



HOME THERAPIES – ARE WE PROVIDING OPTIMUM LEARNING AND RETENTION DURING TRAINING

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TRAINING

- Where do we begin?
 - Our job is to provide patients with the tools to be successful with home therapy.
 - Everyone learns differently.
 - It's OK to ask patients how do they like to learn.
 - Talk with people, not at people – discuss their fears and what stresses them when it comes to home dialysis.
- What types of training can we offer?
 - All in-clinic, partial in-clinic and home training and all in-home training.

TRAINING

- It's always easier to be on the training end of the stick versus being on the receiving end of the stick.
- One explanation or demonstration doesn't work with everyone.
- Multiple times needed to perform procedures should be expected to expected to make them comfortable.
- Almost everyone has an "Achilles Tendon" – work positively to find success.
- They are always watching and will try to copy you.
- Golden Rule: Do not expect any patient to do something you wouldn't do yourself!

TRAINING

- Training take time and that's OK!
 - Patients need and rely on being reassured that they are not the only people who have done something wrong.
 - Focus on solutions, not assigning blame.
 - Remind them they'll make other mistakes – it is training and now's the time for them to learn.
 - If a patient's is overwhelmed, it's OK to give them permission to stop and take a break.

TRAINING IS COMPLETE. WHAT'S NEXT?

- What are our challenges?
 - Monthly education
 - More frequent home visits
 - Getting the home treatment information (i.e. using iPads)
 - Keeping a close eye on patients to avoid unnecessary hospitalizations
 - Maintaining an open line of communication with the patient

TRAINING – HOW CAN WE MEET THE CHALLENGES?

- Re-education
- Virtual or in-person demonstrations
 - PD Patient – Demonstrate a manual exchange
 - HHD Patient – Cannulation issues
- More frequent home visits

HOW TO KEEP A PATIENT ON THE PROGRAM

- Answering the “what if”?
 - Need to listen to the patient or partner if they say they can’t do this anymore.
 - Get the social worker involved.
 - Need to find out what their barriers are.
 - Is it treatment? Work? No social life? Something else? This is real.
 - I’m tired of doing dialysis.
 - Relationship issues.

HOW TO KEEP A PATIENT ON THE PROGRAM?

- How do we fix it?
 - PD Patients
 - Can we change the prescription?
 - Can we offer a “day off”?
 - Do they have assistance?
 - HHD Patients
 - Can we offer nocturnal therapy?
 - Can we change the prescription?
 - Is it a partner issue? Can they do solo?
 - Respite Care

CONCLUSION

- Get creative: always be thinking out of the box!
- Discussions with our team (doctors, nurses, staff, social worker)
- Stay positive
- Questions?