



## Renal PFAC Woodstock Satellite Visit Report

On September 11, 2017 representatives from the Renal PFAC visited the Woodstock Satellite Hemodialysis Unit.

### Goals

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

### Attendees

- Nancy Wilder, Betty Clinton and Angela Andrews, PFAC
- Randy Hicks, Woodstock Program Director, Nancy Eaton, Charge Nurse, dialysis unit staff
- 2 Woodstock Satellite Unit Patients Council members

### Findings

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: The patients continued to express concern around the cost of transportation. 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) which can be a burden for those on a limited income
  
- Problems with fistula needles: one patient and several of the staff expressed concern with the new fistula needles that have been in use over the last year. The patient feels that the new needles are not sharp enough, and he is experiencing an increase in pain with cannulation since using the new needles. He also complained of a large amount of pain when the needles are removed, especially when the needle guard is initiated. Staff expressed concern with a large amount of blood leaking when the needles are removed due to difficulty in engaging the needle guard. The PFAC notified the unit of a working group that has been created within the renal program to address needle issues.
  
- Woodstock Unit Council: The PFAC was invited to attend the Woodstock unit council meeting where several items were discussed including:
  - A recent code blue that happened in the unit. Patients expressed the distress they felt when this happens in the dialysis unit, as they become very close to one another. They felt it was helpful when a staff member came over and pulled the curtain around other patients and talked with them to distract and comfort them during the event. Randy (Manager) shared that the Mental Health department is close in proximity to the dialysis unit, so it has been arranged with social workers in the department if they hear a code called they will come to the dialysis unit and comfort patients.
  - IPADs for communicating with LHSC allied health- patients are happy with this, no concerns
  - 20 year Woodstock Dialysis Unit celebration is being planned in October
  - Dialysis journey: one patient shared that she has been involved in creating a video about her 20 year dialysis journey that will be shared at management/board/ foundation group meetings
  - Fistula needles: one patient shared his concern re:fistula needles, Randy mentioned he would bring this forward at the regional team meetings

## Actions

- PFAC brochures and a PFAC poster were left for the staff to display
- It was agreed Angela arranged for Randy to receive minutes from the Fistula working group meetings to keep his unit up to date on any changes

## Common Themes

- The overall impression of the visit was that it went well, and patients in Woodstock are generally happy with their care
- The theme continues to emerge around patient transportation, in that it is either difficult to obtain, or the burden of cost is too high for patients who are on a limited income.
- Several patients and staff mentioned concern about fistula needle problems