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INTRODUCTION

Within Interior Health's (IH) Home Hemodialysis (HHD) Program, patients have been primarily supported in Kelowna General Hospital (KGH) and Trail, BC. The project was to establish an HHD program in both Royal Inland Hospital (RIH) and Penticton Regional Hospital (PRH) and create standard work for HHD training. Our goal was to support patients to remain in their home communities for training.

AIM

- Increase our HHD capacity at each site (training, equipment and space)
- Maintain staff competency despite fluctuating patient numbers
- Support regional succession planning within IH to ensure ongoing HHD patient assessment, training, and maintenance
- Develop a regional training and orientation manual for new HHD nurses

METHOD

Phase I

Assign a subject matter expert RN to:

- Assess gaps in HHD service delivery regionally (Trail determined to be out of scope as imminent resources not required)
- Support staff training regionally by creating an orientation and training manual based on the needs of the IH Regional HHD services
- Standardize teaching resources for each regional site
- Site visit assessment
- Identify space for training to occur

Phase II

- PRH and RIH identified where HHD program would be established
- Additional mentorship provided by the project RN
- RIH catchment patients repatriated from KGH
- Assessment of resources and creation of pathway for PRH HHD process

RESULTS

Standardization of Care

- Standardized IH HHD Orientation Manual and Training Guideline were developed and implemented
- All new staff oriented with updated IH HHD Manual and Training Guideline

Health Human Resources

- Hiring of a dedicated permanent RN position at RIH and PRH

Patient Centered Care

- Patients trained and supported within home communities
- Decreased wait times for HHD training
- Harmonized processes facilitate standard care experiences across IH Renal Program

HHD STAFF ORIENTATION CHECKLIST – NEW STAFF

ORIENTATION DONE BY _____

Location and security access of:

- Renal Clinic Areas/ Hemodialysis
- HHD Pt Training Room
- HHD Training Supplies
- HHD RN Office
- Meeting Rooms (if Applicable)
- Lunch room(s)
- Ensure ID Access is activated for areas required
- Patient Training Manuals
- Introduction to staff (as appropriate)**
- Renal Unit Manager/ Clinic PCC
- Clinic Staff (HHD/ PD/Transplant/ CKD/ Social Work/ Dietitian/Pharmacist)
- Unit Clerks
- Nephrologist (Dr.'s Michaud/ Lyle/ Van Der Merwe/ Hochman/ Kates)

Orientation, Inservice, and Education

- Training: RN to be Trained on AK96 by Baxter/ RN to be Trained on NX STAGE by Fresenius
- HHD Orientation checklist, binder, Documents located in HHD "F" Drive/ Drop Box- F:\Regional\Renal Services\Public\Home Hemo\Program Specific Folders\Kelowna

HHD Staff Knowledge & Skills Requirements

- Patient assessment
- Patient learning style
- English comprehension
- Health literacy
- Patient previous dialysis experience
- Functional assessment
- Patient agreements**
- Importance of the patient agreement
- Importance of homeowners/tenant insurance NxStage Release of Personal Information
- IV Iron Risk for Administration at home
- Upload documents to PROMIS
- Hemodialysis machine AK 96/98**
- Who to contact at Baxter
- Machine set-up and supplies
- Disinfection schedule and rationale
- Filter changes
- Technical line

Vascular Access

- Aseptic technique for patients at home
- Buttonhole technique
- Scab removal
- Rope ladder
- Removing needles with one hand
- Enuresis alarm

Home hemodialysis assessment and renovations

- Home assessment request to Baxter/NxStage 2 weeks prior to training
- Land lord letter
- Municipality letter
- Hydro/utility letter

FMCC/NxStage

- Who to contact at FMCC/NxStage
- Machine set-up and supplies
- Machine components
- Apple Express
- Technical line
- PAK

Ordering supplies

- Fresenius customer service
- Patient delivery schedule
- Rotate stock in home
- How to order supplies
- Ensure enough stock for 6 weeks
- Ordering supplies for training unit

Lab work

- Community lab
- Monthly/yearly bloodwork
- Centrifuge
- Refrigerating specimens

Medications

- Ordering medications from local pharmacy
- Ordering iron and ESAS from MacDonald's Rx
- Ordering TPA from MacDonald's Rx
- Ordering antibiotics
- Y connection

Clinics and multidisciplinary team

- Organizing clinics
- Clinic documentation
- Patient blood work one week prior to clinic

- Zoom links, clinic location to patient
- Annual mandatory education (check with Manager/ PRA guidelines)
- HHD "F" Drive/ Drop Box- F:\Regional\Renal Services\Public\Home Hemo\Program Specific folders/Kelowna
- Insider / i-Site / i-Learn
- PRA HHD Website
- Risk Management- Safety Line Procedure/HARP

Staffing

- IH HHD goals & objectives
- Staff schedule/ Patient Training Schedule/ Clinic Schedule
- Daily assignment and schedule
- Hours of work
- On call assignments and expectations (where applicable)
- Break times (i.e. coffee and lunch) and relief process
- Lines of communication
- Sign-in/flow sheet for payroll

Expectations

- Job description – role and responsibilities, evaluation process
- Job duties (site/shift specific)
- On call expectations/responsibilities (if applicable)
- HHD skills and competencies overview
- Orientation preceptor/mentor (PRA HHD mentorship/ IHA HHD Mentorship)
- Casual availability
- Performance evaluation
- PROMIS Documentation
- Dress code including: IH Policy

Tour of Renal Services Area (site specific) may include (but not limited to):

- Explanation of design and traffic control/flow of patients, staff, and supplies

HHD/ Renal Clinic Communication Methods (site specific)

- Memos, computer/email messages
- Communication books
- Bulletin boards
- Staff meetings/ Huddles
- Manuals (i.e. emergency/disaster planning and response manual, WHMIS, etc
- Phone Lists (Code List)
- Standards of Practice/Policy and Procedures (manuals and online information)
- IH Infection Control Policies and Procedures(online)
- IH Employee Incident Report Line
- Workplace Health and Safety
- Emergency Response Manual

ACKNOWLEDGEMENTS

Name / Role to Project:	Position:	Responsibility to Project:
Sue Haskett	RN	Clinical Lead
Mehran Faridani	Manager, KGH	Manager Lead
Corrine Gable	RN	Clinical Support
Sherri Lampman	Improvement Consultant	Advisor
Karin Chand	Coordinator	Coordinator
Donna Jansons	Director	Sponsor
Dr. Marie Michaud	Medical Director	Sponsor
Angela Busenius	Manager, RIH	Process Owners
Jesse Colbeck	Manager, PRH	Process Owners
Dr. Jay Hochman	Nephrologist	Advisor

CONCLUSIONS & CONSIDERATIONS

- Standardizing training & orientation, cross-training staff, and securing funding to support PRH & RIH supported patients followed by KGH Renal program to successfully transition to home renal program
- Increased regional capacity, improved succession planning, and regional collaboration

Next Steps

- Implement standard work for Home Modalities regionally
- Operationalize PRH HHD pathway

REFERENCES

[Home Hemodialysis \(bcrenal.ca\)](http://HomeHemodialysis(bcrenal.ca))

CONTACT INFORMATION

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