

# WHY BOTHER WITH SHARED HAEMODIALYSIS CARE?

It is well documented that patient engagement improves outcomes. Approaches like Shared Care are difficult to measure, so how can you prove that the joint efforts are actually working? We have learnt from implementing shared haemodialysis care that it can underpin many high priority directorate objectives that are measured. If you have any of the following as goals, drill down to see how implementing an effective Shared Care program may not only give choice to every patient, but also helps you to reach those goals.

**A**

**Deliver real patient choice through Person Centred Care** - in line with 2018 NICE guidelines

**B**

**Improve your patient reported experience measure** - increase patient self management, self efficacy and shared decision making

**C**

**Increase the health literacy of your patients** - to have a better understanding of their condition

**D**

**Improve staff morale and provide staff development** - leading to increased job satisfaction and new opportunities

**E**

**Increase your haemodialysis capacity year on year** - through more effective resource use

# DELIVER REAL PATIENT CHOICE THROUGH PERSON CENTRED CARE

**A**



Giving choice via Shared Care provides patients with the opportunity to have some control over the dialysis process and the medical condition which can help mental health and wellbeing



Involved and informed patients have the confidence to influence their dialysis outcomes and have the best possible experience - e.g. the possibility that self needling might help to preserve the arteriovenous fistula



The choice of a transplant or HHD may not be within the control of the patients but Shared Care is a choice for the majority



Patients have the choice to involve their carer's in their treatment alongside the staff



The 2018 NICE guideline on Renal Replacement Therapy and Conservative Management references existing recommendations on Patient Experience in adult NHS services (section 1.3 'Tailoring healthcare services for each patient' and section 1.5 'Enabling patients to actively participate in their care') both of which are facilitated by Shared Care. Shared Care is more equitable since patients can learn to participate in their care whether they dialyse in centre or at home

**KEY**

- 
**Patient centred why/benefits**
- 
**Health Care professionals why/benefits**
- 
**Business Case why/benefits**
- 
**Process/System why/benefits**
- 
**Supports the carers**

# B IMPROVE YOUR PATIENT REPORTED EXPERIENCE MEASURE

B



Shared Care, patient activation and health coaching techniques can all work individually or together to build patient confidence in shared decision making



Quality of life for patients who have choice and control can result in a more satisfactory experience of care. Melissa says "I like being in control of my treatment and being self-sufficient - it feels really good"



When Shared Care is both audited and offered as the norm then shared decision making becomes a routine part of care



Sharing supports the joy of human connection, personal growth and strengthens relationships



Patients grow in confidence as they learn new skills and become experts



Patients are often willing to return and share learning with others or become patient champions if they have had a positive experience

## KEY





## C

# INCREASE THE HEALTH LITERACY OF YOUR PATIENTS



Patients have their condition 365 days a year. Shared Care appears to support self efficacy and the ability for individuals to control their condition both in center and out of hospital



Shared Care can help patients to engage in and manage their health care more confidently e.g. using Patient View



As with patient activation and health coaching techniques, patients undertaking Shared Care develop skills that can support them to recognise and develop their own strengths and abilities



As health professionals our responsibility is to teach patients about their condition and how they can manage it – Shared Care provides the framework for those teaching opportunities



Patients who are in control and understand more about their condition have a more self managing approach to their healthcare and are less likely to rely on their GP or A&E for preventable problems



The relationship built with Shared Care enables patients to have conversations about options available to them and feel more confident to explore these



Increasing Health Literacy gives individuals a better understanding of their medication, diet and fluids which helps with their decisions to maximise their health

### KEY



Patient centred why/benefits



Health Care professionals why/benefits



Business Case why/benefits



Process/System why/benefits



Supports the carers

# D IMPROVE STAFF MORALE AND DEVELOPMENT OPPORTUNITIES

**D**



Develops nurses and support workers to be facilitators, patient educators and health coaches



When everyone is involved this leads to increased 'patient to staff' and 'staff to staff' communication which ensures treatment consistency



Gives staff a buzz when patients grow in confidence to support themselves and take control of their condition



Engaged and motivated patients makes the working environment more enjoyable for staff



Patients who are more health literate about their condition are more confident to discuss and work in collaboration with staff to ensure treatment is patient goal directed



Staff skills are utilised more effectively as they train and support patients rather than undertaking repetitive tasks



Strengthened relationships create a connected learning community that includes carers, patients and staff



Using a consistent Shared Care framework between units, within trusts and modalities makes transfers between units simpler for staff and patients

**KEY**

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**Health Care professionals why/benefits**
- 

**Business Case why/benefits**
- 

**Process/System why/benefits**
- 

**Supports the carers**



## E

# INCREASE YOUR HAEMODIALYSIS CAPACITY



Consistency between the in-centre and home dialysis teams creates greater flexibility for transition between the modalities for both patients and staff



Patients are more likely to consider the option of going home if they gain confidence in skills at their own pace. A culture of participation as the norm encourages others to want to learn too



If a patient chooses to go home, training time is significantly shorter



Patients become more experienced in dealing with problems that arise as they increasingly support themselves during in-centre dialysis. Confidence and resilience to dialyse at home unsupported and not 'give up' is greater



Patients who have greater capacity to support themselves are able to consider broader dialysis options (such as nocturnal dialysis, self-care units and home dialysis) thereby giving the organisation more flexibility to be innovative in their dialysis delivery

### KEY



Patient centred why/benefits



Health Care professionals why/benefits



Business Case why/benefits



Process/System why/benefits



Supports the carers