



PATIENT “TOOLS OF ENGAGEMENT” BEST PRACTICE 3

BEST PRACTICE 3

Educate patients to improve their understanding of kidney disease—including dialysis, nutrition, health promotion, modality options, co-morbidities and other related health matters—to empower them to make decisions and choices about their care.

HOW DO YOU ACHIEVE THIS BEST PRACTICE?

1. Educate patients to improve understanding of kidney disease, including renal replacement options, treatment of co-morbidities, and health promotion strategies that enhance self-efficacy of taking an active role in making decisions about their care. Improve communication with patient who has limited health literacy.
 - a. Talk slowly.
 - b. Use non-medical language.
 - c. Limit information to 2 to 3 key points and repeat the points.
 - d. Use “Teach Back” method. Using simple language, teach the patient and have the patient or caregiver repeat what was said.
 - e. Encourage questions.
2. Identify and provide learning opportunities in varying:
 - a. Format
 - Written
 - Live
 - Telephonic
 - b. Delivery vehicles
 - Telephonic
 - Audio
 - Computer-based
 - Web-based
 - Radio
 - c. Settings
 - Home
 - Dialysis unit
 - Hospital
 - Other community providers
3. Solicit feedback and questions on all aspects of educational content and delivery and understanding of educational material.

PATIENT ENGAGEMENT BEST PRACTICE 3: TOOLS AND RESOURCES

Supporting Literature—Health Literacy	
Agency for Healthcare Research and Quality	http://www.ahrq.gov/clinic/epcsums/litsum.htm/
Health Literacy Assessment	Weiss BD, et al. Quick assessment of literacy in primary care: the Newest Vital Sign. <i>Ann Fam Med.</i> 2005. 3:514-522. http://www.annfammed.org/cgi/content/abstract/3/6/514/
Health Resources and Services Administration	http://www.hrsa.gov/healthliteracy/
National Network of Libraries of Medicine	http://nnlm.gov/outreach/consumer/hlthlit.html
Manual for Clinicians	Weiss BD. Health Literacy and Patient Safety: Help Patients Understand: A Manual for Clinicians. Chicago, IL: American Medical Association Foundation and American Medical Association, 2007. http://www.ama-assn.org/ama1/pub/upload/mm/367/healthlitclinicians.pdf
Teach Back Method	http://www.hospitalmedicine.org/ResourceRoomRedesign/RR_CareTransitions/PDFs/Teach_Back_.pdf
Web-Based Tools and Resources	
Dialysis Information	American Association of Kidney Patients www.AAKP.org/Dialysis-information Dialysis Patient Citizens Classroom www.dpcclassroom.org www.dialysispatients.org/education
Emergency/Disaster Preparedness	National Kidney Foundation www.kidney.org/help
ESRD Network Information	www.esrdnetworks.org/
ESRD Patient Information	Davita, Inc. www.davita.com/education/
Health Care Literacy Assessments	Adult Medication: Improving Medical Adherence in Older Adults http://www.adultmedication.com/AssessmentTools_1.html/ Pfizer Clear Health Communication Initiative (available in English and Spanish) http://pfizerhealthliteracy.com/physicians-providers/newest-vital-sign.html
HelpLine—A Community Service Lifeline	http://www.kidneyfund.org/kidney-health/helpline.html
Information on Health Literacy	American Medical Association http://www.ama-assn.org/ama/pub/about-ama/ama-foundation/our_programs/public-health/health-literacy-program/health-literacy-kit.shtml / (Search “Health Literacy”) Pfizer Clear Health Communication Initiative http://www.pfizerhealthliteracy.com/pdf/PfizerPrinciples.pdf
KidneyTalk Radio show, written materials, videos -	Renal Support Network www.rsnHOPE.org

KidneyTimes Patient stories	www.Kidneytimes.com/
My Health Web-based health record	American Association of Kidney Patients www.AAKP.org/my-health
Patient Education about Home Dialysis, “Ask the Experts” Forums	www.homedialysis.org
People Like Us: Coffee House Conversations Live, telephonic and/or pre-recorded web-based	National Kidney Foundation www.kidney.org/coffeehouse/
Renal Support Network Patient Bulletin Boards, Podcasts, Support Groups	Renal Support Network www.rsnHOPE.org
Taking Control: Money Matters for People with Chronic Kidney Disease	National Kidney Foundation www.kidney.org/patients/pfc/control.cfm
Telephonic Resources	
Hopeline 800.579.1970	Renal Support Network (RSN) www.rsnHOPE.org
People Like Us: Coffee House Conversations Live, telephonic and/or pre-recorded web-based	National Kidney Foundation www.kidney.org/coffeehouse/
Dialysis Patient Citizens Toll Free Helpline	866-877-4242
Printed Tools and Resources	
Chronically Happy: Joyful Living Author - Lori Hartwell, founder of RSN (audio and print)	Order through link: www.rsnHOPE.org
Dialysis Answers – LifeOptions 1-2 page fact sheets for 0-3 months or 4 months+ on dialysis	http://www.lifeoptions.org/catalog/catalog.php?prodCat=pics
Dialysis Information	<p>DaVita, Inc.</p> <ul style="list-style-type: none"> • Welcome to Dialysis • Kidney Care Choices • Catheter removal progress. Keep track every step of the way. <p>Dialysis Patient Citizens</p> <ul style="list-style-type: none"> • “Ask me About CKD” http://www.dialysispatients.org/images/pdf/Ask_me_about_CKD_DPC_input_Final.pdf • High Blood Pressure and CKD http://advocacy.dialysispatients.org/site/DocServer/High_Blood_Pressure_and_Chronic_Kidney_Disease.pdf?docID=3881&JServSessionIda001=tsqtu8euo1.app11c • Diabetes and CKD http://advocacy.dialysispatients.org/site/DocServer/Diabetes_and_Chronic_Kidney_Disease.pdf?docID=3882&JServSessionIda001=tsqtu8euo1.app11c • Which Modality is Right for you? http://www.dialysispatients.org/images/pdf/02-e070228_Modality_Final.pdf • Fact Sheet on Kidney Failure and Treatment Options: http://advocacy.dialysispatients.org/site/DocServer/DPC-

	basic facts NA v1 New Address.pdf?docID=161&JServSessionIda002=x2g0yfcuh1.app229d
Dialysis Success Book	Order through link: www.dialysissuccess.com
IMPACT Program	DaVita, Inc. Resource available for DaVita patients only
LifeOptions Rehabilitation Program 16 “live” self management modules. PDFs can be downloaded and printed.	Kidney School www.kidneyschool.org (click on Kidney School Idea Guide)
Living Longer, Living Better A heart healthy wellness program	National Kidney Foundation www.kidney.org/members/source/catalog/index.cfm?section=unknown&task+3CATEGORY=P&PRODUCT_TYPE+SALES&SKU=12-10-2918 (Search - Living Longer, Living Better – cost \$60.00)
A “Normal” Life on Dialysis – The First 90 Days- Booklet	National Kidney Foundation www.kidney.org/professionals/KLS/anewnormal.cfm . To order, follow the link provided or call 800.622.9010.
Planning for Emergencies, A Guide for People with Chronic Kidney Disease (being updated)	National Kidney Foundation Call 800.622.9010
Renalife (patient magazine)	American Association of Kidney Patients www.aakp.org/newsletters/
RightStart Patient Education Manual	Fresenius Medical Care North America Resource available for FMC patients only
RSN Live & Give Newsletter	Renal Support Network http://www.rsnhope.org/newsletter/current_issue.php