

# END STAGE RENAL DISEASE NETWORK OF TEXAS

## HELPFUL RESOURCES

THURSDAY, MAY 25, 2017 2-3 PM, CST



# OBJECTIVES

- Disclosures/Learning Objectives/Continuing Education Units
- Communication Tips for Your Clinic
  - Valeska Danielak, LMSW
- Hearing Impaired Resources
  - Rendie Miller, LMSW
- Facility Patient Representatives
  - Miriam Flores, LCSW
- Sustainability
- Group Discussion
- Evaluation via Survey Monkey



# DISCLOSURES / OBJECTIVES/CEUS

## ■ Disclosures:

- *Requirements for successful completion*
- *Conflicts of Interest*
- *Commercial Support*
- *Joint Providers*

## ■ Learning Objective (s):

- *To provide helpful resources needed for practitioners in the dialysis setting*

## ■ Continuing Education Units – After June 1, 2017



# **TIPS ON IMPROVING COMMUNICATION IN YOUR CLINIC**

**Valeska Danielak, LMSW  
KERRVILLE DIALYSIS- DAVITA**

# COMMUNICATION

- **Social Work Board in Lobby**
  - In the Kerrville clinic, our SW board is a dry erase board
- **Board notifies patients of the following:**
  - When Social Worker out of the office (vacation, trainings)
  - Provides date of Texas Kidney Healthcare mileage submission
  - It is a place for updates that impact the patient

# COMMUNICATION

- **Patient Newsletter**
  - Utilizing our Patient Representative, our clinic started producing a quarterly newsletter.
- **SW has started including a column to provide information to patients**
  - Topics may include self-care and stress relief, or information on enrollment in Medicare Part D in the Fall.
  - A Teammate is profiled in each newsletter to assist patients in becoming more comfortable with their staff.
  - Newsletter provides an additional place to acknowledge patient's who have died utilizing only first name and last initial.



# COMMUNICATION

- **Homeroom Meetings**
  - Weekly homeroom meetings with all teammates on the treatment floor provides opportunity to improve flow of communication
- **Medical Director held a meeting with all teammates on professionalism.**
  - Plan is for quarterly meetings to address additional topics to reinforce appropriate practices for caring for patients.
- **Ensure patients are involved in their care plans, beyond just the signature.**
- **Social worker established a patient advisory council for regular dialogue with patients.**
- **By continuing to work together, we continue to not only further enhance communication, but as a result also enhance the quality of care provided and received.**



# **HEARING IMPAIRED RESOURCES**

**Rendie Miller, LMSW  
MINEOLA DIAYSIS- FKC**



# HEARING IMPAIRED RESOURCES

## Communication Complications

- Type of Sign Language
- Sentence Structure
- Developmental Level
- Legible Writing
- Limitations with Access Placement



# HEARING IMPAIRED RESOURCES

## Interpreter Services

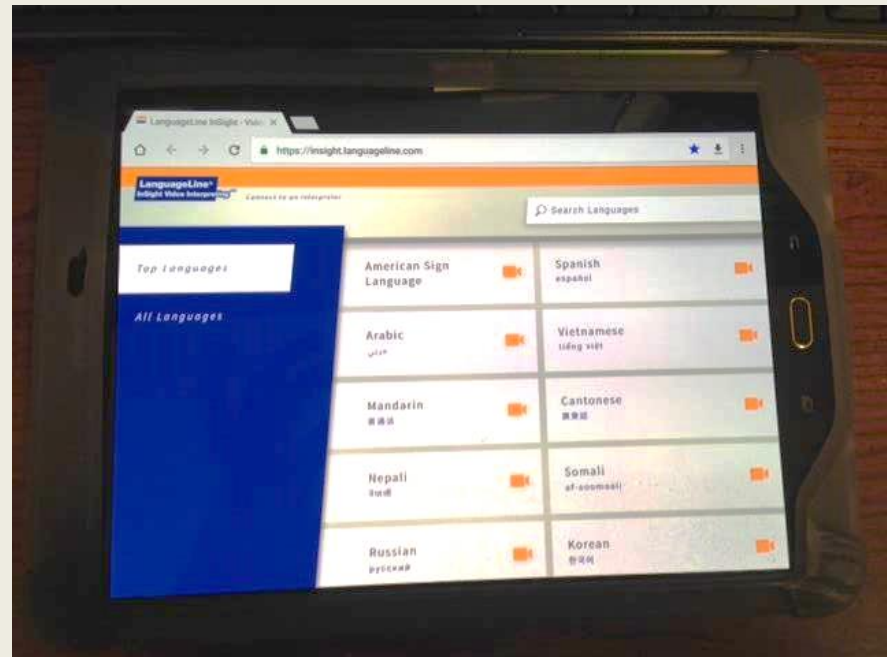
- Contract with Multiple Programs
- Initially Every Treatment
- On-site Interpreter During Physician Rounding
- TTY system for phone calls
- Staff Learned Some Sign Language
- PD as an Option, Baby Alarm Systems



# HEARING IMPAIRED RESOURCES

## Remote Video Interpretation (RVI)

- FKC tablet with WIFI and Camera
  - Passcode, Cover, and Wipes
- Language line contract
  - APP with Multiple Languages
- Staff in-service on device
  - Use, Storage, Cleaning
- Other Options available



# HEARING IMPAIRED RESOURCES

## Positive Consequences

- Use with Other Patients
  - Language Barriers
  - Korean, Spanish, etc.
- Rapport with Interpreters
- Policy on Use and Storage
- Education opportunities

## Negative Consequences

- Occasional WIFI issues
- Rapport with Interpreters
- Policy on Use and Storage



# **GAINING AND MAINTAINING FACILITY PATIENT REPRESENTATIVES (FPR)**

**Miriam Flores, LCSW  
WESLACO RENAL CENTER- DAVITA**

# FACILITY PATIENT REPRESENTATIVES (FPR)

- Partnership
- Trust
- Purpose
- Recognize



# FACILITY PATIENT REPRESENTATIVES (FPR)

## Partnership

- Everyone needs to be on board
- Commitment
- Value



# FACILITY PATIENT REPRESENTATIVES (FPR)

## Trust

- Confidence
- Consistent
- Transparency





# FACILITY PATIENT REPRESENTATIVES (FPR)

## Purpose

We all need to know what  
purpose we serve in what  
capacity



# FACILITY PATIENT REPRESENTATIVES (FPR)

## Recognize

- Give feedback
- Recognize strengths of each of your FPRs
- Incorporate into next projects



**SUSTAINABILITY**

# SUSTAINABILITY

**SUSTAIN**

**STANDARDIZE**

**UTILIZE**

**SHARE**

**TRANSPARENCY**

**ACCOUNTABILITY**

**INTEGRATION**

**NEVER GO BACK**



# CONTACT INFORMATION

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# EVALUATION

**Please provide feedback**

<https://www.surveymonkey.com/r/M8GGLHK>



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