



Transitional Renal Unit and Releasing Time to Care™: A Patient Centered Approach

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PURPOSE - To modify the Transition Renal Unit functional structure towards improving the experience of new hemodialysis patients.

INTRODUCTION

SMH Renal program often has 15 to 20 new start hemodialysis patients each month. Although in-depth preparation is done by our kidney care team, most still find adjusting to life on dialysis overwhelming. The SMH transitional renal unit (TRU) was created to be a 9 station dialysis unit for new start dialysis patients. In partnership with our direct care staff, allied health care team, patients and families, we developed a system to guide staff in providing care and education to gently transition patients to hemodialysis.

STRATEGIES

- Pre/Post Survey of patient and staff
- Create Project Timeline
- Pre-HD Patient Information Session
- Develop workflow & resources
- Staff & Patient Education
- Project evaluation

Patient & Family Information Session



- Hemodialysis treatment
- The Renal team
- Infection Control
- Food, Fluid, and Dialysis
- Unit tour
- Vascular Assessment

Staff Education Sessions



- Renal replacement options
- Fluid management
- End of Life conversations
- Culture & decision making
- Vascular access

Compiled BC Renal Resources



- Anemia
- Complications
- Diet for HD
- Fistula
- CVC Catheter
- Infection
- Hepatitis

OBJECTIVE

The goal was to create a culture promoting a patient-centered care approach to bridge potential gaps in care. Our team identified a comprehensive orientation to hemodialysis as a key quality improvement initiative for our unit.

PROJECT OUTCOMES

Total Number of New Starts	Acute/Chronic	Transfer to another Modalities within 4 weeks/CDU	Not a candidate for transfer	Started Chronic in Patient
15	2	12	2	1

BENEFITS

PATIENTS	STAFF
<ul style="list-style-type: none"> Reduced anxiety in initiating hemodialysis Enhanced patient's awareness to hemodialysis prior commencing. Improved patient experience while on hemodialysis Fostered the importance of patient centered care Smooth and timely transition to other modalities of dialysis 	<ul style="list-style-type: none"> Achieved sustainable workflow in the Transitional Renal Unit Interdisciplinary team members demonstrated clear understanding of their role in the intake process Improved pro-activeness in following new start process and developing a patient care plan Staff had access to education resources and gained confidence in providing information Staff development towards leadership roles

ACKNOWLEDGEMENT

Our heartfelt appreciation to the leadership team, staff, patients and family members who participated in this project

Releasing Time to Care - an internationally recognized approach to quality improvement care



FUTURE DEVELOPMENT & SUSTAINABILITY

- Utilize adapted Chronic Intake Checklist regionally across Fraserhealth
- Appoint a designated member to facilitate information session for new start patients
- Adapt primary nursing to new start
- Continue with RT2C Quality Improvement Initiatives

FEEDBACK

PATIENTS

- "Very informal. Excellent!"
- "The nurse and Social worker were sympathetic and helpful."
- "Very Good! It eased my mind"

STAFF

- "Easy to understand the process of having a new start patient"
- "More organized and productive"
- "More specific/clear responsibilities of each discipline"



RT2C Core Members



Stronger Together.... Caring for each other