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**Needs Assessment and Implementation for Providing Modality Options Education
by a Large Dialysis Provider**

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Hemodialysis modality alternatives to traditional, in-center hemodialysis (ICHD) may help some patients attain better outcomes and maintain an active lifestyle yet nearly 90% of hemodialysis patients choose ICHD. In informing our patients about all treatment modalities, our goal is to not only provide the basic information but to empower the patient to fully understand each modality, its benefits and drawbacks, and the potential impact on them and their care.

We assessed opinions about currently available modality education materials and designed tools to improve education of modality options. An online, 11 question survey on modality education and patient support programs was completed by 215 home hemodialysis (HHD) program managers, HHD training nurses and peritoneal dialysis (PD) nurses. Based on the results, a pilot program was launched in 464 centers and the results were compared to the non-participating facilities in the large dialysis organization.

“Kidney Education and You” was the most frequently used modality education program and “Baxter Choices” the most frequently used video with 73% of users finding the video effective (8-10 rating out of 10). The top 3 perceived needs for new training were 1) more realistic explanation of modalities, 2) more comprehensive overview, and 3) more realistic explanation of expectations for care partners. As a result, the team developed key tools in both Spanish and English for modality education including an All Modality Flyer and Brochure, Modality Awareness Buttons, an online Treatment Evaluator, and a Making Treatment Choices flip chart and a DVD. Over 1,500 patients in 464 centers have been educated in a pilot program. PD home starts were 10.8% higher (394 total PD starts) and transfers from ICHD to PD were 5.6 % higher (141 total transfers) in facilities in the pilot program compared to the facilities without access to the newly developed tools. By providing comprehensive and effective modality education, patients felt more educated and empowered to choose the most appropriate dialysis modality.

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