



Renal PFAC Sarnia Satellite Visit Report

On December 8, 2017 representatives from the Renal PFAC visited the Sarnia Satellite Hemodialysis Unit.

Goals

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

Attendees

- Betty Clinton, Don Smith and Angela Andrews, PFAC
- Paula Gilmore Program Director, Jody McGregor, Interim Manager and Cathy Columbus, Charge RN
- satellite unit patients

Findings

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 person who is a patient, and who also works for the Kidney Foundation discussed a call that she had taken from the son of an elderly and frail patient who is currently using Lambton Elderly Outreach (LEO) to transport back and forth from Sarnia to London for dialysis. The patient is unable to get over the step that is in the door way of her apartment, and the LEO driver used to come in and help her over the

doorway (unclear if she is walking or using wheelchair) but the son has been told that due to liability issues, the LEO drivers are no longer allowed to go right to the door to help riders anymore. This provides a huge barrier to the patient as she can not get out the door herself, and now has to pay someone to come over and be there long enough to help her out the door. The Kidney Foundation representative/patient who reported this to us felt that transportation is no longer accessible for this patient

- There were no other complaints regarding transport

- Parking: for patients who drive themselves and park at the hospital, there is no charge. The patients are extremely happy about this.

- Another patient had complaints about a number of issues surrounding fundraising for Bluewater Health and the satellite dialysis unit for new chairs. The PFAC expressed concern for this patient, and suggested that he speak with the manager of the satellite unit, as these issues were outside the scope of the PFAC. However, the Patient did mention a number of issues that PFAC feels should be mentioned:
 - The patient was unhappy that he had to go to London for HD on a number of occasions due to needling problems and felt that the satellite dialysis unit should have their own ultrasound machine to guide nurses in cannulation. He felt being made to travel to London for this purpose was not necessary.
 - The patient also expressed concern over not being provided with a blanket or pillow while at dialysis. PFAC suggested that the patient bring it with him, he said it was too difficult to travel with it. When PFAC asked the staff about patients being able to store a blanket and pillow in the lockers in the waiting area, pfac was told the lockers are only for day use.
 - Lastly the patient had concerns about not being able to enter the patient kitchen that is located in the dialysis unit. Staff was unsure of the reasoning for this rule, but is likely related to infection control purposes.

Actions

- PFAC brochures, and a poster were left with the unit

Recommendations

- PFAC recommends that the policy of day use only lockers be examined and patients be permitted to leave blankets and pillows on a long term basis in the lockers. If there are not enough lockers for everyone, could they do a lottery once a year for the patients to be assigned to several of the lockers.
- PFAC would like to recommend the rule of why patients can't enter the patient kitchen be clarified with the patients

PFAC thanks the Sarnia Satellite Hemodialysis Unit for allowing use to visit and speak with the patients.