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:
- 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 IMPAIRIED RESOURCES

Rendie Miller, LMSW
MINEOLA DIAYSIS- FKC
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
Partnerhsip

- Everyone needs to be on board
- Commitment
- Value
FACILITY PATIENT REPRESENTATIVES (FPR)

Trust

- Confidence
- Consistent
- Transparency
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
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EVALUATION

Please provide feedback

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