



Fall 2018 Issue

www.lhsc.on.ca/renal

Renal Patient & Family Advisory Council Chair Receives Human Touch Award



Congratulations to LHSC volunteer and PFAC Chair, Bonnie Field, who received a 2018 Ontario Renal Network Human Touch Award at a

special ceremony this summer.

Presented by Cancer Care Ontario and the Ontario Renal Network, the Human Touch Awards were created to highlight the importance of providing emotional support to people with cancer and kidney disease, in addition to the medical treatment they already receive.

“The individuals who work and volunteer in Ontario’s cancer and kidney care communities demonstrate extraordinary commitment to ensuring patients receive high-quality care,” says Michael Sherar, President and CEO, Cancer Care Ontario. “Each year, we are honoured to celebrate the exceptional individuals who go the extra mile to make a positive impact on the lives of patients and their families.”

At London Health Sciences, Bonnie is one of the founding members and the current Chair of the Renal Program’s Patient and Family Advisory Committee (PFAC). Since its creation in 2014, she has participated in various work streams and projects, offering care delivery insights and participating in policy development.

Bonnie advocates for patient engagement at all levels, from local to provincial. The

core concepts and values that she champions are dignity, respect, information sharing, participation and collaboration.

Bonnie uses her wonderful storytelling skills to emphasize the importance of engaging patients and families in their own health-care decision-making. She authored her own patient journey and supports and inspires other PFAC members to do the same. Bonnie shares her story at the PFAC orientation, central nursing orientation for all new hires, and staff meetings.

Despite having two unsuccessful kidney transplants and dealing with the resulting physical and mental ramifications, Bonnie continues to be actively involved in patient engagement and quality improvement initiatives, including the Ontario Renal Network’s Access to Kidney Transplantation and Living Donation project. She brings passion and dedication to this work, ensuring patients and families’ voices are heard.

“Bonnie is an absolute pleasure to work with as the Chair of our Renal Patient and Family Advisory Council,” says Janice McCallum, Director, Renal Services at LHSC. “She is always prepared for meetings and so thoughtful in her comments. She ensures that the patient voice is heard and considered as decisions are made in the Renal Program.”

Please join us in congratulating Bonnie for receipt of this prestigious provincial Award. (LHSC Intranet Features 2018)





PKD FOUNDATION OF CANADA



The PKD Foundation of Canada is the only national organization solely dedicated to improving the lives of those affected by polycystic kidney disease (PKD).

LONDON PKD PATIENT FORUM

Wednesday, November 28, 2018 | 6:00PM to 8:30PM

University Hospital, London Health Sciences Centre
Auditorium C, Third Floor
339 Windemere Road, London ON, N6A 5A5

Polycystic kidney disease (PKD) is one of the most common life-threatening, genetic diseases affecting Canadians and can result in the growth of cysts that enlarge the affected kidney, destroying its ability to function.

Patients and their loved ones are invited to join this forum to:

- Learn about what a PKD diagnosis can mean for you or a loved one, as well as how PKD can be managed from Dr. Faisal Rehman, Nephrologist, LHSC / University Hospital;
- Hear about what resources and support systems are available to you and your loved ones from Jeff Robertson, Executive Director, PKD Foundation of Canada;
- Have your questions answered during a Q&A period led by Dr. Faisal Rehman and Jeff Robertson; and,
- Meet other people living with PKD in your community

Free admission and parking. All are welcome to attend!

RSVP

www.londonpkdpatientforum.eventbrite.ca

*Please note that registration will begin at 6:00 p.m.
and the presentation will start at 6:30 p.m.*



/endPKD



@endPKD.ca



@endPKD



endpkd@endpkd.ca



1-877-410-1741



The Kidney Foundation of Canada

The Kidney Foundation offers a variety of programs and services to support patients and their loved ones, and to raise awareness about kidney disease and organ/tissue donation.

Short-Term Financial Support

Short Term Financial Assistance: The Foundation provides last-resort, short-term financial assistance on a limited basis, in situations where no other source of funding is available. Applications for short term financial assistance are made through renal social workers. The applicant must meet eligibility requirements. *E.g.:* Transportation: Gas, bus/train, taxi.

Emergency Living: Up to \$100 to assist with unexpected kidney-related expenses.

Equipment for Home Use: Blood Pressure Monitor provided to patients in need.

Medication: Trillium deductible, non-insured medication, nutritional and other supplements.

Accommodation: A portion of the meals and hotel costs that are incurred when patients and families need to temporarily relocate for appointments and dialysis training.

Northern Health Travel Grant Loan: The Foundation provides a short-term loan to assist patients travelling from Northern Ontario to larger city centers for kidney-related medical treatment. Assistance covers the amount that will be reimbursed to the patient by OHIP.

Travel Loans: The Foundation provides a short-term loan to assist patients travelling outside of Canada with the costs of receiving dialysis treatments at their destinations. Travel may be for work, vacation, or to attend to family matters. Assistance covers the amount that will be reimbursed to the patient by OHIP.

Camp Support: The Kidney Foundation subsidizes every patient who attends Camp Dorset through a \$200 subsidy paid directly to the camp. Patients

may apply for further financial assistance subsidies to attend camp. Camp Dorset runs from June to September, and provides weeklong stays at summer camp while providing on-site dialysis.

The Kidney Foundation also provides support to Camp Kivita, an independent camp for pediatric transplant recipients and dialysis patients. The camp provides on-site medical support for children living with various organ transplants.

Information about Managing Kidney Disease

Patient Education: Foundation staff or volunteers provide a presentation to patients on aspects of living with kidney disease, which can include living well with kidney disease, Income Tax Tips; travel; and financial management.

Education for health/allied health staff: Foundation staff or volunteers can provide a presentation, information session, or workshop to health or allied health staff on aspects related to managing kidney disease, achieving quality of life, and Kidney Foundation of Canada programs and services.

Kidney Community Kitchen: Access recipes chosen specifically for people living with kidney disease as well as meal plans created by dietitians, kidney diet information, dietitian's blog, and discussion forums. www.kidneycommunitykitchen.ca

Kidney Living: The Foundation's Ontario magazine about living with kidney disease provides tips and information on self-advocacy and on improving quality of life. Printed and digital versions are available. Published two times per year. www.kidney.ca/ontario/kidney-living

Ontario Enews: The Ontario Branch produces a monthly newsletter with links to stories, health tips, recipes and events.

www.kidney.ca/ontario/e-news

Living with Kidney Disease Patient Handbook:

The Foundation provides all patients free of charge, the Living with Kidney Disease handbook. Available in English and French. The previous edition remains available in Chinese, Italian, and Punjabi, as well as in DVD format. www.kidney.ca/on/LWDKhandbook

Public Awareness of Kidney Disease

Health Fairs: The Foundation participates in community health and information fairs, where participants can learn about risk factors and kidney disease prevention, access brochures and speak to a knowledgeable volunteer.

For more information call 1-800-387-4474

Online Risk Assessment Tool: 1 in 10 Canadians have kidney disease and there are often no symptoms until kidney disease is quite advanced. The Kidney Foundation of Canada offers a 10 question test to help you know if you should talk to your doctor about having your kidney function checked. www.kidney.ca/Risk

Get Involved!

Volunteering: Being a volunteer at The Kidney Foundation means joining a dynamic and diverse group of people who share a common purpose – to make a difference in the lives of others. We invite you to join thousands of people from across Canada who are making an important contribution to improving the lives of people with kidney disease.

www.kidney.ca/on/volunteeropportunities

Kidney Clothes: The Foundation creates opportunities for partners and supporters to include a Kidney Clothes drive as part of public awareness activities; these may take place as part of a health fair or other community partnership activity.

**For more information about Kidney Clothes
Call 1-800-414-3484**

Educational materials are available in accessible formats upon request. To find out more, please contact us at:
programs@kidney.on.ca
1.800.387.4474 ext. 4971



Providing Feedback at LHSC

At LHSC we welcome patient and family feedback. We want to know what we are doing well and where we can make improvements. Please voice any concerns you may have about your care, suggestions about improving our services, and compliments about your experience.

What are my options to give feedback?

Bring your feedback to any member of your healthcare team during your visit. Voice your compliments or concerns by contacting a Patient Experience Specialist: call 519-685-8500 ext. 52036, email patient_experience@lhsc.on.ca or go to www.lhsc.on.ca and click

Give Patient
Feedback



What happens when I voice a concern?

You will be contacted by a Patient Experience Specialist to discuss your concerns further. Together we will decide the next steps. To begin the process it is common that the patient is asked for consent to access their health record and we will inform the Leader of the area.

Will voicing my concern have an impact on my care, or my loved one's care?

It is a common fear that if you bring concerns forward the patients' care may suffer. We highly value trusting relationships that are open and honest, especially at times when things are not going well. All persons expressing their concerns will be treated with courtesy and respect. The process to resolve concerns follows the rights and responsibilities of all individuals.

Ontario Renal Network Patient Experience Surveys

In July 2017 the Ontario Renal Network (ORN) sent a survey to over 8600 chronic kidney disease patients throughout Ontario to collect information on the patient experience. Over 2500 surveys were completed and the results will help support quality improvement within Renal programs and empower and support patients and family members to be active in their care. 95% of London Regional Renal Program patients who completed a survey felt satisfied that their care was well coordinated. 82% felt they were informed about different



Patient Experience

at LHSC Regional Renal Program

2017/18 Ontario Patient Experience Survey Results

What is Patient Experience?

It is the range of all interaction that patients have with the health care system, including health plans, doctors, nurses, and hospital staff.



Why is patient experience important?

Your experience and insights are important. Telling us about your experience helps us understand what we are doing right and where we can improve. They help local kidney care services improve the way care is delivered to patients and families in your community



95%
of patients that
responded

felt they were satisfied with the coordination of their kidney care.



82%
of patients that
responded

felt their kidney team told them there are different options for treating kidney failure.



77%
of patients that
responded

felt their kidney team wanted to know how they wanted to be involved in making decisions.



75%
of patients that
responded

felt their kidney team asked them which treatment option they preferred.



71%
of patients that
responded

felt sure that their doctor or nurse thought about their values and traditions when recommending treatments.



75%
of patients that
responded

felt their kidney team helped them to understand all the information.

How about next steps?

- The Continuous Quality Improvement Committee in partnership with Patient and Family Advisory Council (PFAC) are exploring community resources that are available to help patients and families cope with chronic illness.
- All renal staff, leaders and physicians within the Regional Renal Program have been given the opportunity to complete an Aboriginal Relationship and Cultural Competency Training course.
- ORN Goals of Care initiative patients will be asked about their goals in caring for their illness.
- Medication review – during clinic visits patients will be given a list of current medications to review with their family doctor.
- Transplant Ambassadors – a peer based program are present in clinics and in hemodialysis units to discuss their transplant experience as an option for treatment.

Questions?

To learn more about the survey results please talk to a member of your kidney care team.



treatment options for kidney failure, and 75% indicated they were asked which option they preferred. In the Fall of 2018, the ORN will be sending out more patient experience surveys to select chronic renal patients again to continue to follow their commitment to collect and report patient experience and outcome measures for targeted quality improvement. If you receive an ORN patient experience survey in the mail, please take the opportunity to let us know how we are doing, and how the quality of your renal care has been.

The staff and leadership at LHSC have been busy preparing for the 2018 Accreditation Canada On-site Survey which happens November 5th to 9th 2018. Accreditation is important to patients and families because it helps to improve the safety of care at LHSC and within the Renal program. One of the aspects of care that you might notice has changed is identifying patients using 2 identifiers. While you are receiving care at LHSC, you will be asked questions to help us know who you are. Staff are required do this, even if they know you, to be sure you are receiving the correct care and treatment which is essential for your safety. They will be asking you to confirm your name, date of birth or address. You may also notice that when staff or physicians are about to perform a procedure or give you medications they will ask you to tell them your name and date of birth. Do not hesitate to tell the person providing your care if you think he or she has confused you with another person.

More exciting plans for the 2018 Accreditation cycle include adding patient members to the accreditation team. Who better to influence quality care than patients and family members who have received care at LHSC? You may see these individuals in your areas asking questions about the care you have received. Take the opportunity to talk to the patient surveyors and offer your feedback on the care you have received.



Onion Baked Chicken

Recipe Submitted by
LHSC Renal Dietitians

Directions:

Preheat oven to 375°F. Brush chicken with oil. Mix seasonings in a small bowl. Coat chicken evenly with seasoning mixture. Place chicken in a shallow baking pan. Bake 45 to 50 minutes or until chicken is cooked through.

Ingredients:

- 3 to 3 1/2 pounds of chicken parts
 - 1 tablespoon oil
 - 1 tablespoon Onion Powder
 - 1 1/2 teaspoons Garlic Powder
 - 1 1/2 teaspoons Italian Seasoning
 - 1/2 teaspoon Paprika
- 1 serving the size of a deck of cards is 3 Meat and Alternatives
1 medium drumstick is 2 Meat and Alternatives



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

View this newsletter online by clicking [HERE](#), or go to: www.lhsc.on.ca/regional-renal-program/kidney-kronicle-newsletter