What does a heron and a frog have to do with Fistula First?

Craig R. Fisher
Either forward or backward!
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Where we place our mind

Staff
Either forward or backward!

Where we place our mind

Our words either support, endorse, confirm or discourage, undermine change
Either forward or backward!

Where we place our mind

Our words either support, endorse, confirm or discourage, undermine change

Our actions speak volumes!
Either forward or backward!
Three groups of participants in this change process

Management

Patients

Staff – most important aspect
Management

- Some questions to ask yourselves about where your unit is at in this process
- This information is in your handout so let's just hit a few high points.

✓ What ongoing issues have you not managed yet?
✓ What aspects of the situation should and should not change?
✓ How will you know if/when you are going off course and/or need additional support?
Management

Questions continued

✓ How can you be sure that the problem will remain solved over time?
✓ What does follow up and follow through look like.
✓ What behaviors will be observed if you are having success.
Staff

Staff is the most important factor in this effort.

- We can give you the tools to work with the patients: information about MI and Change concepts. You have to engage the staff in buying into using the information.

You want me to place a what? An AVF - an antique vent fabrication?
WORST CASE SCENARIO
ADVENTURES IN CONFLICTING PERCEPTIONS

A NURSE SEES:

A PATIENT SEES:
A staff dedicated to the best care for our patients has an immense influence on patient’s beliefs, attitudes and outcomes.

Let's look at a typical flow chart of change/transition.
The Process of Transition

Can I cope?

At Last something's going to change!

What impact will this have? How will it affect me?

Denial

Change? What Change?

This can work and be good

Disillusionment

I'm off!! … this isn't for me!

I can see myself in the future

Moving Forward

Gradual Acceptance

Who am I?

Did I really do that

Anxiety

Happiness

Fear

Threat

Guilt

Depression

Hostility

I'll make this work if it kills me!!

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Let’s take a closer look at some of the emotions that change stirs up.

Anxiety - to me anxiety and fear seem to be related.

What would staff (Nurses) have to be anxious or fearful about?
Fear

Nurses say

• It is easier to use a cath – so, what’s in it for me?
• Why are you looking at me? What about the Nephrologists and the surgeons?
• How can I get my techs to get with the program?
• Yeah, I get the Pt to get the fistula and it clots or doesn’t mature. Now how do I get them to go back for more surgery?
• My patient’s don’t know fistula care.
• My techs don’t know proper techniques.
“OK, someone hand me my cigarettes, a cup of black coffee and my Prozac and I’ll be fine...”
Let's take a closer look at some of the emotions that change stirs up.

Anxiety - to me anxiety and fear seem to be related.

What would staff (Techs) have to be anxious or fearful about?
Fear

Techs say

• It is easier to use a cath – so, what’s in it for me?
• I’m not sure I can feel the vessel
• Is the vessel ready
• How much will this hurt my patient
• What if I blow the fistula
Denial

What do you have to say to yourself to be in denial of the need to change or that change is going to occur?
“Everyone at my workplace is infected with negativity! Is there some kind of vaccine for that?”
Hostility – anger

Does it ever feel like everybody is angry about FF?

Some frustration is normal.

Listen to their fears and assist with the barriers.

10% Factor
Gradual Acceptance

Good Job

Recognize and celebrate signs of acceptance.

How have you done this?
John Kotter’s eight steps to successful change.

• Increase urgency  
  • Build the guiding team  
  • Get the vision right  
  • Communicate for buy-in  
  • Empower action

• Create short-term wins  
  • Don’t let up  
  • Make change stick

John Kotter, “Leading Change” and “Heart of Change.”
I try to take just
ONE DAY AT A TIME ...

but lately several days
have attacked me at once
Remember, when times are tough, you're not facing this alone.
"Optimism is the faith that leads to achievement. Nothing can be done without hope and confidence."

Helen Keller
IMPROVED FISTULA RATES
ONE STEP AT A TIME, WITH A LOT OF HELP FROM US

Slide by Teri Browne
So why do we do this? Why go through all this trouble?
So why do we do this?

• Because if we only help one patient, it is still worth it.
So why do we do this?

• Because if we only help one patient, it is still worth it.
• And the truth of the matter is we will help many have a better experience with dialysis and a longer life.
So, you ask yourself, what does a frog and a heron have to do with fistula first?

• The heron represents all the factors that will pull the unit toward giving up.
So, you ask yourself, what does a frog and a heron have to do with fistula first?

- The heron represents all the factors that will pull the unit toward giving up.

- **You** are the frog – And you do not want to be eaten up by all the above – Sooooo…
Keep on keeping on!
Questions