



PATIENT “TOOLS OF ENGAGEMENT” BEST PRACTICE 6

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Support patient efforts to live the best possible quality of life through self-management.

HOW DO YOU ACHIEVE THIS BEST PRACTICE?

1. Monitor and support new dialysis patients by implementing a case management model that focuses on self-management and takes into account:
 - The patient’s stage of adjustment
 - Barriers to accessing care promptly
 - Rehabilitation
 - Screening for depression
 - Any diabetic needs
2. Support self management through knowledge-building; patients achieve optimum treatment and health outcomes by working with the provider to understand CKD progression, treatment, and self-management options (e.g., self-monitoring and decisionmaking) (FistulaFirst Breakthrough Initiative, Change Concept # 13).
3. Assess self efficacy (a person’s belief or expectation that he/she has the capacity to accomplish certain tasks in order to achieve desired goals). Evidence indicates that increased self-efficacy in people experiencing chronic disease is associated with improved health outcomes (Lev & Owen, 1998; Loring, Gonzalez, & Ritter, 1999; Loring & Holman, 2003; Loring, Sobel, et al, 1999; Zrinyi, et al, 2003). *Strategies Used by People to Promote Health (SUPPH)* is a 29 item self-report that has been used to measure self care and self efficacy in the ESRD population (Lev & Owens, 1996).
4. Use specific educational techniques to encourage, enhance, and support patient self-management. These include motivational interviewing, health coaching and other evidence-based patient empowerment strategies and techniques (FistulaFirst Breakthrough Initiative, Change Concept # 13).
5. Encourage patients to use a Personal Health Record (PHR) and any other tools that assist patients in managing their health records.

PATIENT ENGAGEMENT BEST PRACTICE 6: TOOLS AND RESOURCES

Web-Based Tools and Resources

<p>DPC Partners in Care A program for dialysis professionals (nurses, nephrologists, social workers, dieticians, PCTs). Designed to improve communication between caregivers and patients and give professionals a greater understanding of patients' perspective on care-related issues.</p>	<p>Dialysis Patient Citizens http://www.dialysispatients.org/partners-in-care</p>
<p>DPC Classroom</p>	<p>Dialysis Patient Citizens www.dpcclassroom.org/</p>
<p>Emergency/Disaster Preparedness</p>	<p>National Kidney Foundation www.kidney.org/help</p>
<p>The Kidney School 16 "live" self management modules</p>	<p>http://www.kidneyschool.org/mods/</p>
<p>Patient Safety</p>	<p>Renal Physicians Association www.kidneypatientsafety.org/</p>

Printed Tools and Resources

<p>Chronically Happy: Joyful Living</p>	<p>By Lori Hartwell, Founder of Renal Support Network http://www.chronicallyhappy.com/ Call to order - 800-579-1970</p>
<p>DaVita's IMPACT Program A program that focuses on access to care, albumin, anemia, adequacy of protocol management, and patient education tools.</p>	<p>DaVita's IMPACT Program Reduces Mortality for New Dialysis Patients: Study Shows New Patient Care Model Significantly Improves Patient Outcomes</p>
<p>Dialysis Information</p>	<p>DaVita, Inc. Welcome to Dialysis</p>
<p>Live & Give Newsletter</p>	<p>Renal Support Network http://www.rsnhope.org/newsletter/LG_current_issue.php/</p>
<p>Medicare Part D Drug Coverage</p>	<p>Kidney Healthcare Coverage http://www.kidneydrugcoverage.org/</p>
<p>Medication Safety</p>	<p>National Institutes of Health http://www.nlm.nih.gov/medlineplus/druginformation.html</p>
<p>Partnering in Self-Management: A Toolkit for Clinicians</p>	<p>New Health Partnerships http://www.newhealthpartnerships.org</p>

Patient Ambassador Program	Dialysis Patient Citizens http://www.dialysispatients.org/patient-ambassadors/
Patient Education Materials	FistulaFirst http://www.fistulafirst.org/Patients/PatientEducationalMaterials.aspx .
Planning for Emergencies: A Guide for People with Chronic Kidney Disease	National Kidney Foundation Call to order - 800-622-9010
A Self-Help Guide to Live Well on Dialysis	Dialysis Success - Order through link http://www.dialysissuccess.com/book.html
Strategies Used by People to Promote Health	(SUPPH) Scale
Taking Control: Money Matters for People with Chronic Kidney Disease	National Kidney Foundation www.kidney.org/patients/pfc/control.cfm
Web-Based Tools and Resources for Personal Health Record (PHR)	
AAKP My Health	American Association of Kidney Patients www.AAKP.org/my-health/
CMS Personal Health Record (PHR) Programs	Centers for Medicare and Medicaid (CMS) http://www.medicare.gov/phr/
GoogleHealth	Google http://www.google.com/intl/enUS/health/about/index.html
Health IT Tools: PHR	U.S Dept. of Health & Human Services http://healthit.hhs.gov/portal/server.pt?open=512&mode=2&cached=true&objID=1221&PageID=15593
Health Passport for Life	Health Resources and Services Administration (HRSA) http://ask.hrsa.gov/detail_materials.cfm?ProdID=3459&ReferringID=757
Microsoft HealthVault	Microsoft http://msdn.microsoft.com/en-us/healthvault/default.aspx
Plain Language Consumer Guide: PHR	Health Information Security and Privacy Collaborative http://healthit.hhs.gov/portal/server.pt/gateway/PTARG_S_0_10741_872290_0_0_18/CEE_Tool_Special_MA_Law_Inventory.pdf

Telephonic, Audio, & Video Resources	
Communication Prescription Video	Renal Support Network http://www.rsnhope.info/resources/comm_prescrip.php
KidneyTalk - Medication Tips	Renal Support Network Play Now
KidneyTalk - The “Right Start” Program A program to educate new patients and help them feel more in control of their health. Read the KidneyTimes article " Getting Off to the RightStart "	Renal Support Network Play Now
Supporting Literature on Partnering	
Lev E, Owen S. A measure of self-care efficacy. <i>Research in Nursing & Health.</i> 1996 19:421-429. http://www3.interscience.wiley.com/journal/65817/abstract	
Lev E, Owen S. A prospective study of adjustment to hemodialysis. <i>American Nephrology Nurses’ Association Journal.</i> 1998 25(5):495-506. http://www.ncbi.nlm.nih.gov/pubmed/9887702	
Loring K, et al. Community-based Spanish language arthritis education program: a randomized trial. <i>Medical Care.</i> 1999 37(9):957-963. http://www.ncbi.nlm.nih.gov/pubmed/10493473	
Loring K, et al. Evidence suggesting that a chronic disease self-management program can improve health status while reducing hospitalization: a randomized trial. <i>Medical Care.</i> 1999 37(1):5-14. http://www.ncbi.nlm.nih.gov/pubmed/10413387	
Loring K, Holman H. Self-management education: history, definition, outcomes, and mechanisms. <i>Annals of Behavioral Medicine.</i> 2003 26(1):1-7. http://www.springerlink.com/content/96t1713736v23t27/	
Wingard RL, et al. The “right” of passage: Surviving the first year of dialysis. <i>Clin Jour of the Am Soc of Neph.</i> 2009 4: S114-S120. http://cjasn.asnjournals.org/cgi/content/abstract/4/Supplement_1/S114	
Zrinyi M, et al. Dietary self-efficacy: determinant of compliance behaviors and biochemical outcomes in haemodialysis patients. <i>Nephrology Dialysis and Transplantation.</i> 2003 18:1869-1873. http://ndt.oxfordjournals.org/cgi/content/abstract/18/9/1869	

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