



Compliance

Compliance to Treatment

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)

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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
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Action Plan for Compliance

Patient's Role:

Involved in Plan - an educated patient is the most crucial part of the team

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?

Arrive at a consensus with health care team regarding

- Diagnostic labels
- Physiological processes
- Prognosis
- Optimal therapy
- Your rights and responsibilities

Ask Questions!

Tell the Health Care Team your expectations of them

Active self-management/ownership/partnership

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

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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-compliance."*

Action Plan for Compliance (cont'd)

Avoid labels

Other:

Set expectation

Replace compliance with collaboration

Stay positive

Behavior contracts with a step wise approach

Individualize Plan

- Not cook book therapy
- Acknowledge differences

Long term health depends on short-term decisions you make

Encourage adherence - do not punish

Use positive indicators vs. negative indicators.

Quality of life issues

Compliance ...



FLUID INTAKE
THE NEVERENDING BATTLE

...starts
with
your
point
of
view!
