can we use this tool?
So, how can we use this tool?
So, how can we use this tool?

I’m glad you asked.
So, how can we use this tool?

In-Service Training

The goal of this in-service training is to equip the learners with the knowledge and skills they need to teach methods for changing problem-solving habits that will ultimately improve the decision-making process of the patient.
Ways to use this tool.

- During an in-service, using a computer connection, play the WebEx Presentation from the Renal Network website: http://www.therenalnetwork.org/qi/qi_training_FF_FistulaChoices.6.09.php
- Follow up with case study discussion to further the training.
- Repeat a case study in future to further change process.
Ways to use this tool.

- Any more ideas?
- Has anyone used the tool in their unit?
TOOLS FOR CHANGE

Coaching/Peer Support
Decision-making Skills
FISTULA COACHING PROGRAM

Peer support
Fistula Coaching Program

Peer-to-Peer support through positive communication, encouragement, education, and the sharing of resources/tools to help in the decision-making process of the best vascular access choice
Tools

Patient Coach

- Coach Handbook
- Information Sheet: Coordinator information
- Documentation form of visits
- Problem-solving and brainstorming worksheet

Coordinator

- Vascular access survey
- Coaching program feedback form
- Materials order form
- Coach Handbook
Quality Improvement Program

- Change process regarding a fistula
  - Track progress and interest of patient
- Understand and identify/remove barriers
  - Barriers survey
  - Root causes of resistance
- Improve treatment and outcomes
  - Improve fistula rates
  - Decrease complications
Implement Coaching Program

- New patient team
- Waiting room activities
- Individual meetings
- Phone meetings

- Support
- Problem-solving
- Encouragement
- Resources
Healthy Choices and Coaching Program rely on communication and decision-making skills of staff and patients.
Decisions-Making Skills

Healthy Choices and Coaching Program rely on communication and decision-making skills of staff and patients.
Culture Impacts Decision-Making Skills

Patient and Staff Interaction
Personal Approach to Decisions

- Always need more information
- Quick to decide
- Trust yourself
- Seek answers from others
- Gather the facts
Emotional Decision Maker

- Relies on feelings about issue
- 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
Patient Perspective: AV Fistula

- 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

- Pros and Cons of each
- Needs more information

Emotional  Logical
Staff Perspective on AVF

- Hate sticking patients
- Patients blame me
- No problems yet, why change to a fistula
- Patients get mad when asked about getting a fistula
- Takes more time
- Takes more expertise
- Provides better quality care
- More responsibility
**Staff Approaches**

- Act now
- Lack of knowledge
- Provide education
- Need advice to change
- Can control choice

- May not be ready
- Lack motivation
- Already have knowledge
- Explore change
- Help explore possibilities
**Decision Stoppers**

- When we give orders – ought/should
- Lecturing
- Judging
- Interpreting
- Criticizing
- Persuading with “logic”
- Giving advice/recommendations
- Offering solutions, asking questions, giving info
Helping with Decision-Making Process
To Help with Emotional Decisions

- Build trust and be friendly
- Be empathetic
- Find viewpoints of agreement
- Listen to personal impact of decision on patient
- Show how choice may affect patient and family
- Talk about what can happen to them
- Talk about how they feel
To Help with Logical Decisions

- Provide factual information
- Help patient use problem solving skills
- Use decision-making trees
- Give the pros and cons
- Provide research information
- Present emotions as additional factors to be weighed in decision
Decision Choices: Root Causes

- Define the problem
- Collect data
- Identify possible causal factors
- Identify the root causes
- Recommend and implement solutions
Problem-solving Techniques

- Brainstorm
- Fishbone
- Mind Maps
- Cause and Effect Diagrams
- Drill Down
- The 5 Whys: ?? ?? ??
- Appreciation: Fact So What
Case Studies

Patient Choices
Address in the Scenarios

- Culture
  - Patients
  - Staff
- Change techniques
- Decision-making skills
- Root cause analysis
- Action steps
- Measurement
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AV Fistula Decision

Benefits versus risk and harm

<table>
<thead>
<tr>
<th>Benefits of catheter/graft</th>
<th>Risks of a catheter/graft</th>
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<tbody>
<tr>
<td><strong>Scale 0–10</strong></td>
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</tr>
<tr>
<td><strong>Low score</strong></td>
<td><strong>Low score</strong></td>
</tr>
<tr>
<td>- Ready to change</td>
<td>- Minimizing risks, not ready to change</td>
</tr>
<tr>
<td><strong>High score</strong></td>
<td><strong>High score</strong></td>
</tr>
<tr>
<td>- Need to understand benefits of staying the same to work on lowering score</td>
<td>- Ready to change</td>
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### Fistula Placement Decisions

<table>
<thead>
<tr>
<th>Reasons to get a fistula</th>
<th>Reasons to stay with a catheter/graft</th>
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<table>
<thead>
<tr>
<th>Concerns about a fistula</th>
<th>Concerns about catheter/graft</th>
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</table>
Name ________________________________

Identify patient’s readiness to explore the choice of a fistula:
☐ No Interest  ☐ Low Interest  ☐ Medium Interest  ☐ High Interest

Support your choice:

List patient’s concerns:

Specific ways to address these concerns:

Identify potential root causes:

AVF Fistula related:

Staff-related:

Other Issues:

Specific ways to address these concerns:

Identify patient’s decision-making process:

How would you motivate patient to consider other choices?
FACILITY ACTION PLANS

Your next steps
Interdisciplinary Team Involvement

- Develop Access Action Plan
  - Before Admission
  - After Admission
  - Forms and reminders
  - Follow up
- Identify and Address Barriers
- Continue involvement after surgery
Mental Health

Support Systems

Functioning Level

Learning Style

Identify Barriers

Social Worker Assessment
Social Worker Interventions

Counseling
- Depression
- Body image

Problem-Solving
- Handling fears
- Coping skills

Relaxation Techniques
- Deep breathing
- Meditation
Project Action Plan

- Problem statement
- Goal
- Root cause
- Team members
- Lead Facilitator
- Action Steps
  - By whom
  - By when
- Follow Up
Additional Assistance

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