



## January 21, 2020 Transplant Quality Improvement Activity (QIA) Learning and Action Network (LAN)

The End Stage Renal Disease (ESRD) National Coordinating Center (NCC) hosted an event on January 21, 2020 entitled "Promoting Kidney Transplant with Patient-Centered Resource: The Role of the National Patient and Family Engagement (NPFE) Learning and Action Network (LAN)". The event consisted of 1,600 attendees, and 1,128 of them participated in the post-event evaluation (70.5%).

### **Selection of Actionable Multiple-Choice Evaluation Results:**

- The content in the activity increased/improved my knowledge and understanding of the topic matter(s) presented: 94% (1,060/1,128) answered "Strongly Agree" or "Agree."
- Were you satisfied with the overall LAN presentation? 96.1% (1,084/1,128) answered "Yes."
- The speaker was effective in presenting the material: 99% (1,117/1,128) answered "Strongly Agree" or "Agree."
- Does your facility participate in the Network Transplant QIA for 2020? 73.3% (827/1,128) answered "Yes."
- Did you attend or listen to the recording of the previous Transplant QIA LAN in November? 40.8% (460/1,128) answered "Yes."

### **Summary of Open-Ended Written Responses and Multiple-Choice Evaluation Results:**

- When asked which intervention(s) presented during this meeting will be implemented prior to the January LAN, 89% (1,004/1,128) of the attendees who submitted evaluations responded. The following are examples of the responses provided:
  - Implementing the use of the Partnering Along the Road to Transplant for a communication guide for patients and healthcare providers.
  - Foster an "all teach and all learn" environment.
  - I plan on downloading and printing off the "Partnering Along the Road to Transplant" communication guide.
  - Post in the lobby "Partnering Along the Road to Transplant" and educate staff and patient. Contact Network 18 for resources of Peer Mentoring, continue to have communication with waitlisted patients, follow up status of patients in work up process and continue to encourage and refer eligible patients for kidney transplant.
  - Having former transplant patients available to speak to potential transplant candidates.
  - Making a transplant bulletin board in the patient lobby and talking to patient individually about the process.
  - Actively listen and encourage patients to identify what is important to them (fears and benefits) regarding kidney transplantation and make an educational bulletin board that addresses these needs/concerns with the assistance of NPR.
  - Include family in transplant education.
  - Having a peer or transplant expert visit the center and sit chair-side with patients to answer questions or provide additional education.



- I really enjoyed the Partnering Along the Road to Transplant. I can see how I can use it for multiple purposes when encouraging pts to play a more active role in their plan of care and becoming more of a team player.
- When asked to describe the activities that their facility/organization conducted to increase the number of patients on the transplant waitlist, 61.6% (695/1,128) attendees who completed the evaluation responded. The following are examples of the responses provided:
  - We now have an iPad with transplant education that we give out initially. I then address transplant again within first 30 days and continue to follow up. We've also updated our educational materials to make it more informative and eye catching.
  - I recently provided transplant referral materials to patients. I also followed up with the patients who may not have been assessed for transplant. I encouraged the patients to try. The staff as a whole are encouraging the patients to be evaluated for transplant.
  - Transplant Awareness Days and bulletin boards about the road to transplant. Handing out educational material from the ESRD Network. Individual education and counseling.
  - We will be having transplant lobby days, transplant nephrologist rounds in Jan 2020. Additionally, I will be creating a transplant education station in the lobby for patients in January 2020.
  - We held a transplant lobby day. We had a summer bulletin board in the lobby with the "steps to transplant" depicted on a beach with flip flops representing each step. We completed a questionnaire with each patient declining transplant referral to explore barriers to interest in transplant. We tried to establish better contacts with local transplant centers to determine where patients were stalling in the evaluation process. We provided any information requested by transplant centers quickly.
  - We created a patient transplant binder to hold important contact information, as well as to help patients track where they are in the transplant process.
  - Ongoing education has been provided to our patients regarding kidney transplant options. Recently, we had our local transplant center staff come to our lobby day for information and referral.
  - Having transplant centers come to clinic for lobby day and then following up with patients who have interest in transplant.
  - Nephrologist, specifically the Medical Director, is a huge proponent of transplant. During weekly unit rounds, he encourages patients not on the list to go for transplant evaluation. During the new admission process, transplant option is also discussed with patient and family.
  - Invited patients and their family to the Plan of Care Meeting to talk about transplant with the nephrologist and team.
- When asked if their facility/organization has a promising intervention, practice, or process that they would be willing to share during a future LAN meeting, 5.8% (65/1,128) of the attendees who answered this question responded "Yes." The following are examples of the responses provided:
  - The "education station" we have created in the past in 2017 and plan to re-create periodically (next in March 2020 in honor of National Kidney Month) highlights kidney transplant in a unique way with use of glow in the dark materials. Through this unique visual experience, patients are able to obtain knowledge on treatment options while having fun and enjoying a one-of-a-kind experience. For patients with visual impairment we (have) will offer the opportunity for them to visit the station, but to have the information read to them and all sights described in detail.



- Education and referral for patients who expressed interest in transplant. Collaboration and regular communication with the transplant team regarding patient's appointments and requirements to maintain active status on the wait-list.
- Nurses review transplant option to all patients every month, discusses with the family during plan of care meetings and lobby days are held at a minimum of twice a year.
- Having a transplanted patient come in to talk with patients really made a difference for some of them.