

# In-Center Hemodialysis to Peritoneal Dialysis Conversions

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**A Story of Wofford Dialysis' Success**

# Where is Wofford Dialysis?



Wofford Dialysis is in Spartanburg, SC, which is about 30 miles northeast of Greenville, SC.

# Spartanburg, SC

- Population: 37,498
  - Greenville, SC population: 68,219
  - Charlotte, NC population: 859,035
- Major hospitals: 1
- Dialysis providers: 3
- Total dialysis population: 2,146
  - Based on 2017 ESRD Data in Greenville, SC



# Wofford Dialysis

- Wofford Dialysis provides all modalities:
  - In-center hemodialysis (ICHD),
  - Peritoneal dialysis (PD),
  - Home hemodialysis (HHD)
- Wofford modality data as of December 2017:
  - ICHD census: 33
  - PD census: 5
  - HHD census: 5
  - Home penetration: 23%
  - ICHD missed treatment rate: 7.8%

# The Process

- December 2017
  - All DaVita ICHD programs in SC and Coastal Georgia were required to choose a Home Ambassador
- January 2018
  - All Home Ambassadors were required to attend regional trainings with the Divisional Vice President (DVP), Regional Operations Directors (ROD), and Facility Administrators (FAs)

# Home Ambassadors

## Who are they?

- Interested ICHD teammates
  - Including:
    - Patient care technicians
    - Administrative assistants
    - Dietitians
    - Nurses
    - Social workers
  - Selected by the program sponsor to be educated on the benefits of PD and act as their centers' modality education expert

## Criteria:

- Home Ambassadors must:
  - Have strong communication skills
  - Be interested in professional development
  - Be willing to share PD education with peers

**Note:** These efforts are not to be confused with CMS-required modality education and must be provided by a clinical teammate.

Non-clinical teammates are encouraged to shadow a home nurse for a clinic or training day, attend PD prep (if approved by FA), and attend a modality options Kidney Smart class, to support their own learning.

# Home Ambassadors (cont.)

## Primary responsibilities include:

- Routinely engaging and communicating with ICHD patients to identify and educate clinically appropriate potential candidates who express interest in PD
- Acting as the "eyes and ears" on the treatment floor, communicating with the interdisciplinary team (IDT) for follow-up

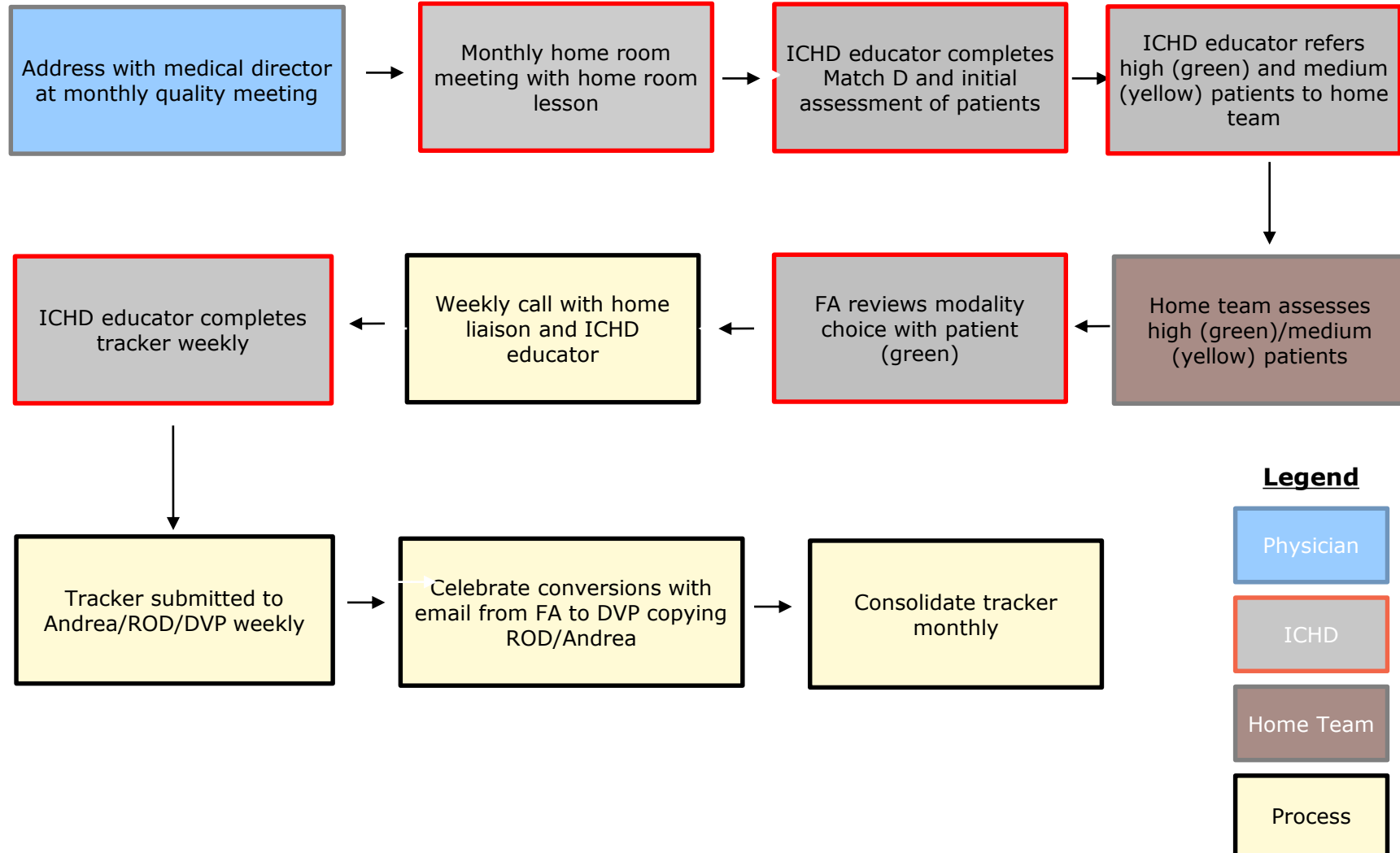
## Communication responsibilities include:

- Attending local home team meetings
- Participating in monthly ambassador home room calls
- Attending facility IDT meetings to discuss candidates
- Supporting PD education by participating in facility home room meetings using approved materials
- Communicating with the program sponsor at least monthly to report on PD conversion candidates



# ICHD Education Process

## Prevalent/Incident Patients





# Helping Interested Patients Transition Home

## When a patient expresses interest in a home modality—

- **The ICHD teammate:**
  - Immediately requests support of the home nurse to help deliver additional education and assessment
  - Contacts the patient’s physician within 48 hours of patient interest
  - Updates progress notes regarding modality education
- **The home nurse:**
  - Facilitates shared decision between patient and physician regarding modality choice
  - Helps coordinate placement of PD catheter or fistula access, as appropriate
  - Communicates any updates back to ICHD team

# Wofford's Success Story

December 2018

- ICHD census: 32
- PD census: 19
- HHD census: 6
- **PD conversions in 2018: 10**
- **Home penetration: 44%**
- **ICHD missed treatment rate: 5.2% (down from 7.8%)**



# SUCCESS!!!!

# Why Did it Work Here?



# Steps to Success

1. Establish a fully engaged team that starts with the facility administrator and medical director
2. Ensure the entire team is discussing HOME at least 3–4 times per week
  - a. During physician rounds, IDT meetings, daily huddles
3. Encourage ICHD teams to specifically identify patients who have high missed treatments and non-adherence
  - a. **These can be great home patients**



# Steps to Success (cont.)

4. Remind patients that diet is improved with PD
  - a. Constant education during lab reviews by entire team, including dietician, nurse, and physician
5. Ensure the vascular surgeon is **fully engaged** and:
  - a. Considers himself part of the team
  - b. Frequently uses a laparoscopic study of a patient's abdomen before deciding if a patient is a candidate
  - c. Communicates often.
6. Celebrate when an ICHD patient completes PD training
  - a. Every teammate in the building celebrates



# What Else Worked?

- Respite treatments
  - Allowing PD patients who may need a break to run ICHD for a few treatments
- Strong communication between ICHD and home teams
  - Ensuring they consider themselves ONE team
- Early patient education about treatment options by patient care technician, nurse, and facility administrator
  - Discussing home options on first or second treatment with EVERY patient
- Urgent Start PD
  - Ensure medical director and surgeon are fully on board
- Senior leadership communication with teams
  - Should occur often regarding patient education on modality options as a top-three priority

# Questions





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**Thank You**