



End Stage Renal Disease(ESRD) Network Learning and Action Network (LAN) Series: Transplant Quality Improvement Activity

April 17, 2018

Note: *Computer speakers or headphones are necessary to listen to streaming audio or get dial-in information from registration confirmation email.*

Streaming Audio

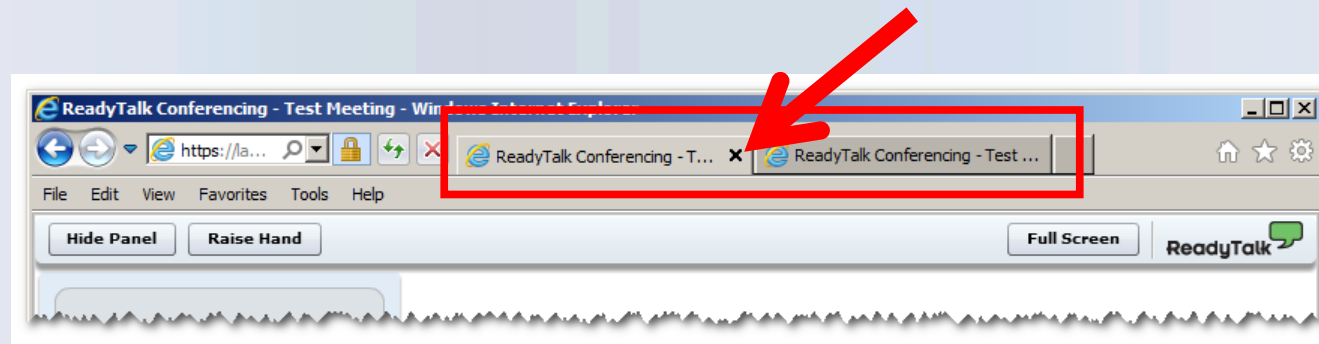
- **Audio for this event is available via INTERNET STREAMING - No telephone line is required.**
- **Computer speakers or headphones are necessary to listen to streaming audio.**
- NOTE: A limited number of phone lines are available if you are experiencing poor audio quality – send us a chat message!
- NOTE: Dial-in information also included in registration confirmation email.



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Troubleshooting Echo

- Hear a bad echo on the call?
- Echo is usually caused by multiple connections to a single event.
- Close all but one browser/tab and the echo will clear up.

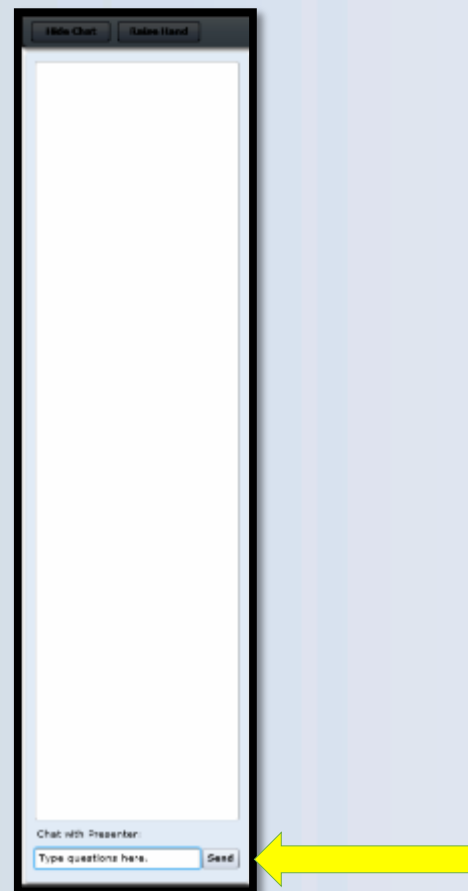


Example of Two Connections to Same Event

Note: *Computer speakers or headphones are necessary to listen to streaming audio.*

Submitting Questions

Type questions in the “Chat with Presenter” section, located in the bottom-left corner of your screen.



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Welcome

Learning and Action Networks (LANs) bring people together around a shared idea, opportunity, or challenge to offer and request information and experiences to improve the identified topic of discussion.

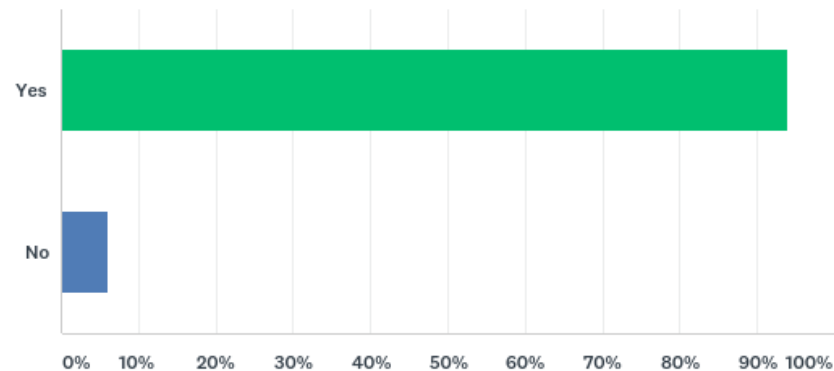
As a participant in today's LAN activity we encourage you to:

- Engage in the chat box. Share your approaches and experiences related to the information being shared and ask questions.
- Apply the information and knowledge being shared to your own facilities and practices to improve transplant referrals.



Pre-Work Feedback – Question 1

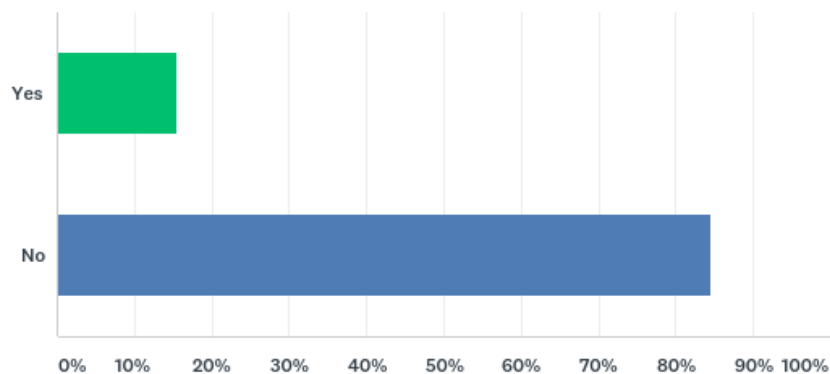
Q1 Does your facility monitor where patients are in moving through the transplant waitlist process?





Pre-Work Feedback – Question 2

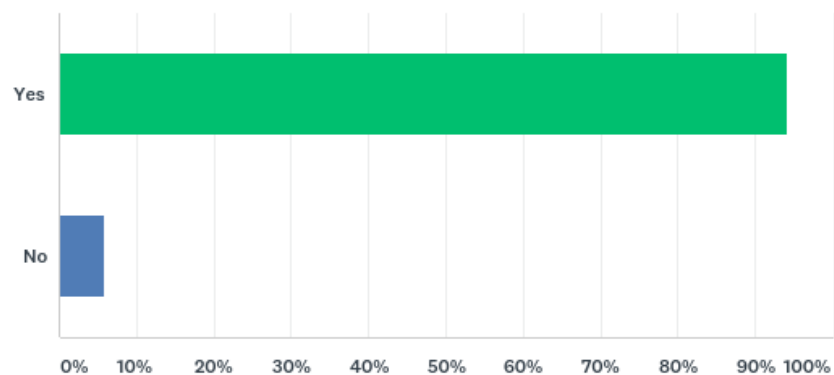
Q2 Does your facility use a patient navigator to assist other patients through the transplant waitlist process?





Pre-Work Feedback – Question 3

Q3 Do you see value in patients teaching patients?






Questions to run on...

- What one idea to assist patients to be on the transplant waitlist are *you* excited to try at *your* facility?
- What steps will *you* take to implement a new idea to assist patients to be on the transplant waitlist in *your* patient population?
- What actions have *you and your facility* taken to assist patients to be on the transplant waitlist and how can *you* share that to help other patients?

CE Credit Process: Certificate





Transplant Quality Improvement Activity (QIA) Learning and Action Network (LAN) Call - April 17, 2018

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New User Link:
<https://lmc.hshapps.com/register/default.aspx?ID=47385278-7cba-4f98-8da5-9518b4ea0259>

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<https://lmc.hshapps.com/test/adduser.aspx?ID=47385278-7cba-4f98-8da5-9518b4ea0259>

Submit Feedback



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Patients Helping Patients Navigate the Seven Steps to Wait Listing

Anne Huml, MD

Kate Greenway, Patient Navigator

Sara Cox, MSW, LISW

Jennifer Truster, BSN

April 17, 2018

Agenda

- Background and challenges to kidney transplant
- Discuss Case Center for Reducing Health Disparities work leading to patient navigator research
- Meet a patient navigator
 - Role
 - Successes and Lessons Learned
 - Best Practice Tips
- Meet facility providers who worked with the patient navigator
 - Role of the facility personnel in transplant work up.
 - Working with a navigator
 - Lessons Learned and Best Practices
- Review the *Seven Steps* to wait list and developing interventions

Kidney Transplant Background & Challenges

Why Transplant?

- End Stage Renal Disease
- Kidney transplant better than dialysis
 - Survival
 - Quality of life
 - Cost



<http://sphmc.com.ph/images/hemo.jpg>

How many people are waiting for a kidney transplant in the U.S.?

114,809



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Case Center for Reducing Health Disparities

Review of Center's Work



Established over 10 years ago

The Center has three long-term goals:

1. Create a durable academic-community partnership to develop innovative interventions that achieve measurable reductions in health disparities in the Greater Cleveland area
2. Promote successful intervention strategies that can be replicated in other regions.
3. Train a new generation of health activists committed to eliminating health disparities.

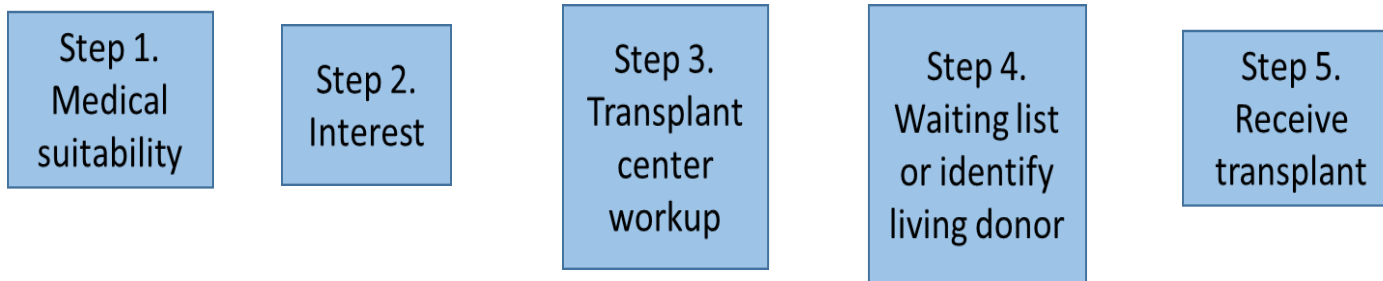
Past Projects:

- ✓ Addressing phosphorus additives in food
- ✓ Examining organ donor consent
- ✓ Understanding social context of hypertension

<https://reducedisparity.org>

Work Leading to Navigator Program

Understand the mechanism of transplant process



Determine why patients fail to complete the process

- **Move backwards 3-7%**
- **Remain stationary 78-90%**
- **Death 7-22%**

Alexander GC and Sehgal AR. JAMA 1998;280(13):1148-1152.

Alexander GC and Sehgal AR. Am J Kidney Dis 2001 Feb;37 (2):321-28

Develop an Intervention i.e. Navigators

- Trained kidney transplant recipients as Patient Navigators
- Met with dialysis patients in units who had not been to transplant center
- Determined their step in the transplant process and offered tailored information and assistance in completing step
- At end of trial, “navigated” patients completed 3.5 steps compared to 1.6 steps for patients who were not “navigated”

Can Patients at your unit act as Navigators?

Patient Navigator Team



Dr. Anne Huml



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Value of patient Navigator Experience

Kate Greenway

Role of the Navigator

- Educate on 7 step process
 - Medical Suitability, Referring to Transplant Center, arrangements for first visit, monitor/support through work up, explain patient selection processes, advise on living donation, and support waiting patient
- Build relationships with patients and staff
- Meet patients at their level

Best Practice Tips

- Move forward at the pace of the patient
- Dispel myths using facts
- Let the patient TALK!

Successes and Lessons Learned

- Never judge a book by its cover
- Learn the most from those you least suspect
- Honesty and openness with your story and experience
- Information shared with navigator that was often not shared with staff.

Value of a Patient Navigator within a Dialysis Facility

Sara Cox and Jennifer Truster

Role of the Facility Staff: Sarah Cox and Jennifer Truster

- **Assessment**
 - Know the patient
- **Referral**
 - Physician vs Self Referral
- **Support**
 - Be a cheerleader!



Involvement with Navigator

- Expectations
 - Cautious at first
- Credibility
 - Benefit of Kate's story

Lessons Learned and Best Practice Tips

- **Lessons Learned**

- Transplant work up – A stressful process
- Empowerment has lasting benefits
- Instilling Hope

- **Best Practices**

- Accepting a new resource in the clinic
- We are a community; Let's support each other



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Interventions 7 Steps

Step 1: Suitability for Transplant

Patient Barriers

- Did not think they were eligible because of hepatitis C

Navigator/ HD Unit Assistance

- Review chart for any absolute contraindications to transplant
- Educate patient on what it means to be suitable
- Ask patient to discuss treatment of reversible conditions with nephrologist

Step 2: Interest in Transplant

Patient Barriers

- Had not thought about it
- Concerned about tests, surgery, rejection
- Concerned about finances

Navigator / HD Unit Assistance

- Discuss advantages and disadvantages of transplant
- Answer questions and offer resources about transplant
- Encourage discussion with nephrologist
- Provide name and phone number to contact transplant center
- Transplant recipient explains own experience

Step 3: Referral Call to Transplant Center

Patient Barriers

- Unable to navigate phone tree
- Unsure about what to say or what is required
- Does not return message(s)

Navigator / HD Unit Assistance

- Encourage patient to self-refer
- Provide a list of information to have ready when calling
- Provide patient information to transplant center
- Provide phone or offer to call along with patient when at dialysis

Step 4: First Visit to the Transplant Center

Patient Barrier

- Missed appointments
- Rescheduling other obligations
- Missing subsequent appointments

Navigator / HD Unit Assistance

- Help patient make scheduling arrangements
- Tell patient what to expect
- Give directions to transplant center (bus pass, taxi voucher, etc.) and what to bring

Step 5: Complete Pre-Transplant Work-up

Patient Barriers

- Many tests and appointments required
- Fear of abnormal results
- Uncertainty about listing status

Navigator / HD Unit Assistance

- Monitor completion of work up tasks and assist as needed
- Provide written and verbal reminders about upcoming appointments
- Help troubleshoot any issues that arise such as insurance changes or social issues

Step 6: Successful Candidate

Patient Barriers

- Meeting conditions of the transplant center- obesity, tobacco use, addiction, social support

Navigator / HD Unit Assistance

- Encourage patient to make a plan with transplant center
- Provide local resources for smoking cessation, weight loss, etc.
- Set a timeline
- Help patient to think outside the box
- Explain the committee process

Steps 7 & 8: On Waiting List/Receive Transplant

Patient Barriers

- Become sick, taken off list, put on hold
- Complications of transplant surgery
- Living donor not compatible

Navigator / HD Unit Assistance

- Monitor wait list status
- Coach patient on how to discuss their condition and living donation
- Help patient make a list of possible donors
- Minimize blood transfusions

Benefits of Having a Patient Navigator

- Patients with navigators completed 3.5 more steps in the work up.
- Noted by transplant center as better prepared to initiate work up.
- Expressed a better experience of care through the process.
- More readily identified patient barriers at each step.

Any Questions?



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