

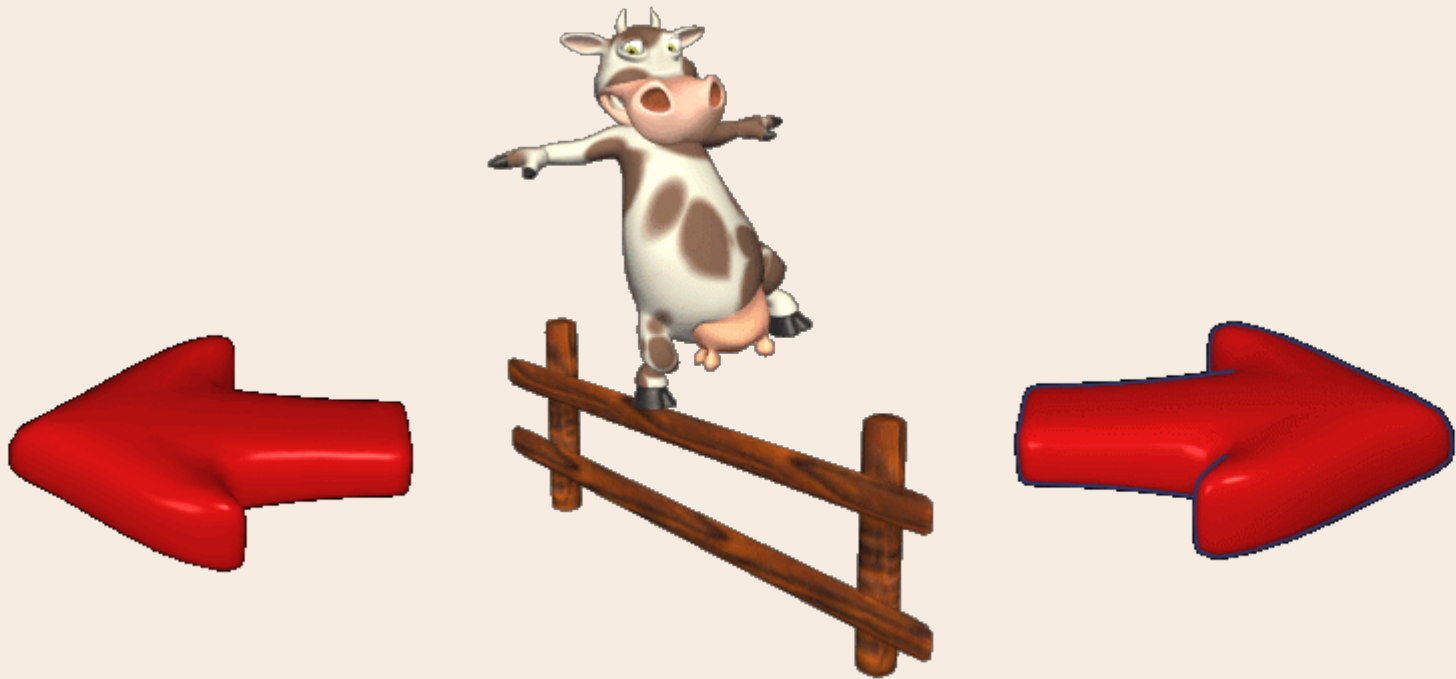


What does a heron and a frog have to do with Fistula First?

Craig R. Fisher



Either forward or backward!

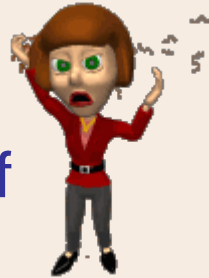


Either forward or backward!

Where we place
our mind



Staff



Either forward or backward!

Where we place
our mind



Staff



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

Either forward or backward!

Where we place our
mind



Our actions
speak volumes!

Staff



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

Either forward or backward!

100 ↔ 0 ↔ 100

@&!



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 lets 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.



You want me to
place a what?
An AVF - an
antique vent
fabrication?

- 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.



Through the eyes of the patient

WORST CASE SCENARIO

ADVENTURES IN CONFLICTING PERCEPTIONS

A NURSE SEES:



A PATIENT SEES:



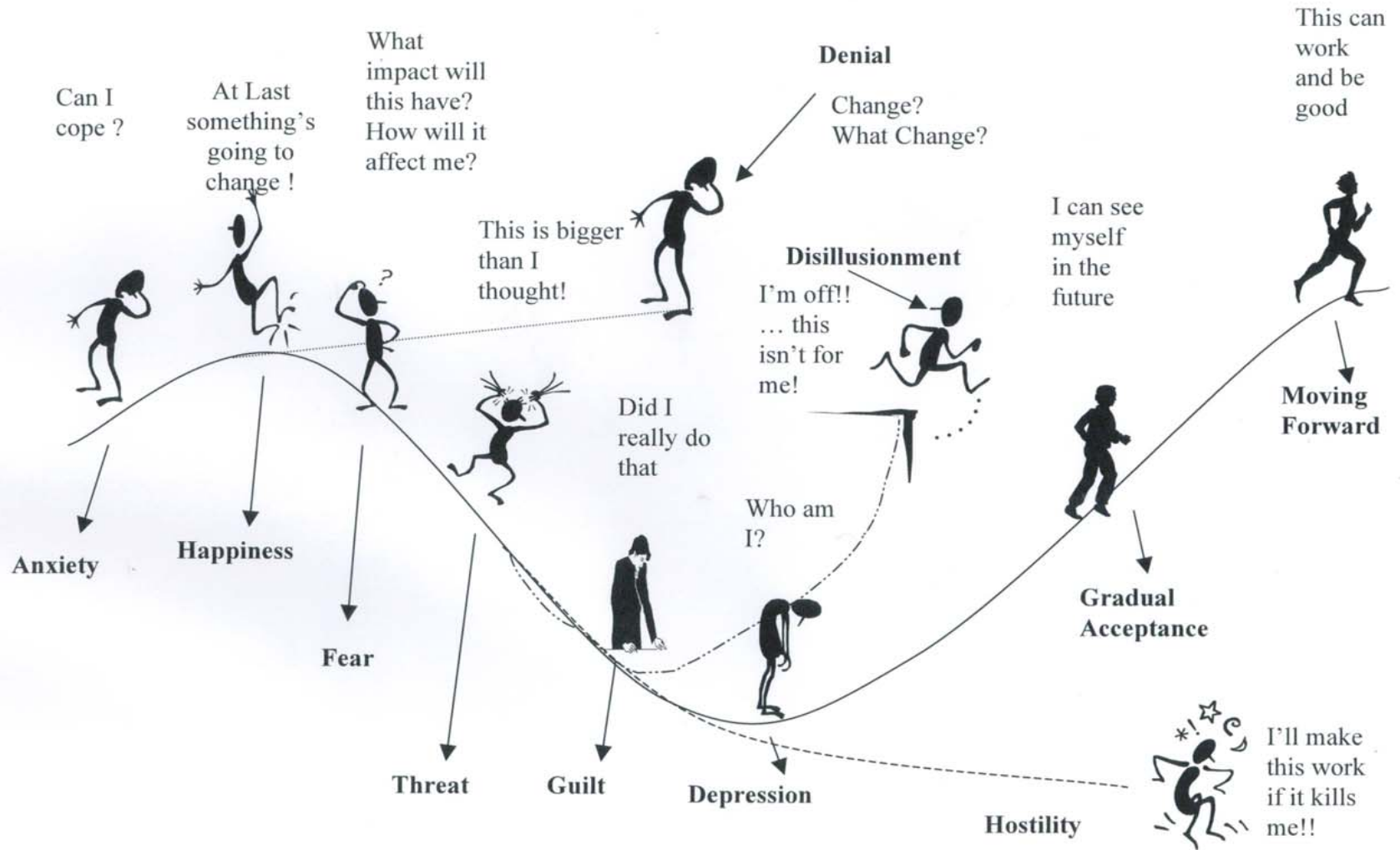


Staff

- A staff dedicated to the best care for our patients has an immense influence on patient's beliefs, attitudes and outcomes.

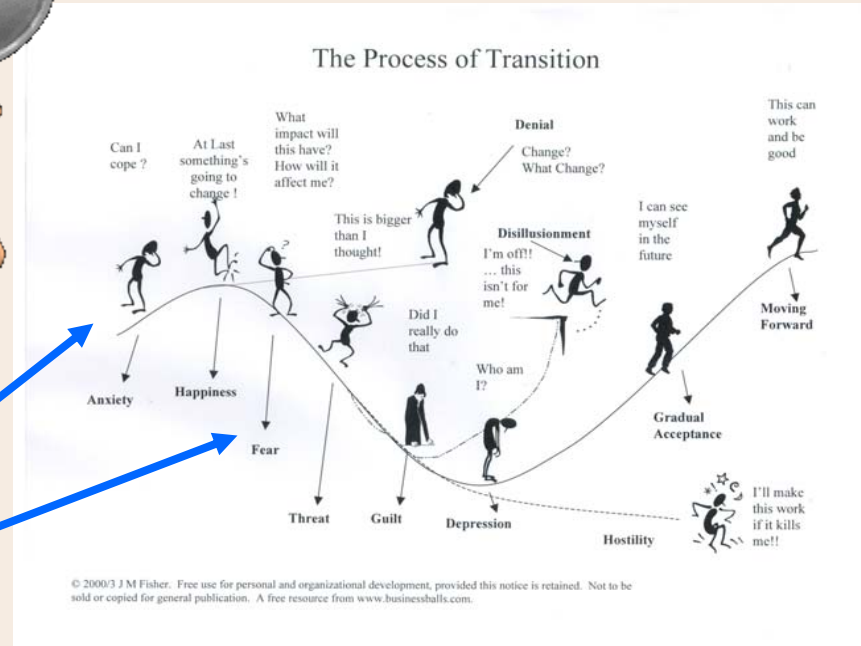
Lets look at a typical flow chart of change/transition.

The Process of Transition





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

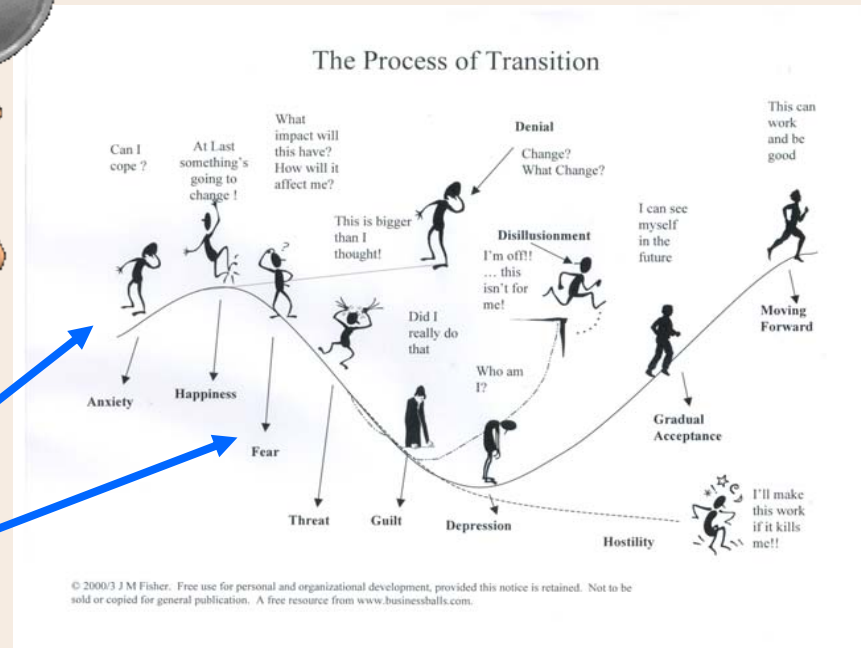
- It is easier to use a cath – so, what's in it for me?
- Why are you looking at me? What about the Nephrologists and the surgeons?
- How can I get my techs to get with the program?
- Yeah, I get the Pt to get the fistula and it clots or doesn't mature. Now how do I get them to go back for more surgery?
- 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?

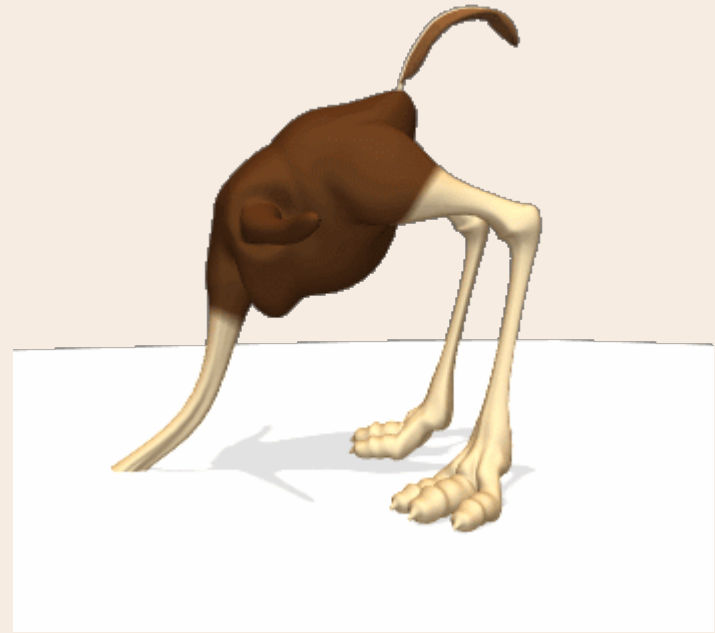
fear

Techs say

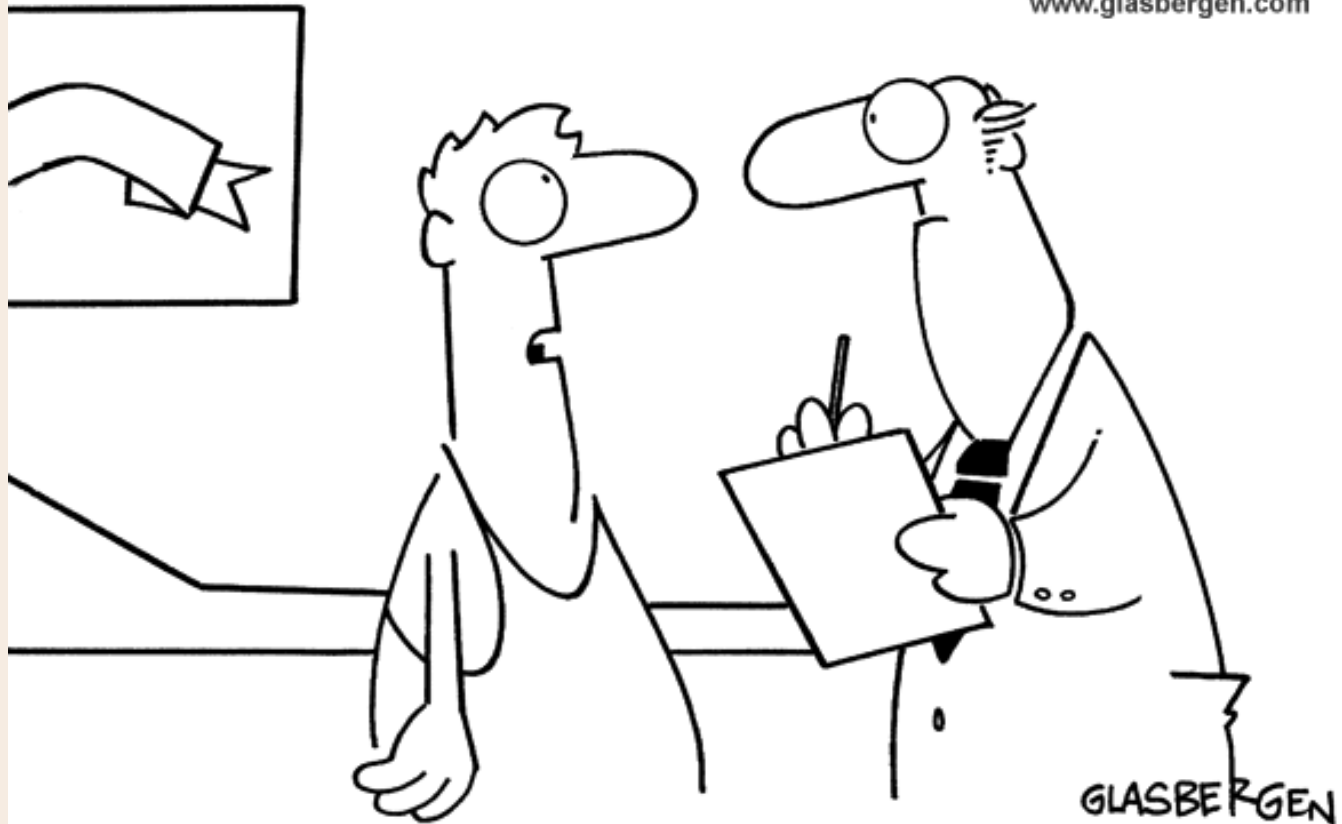
- It is easier to use a cath – so, what's in it for me?
- I'm not sure I can feel the vessel
- Is the vessel ready
- How much will this hurt my patient
- What if I blow the fistula

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?



Copyright 2006 by Randy Glasbergen.
www.glasbergen.com



**“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?



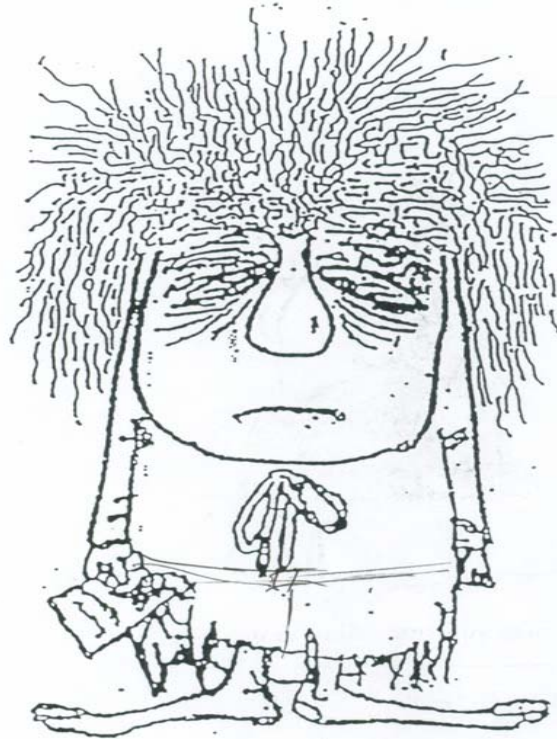
John Kotter's eight steps to successful change.

- 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

I try to take just
ONE DAY AT A TIME . . .

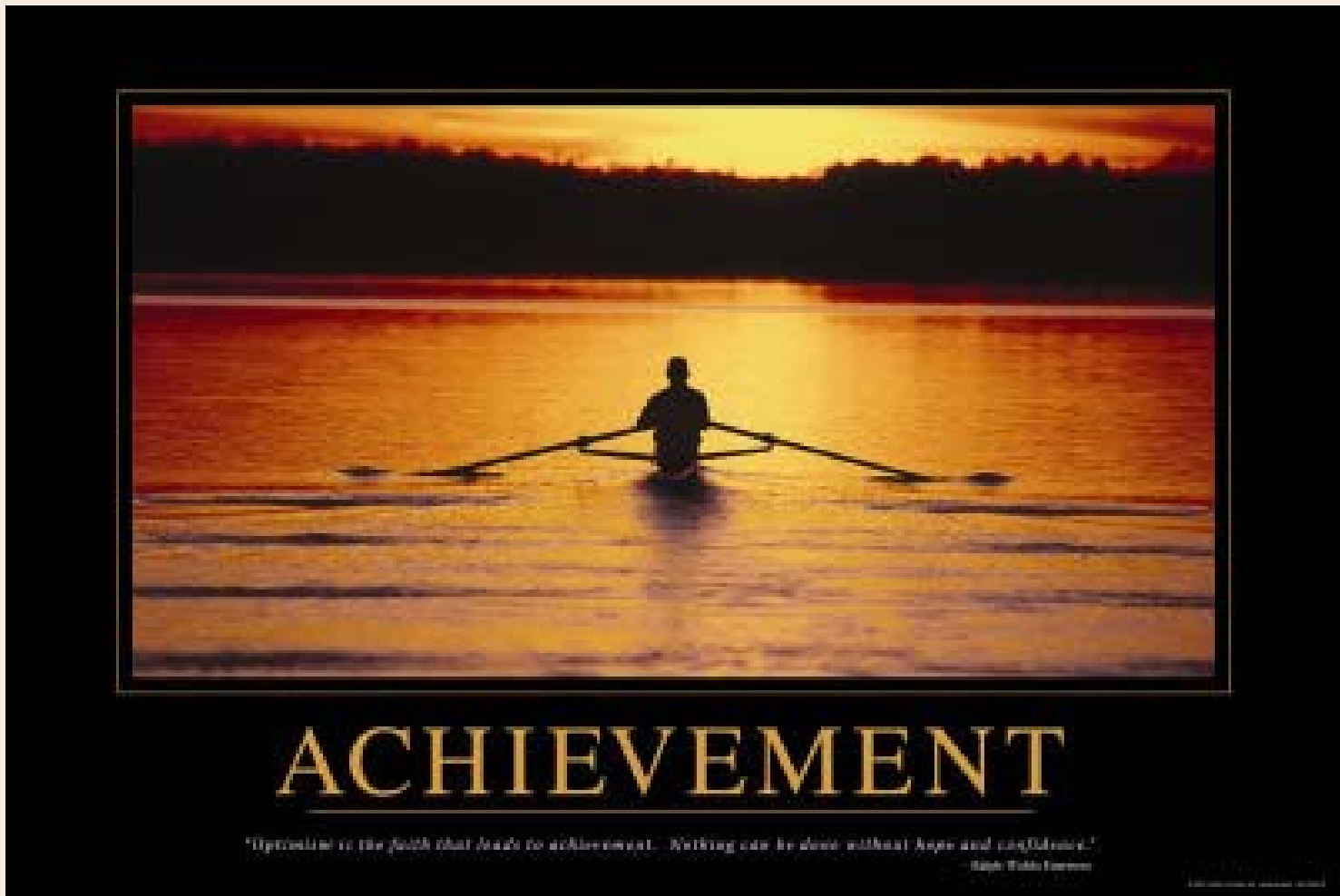


but lately several days
have attacked me at once



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."



IMPROVED FISTULA RATES

ONE STEP AT A TIME, WITH ALOT OF HELP FROM US

**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...

DON'T
"EVER"
GIVE UP



**Keep on
keeping on!**

Questions

