



Spring/Summer 2018 Issue

Help us Celebrate Patient Experience Week at LHSC!

LHSC is celebrating Patient Experience Week (PX Week) June 18 to 22, 2018. Many activities are planned to recognize the patients, families, staff and physicians who work to improve the patient and family experience, and to promote awareness of the positive impact that these efforts have on care at LHSC.

Alongside the Patient Experience team, Patient and Family Advisors will greet patients, visitors, and staff at various entrances across LHSC each morning. They will also be stationed at patient experience booths to spread the word about the opportunities to become involved with LHSC through the role of a Patient or Family Advisor. The booths will be open between 10 am and 2 pm each day at Victoria Hospital in the B2 atrium and LRCP, and outside of the University Hospital cafeteria.

Renal Patient and Family Advisory Council (PFAC) members will be celebrating their contribution towards improving the Patient Experience at the Kidney Care Centre at Westmount Shopping Centre. Advisors will be on

www.lhsc.on.ca/renal

hand to greet patients, families and staff as well display some of the projects we have been working on. Watch for advisors throughout the week.

PX Week will also include a panel discussion with three Patient and Family Advisors as part of Patient Safety and Quality Rounds in Victoria Hospital's Sumner Auditorium on Monday, June 18, between 12 -1 pm.





KIDNEY CONNECT Peer Support Program

The KIDNEY CONNECT Peer Support Program is an opportunity for people affected by kidney disease to talk to others who've been there, too. The program is staffed by a team of volunteers who've been specially trained as mentors for people with kidney disease and their families and friends. These volunteers are all either living with the disease themselves or have been affected by it in some way. So they understand how difficult it can be—and can give you the personal encouragement and support you need. Volunteers provide support mainly by telephone, but sometimes, when possible, through face-to-face contact.

Who is the Peer Support Program for?

The program is there to help anyone touched by kidney disease. For example, people who have been diagnosed with kidney disease or those whose kidneys have failed, as well as their friends, families and loved ones can all use the service. It's also there for those who are considering donating one of their kidneys to someone in need.

What help can a volunteer provide?

The Peer Support Program lets you speak with someone who truly understands what it's like to live with kidney disease, and is willing to share their own experiences with you. They can tell you about their kidney disease and how they balance their treatment with family life, work and social activities. They'll be able to answer many of your questions, because they've been there, too. Depending on your needs, you may also speak with different volunteers at different times. For example, if you're

concerned about balancing work and treatments, you'll speak to someone who has successfully managed their disease and their career.

When can I use the Program?

You and your family members can ask for Peer Support services whenever you need them and as often as you wish. Peer Support services may be helpful at various stages, for example:

- When first learning you have kidney disease
- When learning about the different types of treatment
- When considering a change in treatment
- When considering a live donor transplant
- When you just need to talk with someone who's been there, too.

How do I contact the Peer Support Program and how does it work?

Just call the toll-free Peer Support Helpline: 1 866 390-PEER (7337).

The Peer Support Coordinator will ask you a few questions (such as your age, marital status, type of treatment, etc.) to help them choose a volunteer whose experience closely matches yours. If you prefer, you can ask for a referral to the Peer Support Program through your own renal care centre. With your permission, the Peer Support Coordinator will contact the Peer Support volunteer to check their availability, and to give them your first name and telephone number. You'll also receive the volunteer's first name and the estimated time and date of their call. This way, you'll know who is calling you and when. The Peer Support Coordinator will follow up with you after you've spoken to your volunteer to make sure everything went well. This also gives you a chance to tell us how you feel about the services you've received, or to ask for additional services.

What are the costs?

The Peer Support Program is free of charge. All volunteers give their time freely, and they call you so there are no long distance phone charges.

Is the Peer Support Program confidential?

Yes, all Peer Support conversations are confidential. All volunteers sign an Oath of Confidentiality so all discussions remain private. Also, only first names are used to protect the privacy of both parties.

Is the Peer Support Program available in my language?

Peer Support services are available in English and French across Canada. For other languages, we'll make every effort to connect you with a volunteer who speaks your language.

What the Peer Support Program does not do:

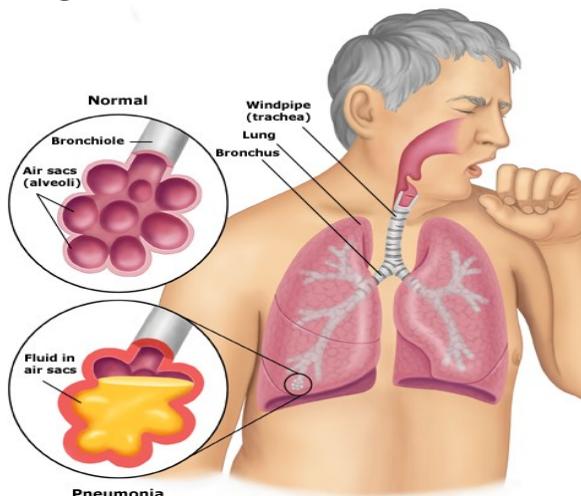
Peer Support volunteers will share their experiences with you, but they do not offer medical advice. Your kidney healthcare team is always the best source of medical information about your situation and the treatments available in your community.

If you call the Peer Support Helpline number and get an answering machine, don't hang up! Just leave your name and telephone number and someone will definitely call you back.

Pneumovax 23® Pneumonia Vaccine

The Nephrology program is now offering the Pneumovax 23® vaccine to all patients on hemodialysis and peritoneal dialysis. The vaccine prevents bacterial infections of the lungs (pneumonia), the blood (bacteremia) and the covering of the brain (meningitis). People who have chronic kidney disease are at greater risk of developing an infection caused by pneumococcal bacteria, so it is a good idea to get the vaccine.

Pneumovax 23® is given as a needle into the shoulder muscle. One booster dose is recommended 5 years after the first dose is given. Starting in the spring, your nurse or other Nephrology team member will be asking if you have received this vaccine in the past at your family doctor's office, health unit or in your nursing home. You will also be given some written information about the vaccine. If you would like to receive it, the Pneumovax 23® vaccine will be given at the dialysis unit or at your next clinic visit and again in 5 years. The vaccine is provided to our patients free of charge.



1 866 390-PEER (7337)



LHSC Accreditation

Everyone. Ready. Everyday.

LHSC Prepares for Accreditation In 2018

Accreditation Canada describes Accreditation as “an ongoing process of assessing hospitals against standards of excellence to identify what is being done well and what needs to be improved.”

(<https://accreditation.ca/accreditation>)

Accreditation is important to patients and families because it helps to improve the safety of care at LHSC and within the Renal program. An Accredited institution follows Required Organizational Practices (ROPs) which are practices that are essential for healthcare organizations to have in place in order to mitigate risk and enhance patient safety. Some ROP's include activities such as hand-washing compliance, and medication safety. Priority Processes are critical areas and systems known to have a significant impact on the quality and safety of care and services, for example, infection prevention and control. A team of staff and leaders from every area in LHSC has been created to help ensure that safety and quality of care at LHSC are meeting the highest standards, not only for accreditation, but so that LHSC is “accreditation ready every day”. Engaging patients and families influences all accreditation standards, so it was also important for the Renal Accreditation team to invite patient advisors to be part of the team.

The renal program is currently working on a falls prevention safety project, and other quality improvement initiatives to make care safer for patients and families. You can look forward to hearing more in the coming months about the accreditation process.



Parkwood Hemodialysis Unit

A 5 station hemodialysis unit located at Parkwood Institute opened February 21, 2018 for patients to receive their dialysis services on site. A ribbon cutting ceremony celebrating the opening of the service was hosted with leadership from St. Joseph's Health Care and LHSC Renal Program attending. An open house to the public was held on March 20th. The unit is staffed with LHSC Renal program nurses supported by LHSC nephrologists, nurse practitioners and other health disciplines as needed. The goal of this proof of concept service is to create efficiency and reduce travel costs, improve the patient experience and satisfaction, reduce transportation needs and improve patient outcomes in better coordination of patient care, specifically in regards to HD treatments and rehabilitation programming, and quality of life with complex care patients at Parkwood institute.

Feedback from patients and the family advisor at grand opening: "This is an amazing project, it is patient centered and should have been done years ago". "I'm so grateful that I don't have to bundle up, be loaded onto a stretcher and have a bumpy transit ride to get my treatment".

Emergency Preparedness in the Renal Program



Ontario has experienced more than 30 emergency hazards/disasters in the last decade in the form of natural, health and/or biological disasters. Care for patients approaching end stage renal failure and those requiring renal replacement therapy must continue during an emergency. This must continue whether the care is assisted or independent, whether care is provided at one of the renal services regional sites or in the home environment. With guidance from the Ontario Renal Network and a number of London Health Sciences Centre (LHSC) and Government of Ontario resources, the South West Regional Renal Program emergency management plan (EMP) was created to address problems that may occur during emergencies like prolonged power loss or flooding. The creation of the Regional EMP has prepared staff and leaders in the program to handle many issues that may arise during an emergency such as patient prioritization, staffing, supplies management, transportation, or communication.

Regional Renal Program Director Janice McCallum recognized the importance of having a patient voice at the table when the EMP was being created, “the whole purpose of having an EMP is to be able to have a plan that can be immediately

implemented should there be a catastrophic event that would interfere with our Renal patients being able to receive the services, such as dialysis, that they need. We needed the patient and family input to this plan to ensure that what we as providers thought would work, would in reality work for the patient/family. The best way to make this happen is to have them involved from the very beginning of a plan’s development, as full partners and participants.”. Anne Hutchison, a Renal PFAC Advisor and dialysis patient was instrumental in helping to create the renal emergency management plan.

Along with creating a plan for staff and leaders, the team also created a dialysis patient emergency guide that instructs patients through the necessary steps to manage their renal needs in case of an emergency situation. The guide contains valuable information such as who and when to call if you experience an emergency as well as fluid and diet control.

Visit the Renal PFAC webpage at:

[http://www.lhsc.on.ca/
Patients_Families_Visitors/Renal/
AdvisoryCouncil/index.htm](http://www.lhsc.on.ca/Patients_Families_Visitors/Renal_AdvisoryCouncil/index.htm)

for more information and helpful tips on dealing with an emergency. You can also find a copy of the emergency pamphlet



An equilateral triangle within a circle is the international symbol for emergency management. The blue triangle represents harmony, balance and calm while the orange circle is the sign of alert and danger.



Shari's Lemony Garlic Dill Dip

Makes 1 cup

Serving Size 1 Tbsp.

Ingredients:

- 1/2 cup mayonnaise
- 1/2 cup sour cream
- 1 tbsp. dried minced onion
- 1 1/4 tsp. dried dill weed
- 1/4 to 1/2 tsp. garlic powder
- 1/4 tsp. dried parsley
- 1/4 to 1/2 tsp. fresh ground pepper
- 1/4 tsp. no salt added lemon & pepper seasoning

Directions:

1. Mix all ingredients together and refrigerate for at least 1 hour prior to serving.

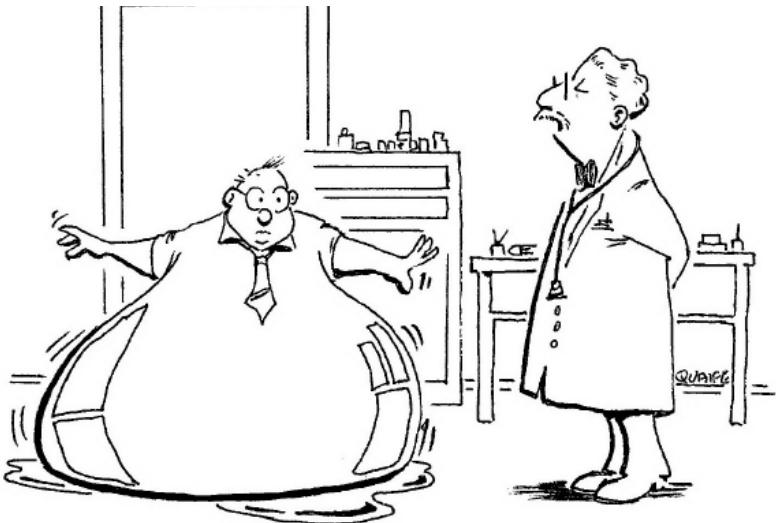
Uses:

1. Use as a dip for vegetables (carrots, celery, green pepper, cucumber), crackers (rice crackers, unsalted soda crackers, melba toast), low sodium tortilla chips or no salt added tortilla chips, breadsticks or toasted white pita wedges.
2. Leftovers can also be used as a cold sauce for grilled chicken or salmon as a substitute for the mayonnaise in a sandwich.

Note: Does not heat well.

Include one serving (1 Tbsp.) into your meal plan as: 1 Other Foods

Submitted by Renal Dietitians



Your tests reveal that
you are retaining fluids!

Cartoon used with permission from: www.petequaifefoundation.com - helping children on dialysis - donations gratefully accepted!



**Newsletter brought to you by the
Renal Patient & Family Advisory
Council at London Health Sciences
Centre**