How is Compliance / Adherence defined?

In medical terms -
- Missing a treatment
- Stopping a treatment early
- Not taking medication regularly
- Not following advice regarding diet, exercise
- Bad / irresponsible patient

In human terms -
- Acceptance of renal disease
- Lifestyle changes

- Understanding of what is needed and how to do it
- Coming to grips with depression, alcohol abuse, drug abuse
- History of self-care
- Complexity of treatment -- including number of medications
- Different strokes for different folks -- male/female; young/old; race/culture
- Chronic nature of the disease -- we're talking lifetime
- Variability of treatment effects
- Duration of treatment (some days you can deal and some days you can't)

(cont’d p.2)

Patient Leadership Committee Tackles Issues!

The Special Projects sub-committee of The Renal Network’s Patient Leadership Committee began its review of Compliance / Adherence a year ago with a view towards creating and providing educational information and materials that could be used by both patients and renal staff. The overview provided here represents a partial outline of some of the issues which they encountered.
Compliance to Treatment (cont’d)

• Sometimes the negative effects of non-compliance are "worth it"

How can we forge a new perspective?
Create positive evaluation and indicators -
• Good attendance
• Positive interactions with staff -- form relationships
• Ways to support and reinforce adherence
• Incremental steps to adherence
• De-personalize -- it's not bad attitude

or bad behavior
• Give respect
Address the underlying factors -
• Staying alive is not a sufficient rationale if staying alive is just a bare existence
• Enhance patient satisfaction with treatment through good communication
• Simplify treatment
• Provide for patient feedback
• Depression, drug, alcohol -- must stabilize first

Non-Compliance — is there ever a reason?

Reasons why hemodialysis patients miss or shorten dialysis treatments:

Personal
• Lack of knowledge
• Boredom
• Oversleeping
• Tired of being on dialysis
• Need a day off every once in a while
• Have other things to do
• Job
• Family responsibilities
• Transportation
• Financial difficulties
• Lack of Motivation
• Depression

• Sense of control
• Anger/frustration with staff
• Denial
• Not coping well with disease

Physical
• Nausea/Vomiting/Diarrhea during treatment or at home
• Need to urinate during treatment
• Itching
• Low blood pressure
• High blood pressure
• Hunger
• Cramping
• Do not like getting stuck
Action Plan for Compliance

Patient’s Role:

Involved in Plan - an educated patient is the most crucial part of the team
Active self-management/ownership/partnership

Set personal goals with health care provider:
• What do you want to improve?
• How can the health care team help you achieve these goals?
• What will be your biggest challenge?
• What gets in your way?

Health Care Provider Role:

Educate the patient on
• lifestyle change
• physical changes
• Long-term effects

Involve the patient in the plan

Define acceptable and unacceptable behavior

Define patient’s personal care responsibilities
• Discuss consequences of positive and negative behavior

Set personal goals with patients
• Discuss consequences of positive and negative behavior

Ask Questions!

Tell the Health Care Team your expectations of them

(cont’d p.4)

The Forum Meeting—March 2002

This handout has been especially prepared for the 2002 CMS/Forum of ESRD Networks’ Annual Meeting to be used in the Patient Services Coordinators’ session “Interactive Workshop on Developing Unit Interdisciplinary Team Guides for Medical Non-compliancy.”
Action Plan for Compliance (cont’d)

Avoid labels

Set expectation

Stay positive

Individualize Plan
  • Not cook book therapy
  • Acknowledge differences

Encourage adherence - do not punish

Other:

Replace compliance with collaboration

Behavior contracts with a step wise approach

Long term health depends on short-term decisions you make

Use positive indicators vs. negative indicators.

Quality of life issues

Compliance …

...starts with your point of view!