



Renal PFAC Woodstock Satellite Visit Report

On June 18, 2015 representatives from the Renal PFAC visited the Woodstock 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, Nancy Wilder, Nikki Anderson and Angela Andrews, PFAC
- Randy Hicks, Woodstock Program Director
- 1 RN from program
- 2 satellite unit patients (who also belong to the Woodstock Satellite Unit Council)

Process

Before the open forum was started, Randy took the group on a tour of the dialysis unit, however there were very few patients actually left on dialysis to talk to. Once the open forum started, introductions were made, everyone was thanked everyone for coming. Fred and Angela then went on to explain the purpose of our visit, and a covered a little background on why the council was started, and our purpose. Fred covered some of the accomplishments the council has made, and projects that are currently underway. We then gave the Program Director and patients a chance to tell us about the satellite unit, and what their role is. We

finished with a discussion about any improvements or changes within the Renal Program that patients from the satellite unit would recommend.

Findings

Although there was a small turnout, 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:** One of the biggest concerns was around transportation and/or parking costs. The Director was most concerned around having to adjust a patient's schedule due to transportation issues, and felt that every effort was made so this didn't happen, however schedule changes do occur from time to time due to transport issues. In Woodstock, the only transport available is Red Cross (very limited), Taxis (which put pt. out of pocket until tax rebates come in), nursing home paid transfer or self transportation
- **Parking:** patients are given rebated parking for \$30 per month (15 tickets, one ticket for one day of parking)
- **Local Transplant Clinic:** one patient mentioned the possibility of having a travelling transplant clinic locally, so that patients from the surrounding area could attend clinic in their own community hospital instead of travelling to London
- **Satellite Unit Transition:** when asked if they experienced any issues with the transition to satellite (e.g.: 3 visits to resource nurse), they did not
- **More Education:** the patients discussed having more education once hemodialysis is started. They felt that they were either too ill, or too overwhelmed when starting treatment to absorb information. The request was made that the dietitian, social worker and the rest of the team visit the patient again within one to two months to cover what was talked about the first few treatments so that the patient can have a review, and might be able to better absorb information at that time. The patients also suggested that they be asked to bring a family member with them for the first few treatments, so that person can listen to the educational information as well
- **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, no one had heard anything about it (including the RN). The director mentioned there was some info posted on a bulletin board but there had been little done in terms of promotion.

Actions

- PFAC brochures, the PFAC newsletter, the letter to patients and staff, and PFAC business cards were left with the unit
- It was agreed that Randy and Angela would exchange council meeting minutes from both groups
- Angela mentioned the Renal Patient Web that was available, and indicated she would ask Marlene Rees Newton (satellite coordinator) to send more info about the website

Improvements

For the next satellite visit, we would try to agree on a better time, where more patients would be present in the dialysis unit for the PFAC to talk to. We are unsure of how to generate more interest in the visits, since no one from CKD, PD or home hemo attended, but will try 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 more satellites in the future.