

Establishing self care in a haemodialysis (HD) service

Modernisation Initiative

kidney disease

Improving local healthcare

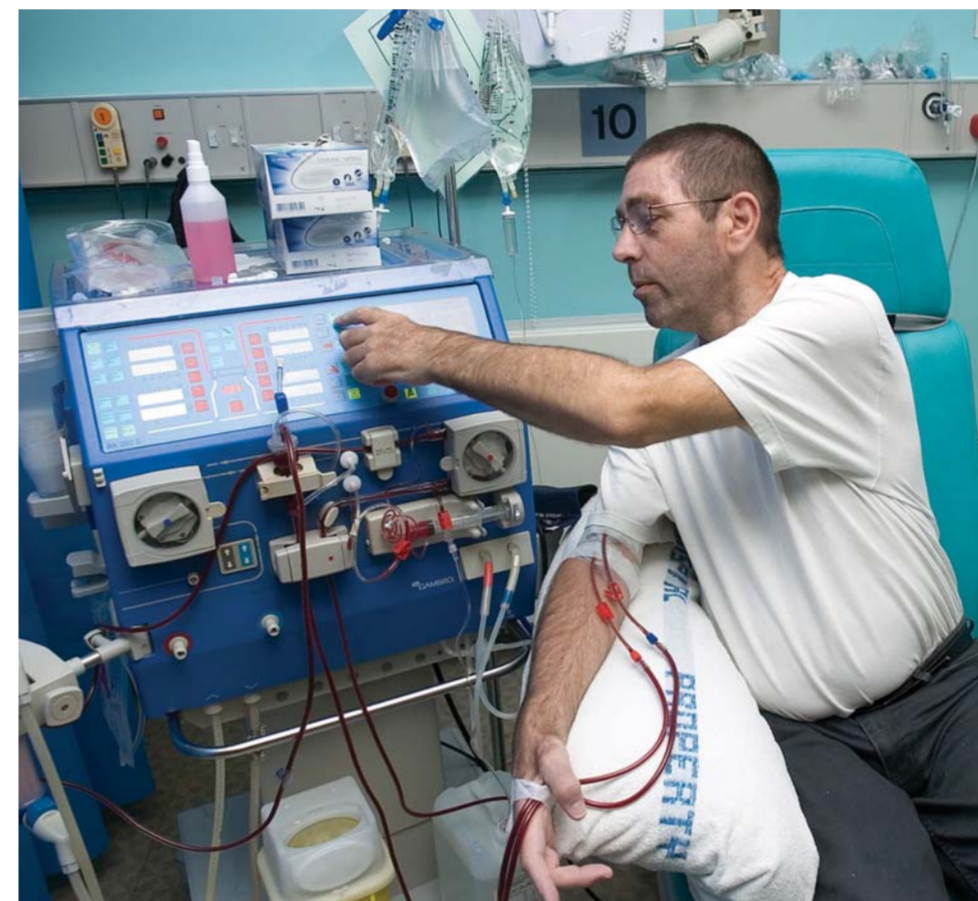
R. Tibbles¹, L. Bovill¹, K Vinen², C. Breen³ ¹The Modernisation Initiative, London, UK,
²King's College Hospital NHS Foundation Trust, London, UK
³Guy's and St Thomas' NHS Foundation Trust, London, UK

Aims:

- To increase patient choice by establishing a haemodialysis self care education programme.
- To increase capacity by managing the demand better through stratifying the patient population.
- For at least 10% of patients to become fully independent by December 2007.

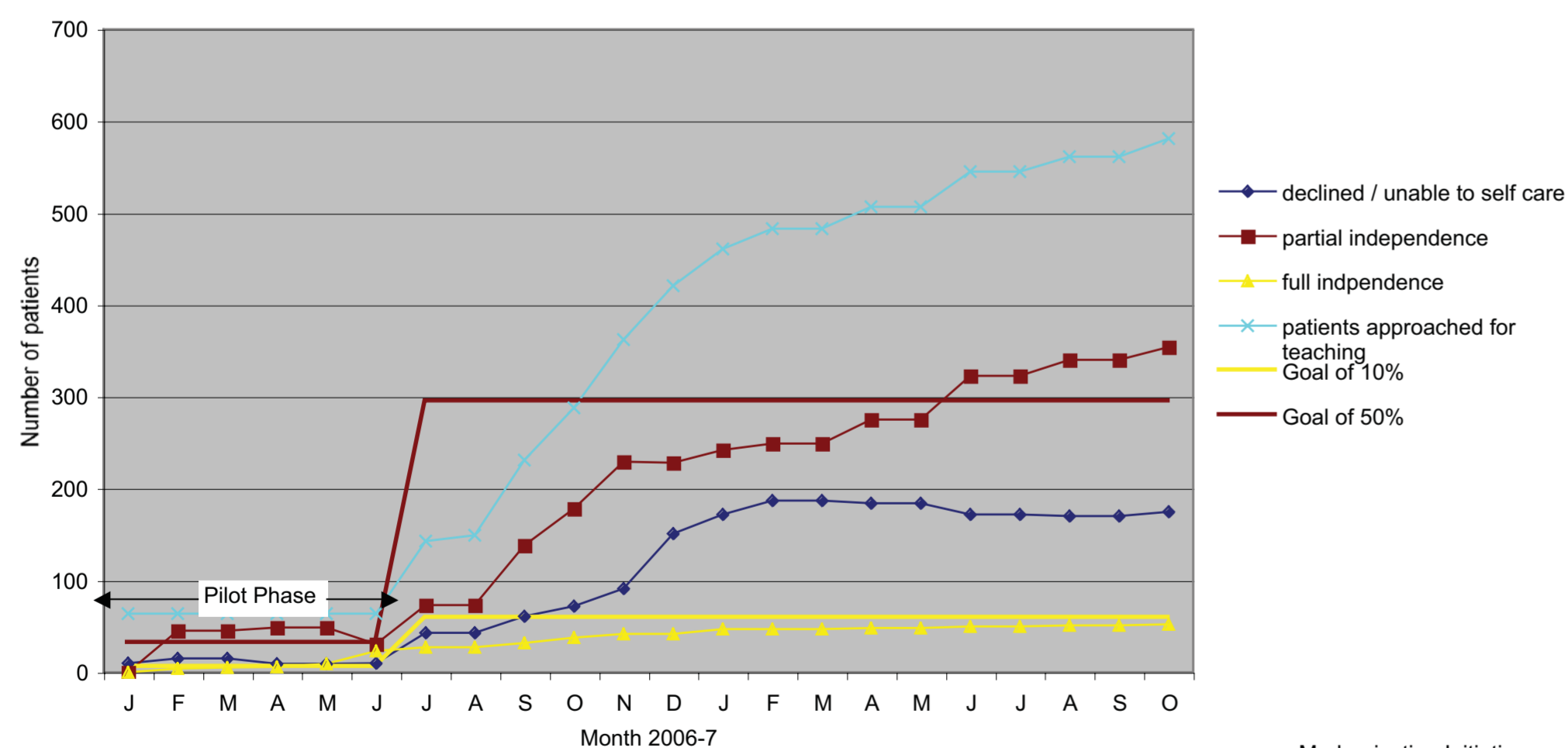
Approach:

- Survey patients to assess current and aspirational levels of self-care
- Identify two HD units to pilot self care
- Commence staff education around teaching and learning
- Develop patient information to promote benefits
- Score patients' self-care levels using a 14 point assessment tool
- Develop a competency based training guide
- Initiate self-care education using one to one and group teaching
- Collect monthly data to measure progress
- Roll out self-care education programmes in nine other HD units
- Develop further tools to support teaching using a PDSA approach
- Establish learning sets to embed self-care into practice



Results:

Progress of Haemodialysis Self-Care Education Programme 2006/7



Sample size = 597 patients

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England

- Almost 10% of HD patients are completely self-caring
- A further 50% are self-caring to some degree
- Patient choice in terms of treatment options has improved
- Unit capacity has increased
- The culture has moved from dependence to independence
- Patients are expressing higher levels of satisfaction
- Staff are reporting higher levels of treatment concordance.

Lessons Learned:

Patients:

- Create a vision and identify clear, patient centred, benefits
- Utilise patient to patient peer support and patient champions
- Develop a collaborative approach to teaching with staff and patients
- Expect small steps; be patient and do not lose the momentum

Staff:

- Engage and involve key staff at the outset
- Encourage staff to develop their own strategies for teaching
- 'Train the trainers' – staff need support to develop teaching skills
- Effective leadership is key to success and needs to be supported

Sustainability:

- Celebrate success and learn from failure
- Spread and share the learning
- Involve the whole of the multi professional team
- Get 'buy in' from staff, patients and managers
- Create a streamlined process to ensure capacity is used efficiently