



Renal PFAC Chatham Satellite Visit Report

On October 26, 2017 representatives from the Renal PFAC visited the Chatham 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

- Don Smith, Betty Clinton, Angela Andrews (PFAC Facilitator) and Terri Chanda (LHSC Satellite Coordinator)
- Kim Smith, Chatham Satellite Clinical Manager, Denise Corneil Chatham Satellite Team Lead, and Chatham dialysis staff
- satellite unit patients

Findings

In general, the patients stated that they were very happy with the care from the satellite unit, and the renal program.

- Transportation: We reviewed the topic of transportation with the several patients. One patient in particular came in from home on a non-dialysis day to speak with the PFAC about her transportation issues. The patients who require transport to dialysis use CHAPS (a Chatham based transport company). In general patients were happy with this service, however did express some problems with the cost of the service which is around \$35 per round trip to London if you are in a van with several other patients for a trip to and from dialysis, or \$25 per trip in the Chatham area. If a patient

requires a single trip to and from London for a renal related appointment, but they are in the van alone, the cost is \$85 return trip.

- Parking: for patients who drive themselves and park at the hospital, there is no charge for a parking pass. The patients are extremely happy about this.
- WIFI: as on our previous visit, the patients have access to free WIFI, as well as free television service. On our previous visit, the Chatham dialysis patients had access to iPad's for communicating to staff in London, but the WIFI service was is not reliable enough to use the service to its full extent. According to the staff, the service has improved and the iPad's work well, however they are not used often.
- Joining PFAC: a staff member passed a message on from a patient who was not in attendance that he would be interested in joining pfac if he could attend meetings, etc. via the iPad that was provided.
- Waiting list: the waiting list for Chatham satellite dialysis unit still has a large number of patients, however Kim (Manager) was able to share with the PFAC that funding is near approval for adding several more stations to the unit in the near future, which should aide in decreasing the wait list.
- Access to allied health: several patients mentioned that they were unaware who the social worker or dietitian assigned to the dialysis unit was. The PFAC did see some nutritional posters placed on display that had a renal dietitian name and number posted in the unit, and the staff in the unit are aware of the contact information if a patient needs a social worker or dietitian. Patients also have access to iPads for communication to London allied health if they request, however staff mentioned that very few patients use them, and that when they do, there is little privacy. When asked if a patient would be willing to stay after their treatment or come before their treatments to use the iPad in a private area, staff felt that patients were not willing to stay the extra time.
- Clinic Days: Some patients expressed concern regarding clinic days. They felt that although clinic days are supposed to be the same day every month, the date often changes, and patients are not given early enough advanced

notice. They also suggested that for those patients who live out of town or have difficulty with transportation that clinic day appointments be scheduled close to their dialysis time and on the same day, so they don't have to make a special trip to see the physician or wait around for a long time before or after dialysis.

Actions

- PFAC brochures and a PFAC poster were left for the unit to display
- Angela will follow up on the possibility of using the iPad for meeting attendance

Common Themes

- The overall impression of the visit was that it went well
- 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. PFAC feels this cost is much too high and that transport for dialysis related appointments should be subsidized.
- The plans to expand the Chatham unit in the near future to include several more stations is exciting and encouraging for patients on the wait list.