



Renal PFAC Sarnia Satellite Visit Report

On August 12, 2015 representatives from the Renal PFAC visited the Sarnia Satellite Hemodialysis Unit.

Goals

- Promote Renal PFAC
- Meet satellite patients, and rural PD, Home Hemo and CKD patients from the area
- Gather feedback and suggestions from the rural patient population
- Generate interest from satellite patients who might be interested in joining council

Attendees

- Fred McInnis, George Goodlet, and Angela Andrews, PFAC
- Sandee Maxfield, Sarnia Program Director and Sue Irwin, Sarnia Charge RN
- satellite unit patients
- 1 transplant patient from the Sarnia area

Process

When we arrived, we made introductions and then split up to talk to the approximately 12 patients who were hooked up to the dialysis machine. We explained the purpose of our visit, and covered a little background on why the council was started, and our purpose. After we had a chance to talk to some of the staff and patients, we met in the patient waiting room to chat with Sandee and Sue, where we covered some of the accomplishments the council has made, and projects that are currently underway. We then gave the participants a chance to tell us about the satellite unit. We finished with a discussion about any improvements or changes within the Renal Program that patients from the satellite unit would recommend.

Findings

Although no patients/families from home hemo or PD attended, the PFAC managed to gather some useful information. In general, the patients stated that they were very happy with the care from the satellite unit, and the renal program. They felt because the unit was small, they developed good relationships with the staff, and felt they could tell the staff if they had problems with their care.

- Transportation: most of the satellite patients that we talked to were happy with their transportation. The patients who require transport use Red Cross or Lambton Elderly Outreach, for around \$12 to \$13 per day, which they felt was manageable. No patients reported trouble with having a ride organized.
- Parking: for patients who drive themselves and park at the hospital, there is no charge. The patients are extremely happy about this.
- Local Transplant Clinic:. The transplant patient in the group suggested that since the Nephrologist comes down to the satellite once a month, they could hold a kidney transplant clinic in the afternoon for the transplant patients in the area. They also expressed interest in being able to have their bloodwork drawn at a local lab and have the results sent to London. Lastly, they suggested the possibility of having a “telehealth” assessment done by the physician so they did not have to travel to London for this assessment when their bloodwork was within normal limits
- WIFI: the patients in the Sarnia unit have access to free WIFI, as well as use of 2 laptop computers that were donated by the Kidney Foundation
- More Frequent Nephrologist visits: the patients indicated that they were happy with the frequency of physician visits (physicians visit monthly, but patients are usually only seen once in two months, if they do need to be seen more urgently, the physician will see them monthly)
- Renal Patient Website: when asked about the LHSC Renal Patient Web, the director mentioned there was some info posted on a bulletin board but there had been little done in terms of promotion. They had not heard any patients mention that they have used the Renal Patient Web

Actions

- PFAC brochures, the letter to patients and staff, and PFAC business cards were left with the unit
- The surveys that we had conducted in the KCC unit were left for the Charge RN to hand out to the patients, and she will mail them back to us within the next few weeks.
- There was some concern expressed about the cost of printing of the newsletter and handing to all of the patients. Angela will request from Janice the funds to print enough newsletters that could be mailed to each satellite as opposed to emailing, to make sure that satellite patients get the newsletter

Improvements

We are still unsure of how to generate more interest in the visits, since no one from CKD, PD or home hemo attended, but will try again to step up the advertising in CKD clinic.

The overall impression of the visit was that it went well, and the group feels that council would benefit from visiting Hanover or Owen Sound Satellite before winter.