



Renal PFAC Owen Sound Satellite Visit Report

On May 31, 2018 representatives from the Renal PFAC visited the Owen Sound Satellite Hemodialysis Unit.

Goals

- Promote Renal PFAC
- Meet satellite patients
- Revisit previous feedback and suggestions from the previous visit to the satellite, and hear new feedback from the rural patient population
- Generate interest from satellite patients who might be interested in joining council

Attendees

- Don Smith, Anne Hutchison, Betty Clinton, Terri Chanda and Angela Andrews
- RN's and staff from Owen Sound, as well as the Manager of the Dialysis Unit
- Owen Sound satellite unit patients

Process

When we arrived we spoke to the staff members in the unit, and then visited all of the patients in groups of 2-3.

Findings

In general, the patients and families were very satisfied with the care that they receive from the staff at the Owen Sound dialysis unit, as well as generally satisfied with the care they received from the London regional renal program. The patients 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: on the previous visit to Owen Sound in 2016, some patients mentioned the high cost of transportation if the patient does not have

family available to give them a ride. The high cost of transportation does remain. One patient did mention that the local transportation service in Owen Sound provides a discount (1/2 price) to dialysis patients, but the cost is still \$25 round trip and can add up over the month. The transportation service has also expanded their availability to Tuesday/Thursday/Saturday's as well so this does increase availability of transport.

- Parking: patients who park at the hospital get a pass for \$40 per month, which can be expensive if on a limited income. Several patients mentioned that there is currently no designated dialysis patient parking nearer to the entrance of the hospital, and asked if something like this would be a possibility.
- More Education and Dietitian/Social work visits: on the previous visit, a patient discussed having more education once hemodialysis at the satellite is started. They felt that they were either too ill or too overwhelmed when starting treatment to absorb information and requested that the dietitian could visit more often than once a year. On this visit most of the patients were satisfied with the frequency of dietitian and social work visits, and felt that they could easily contact them by phone if needed.
- WIFI is free for patients and families at the Owen Sound hospital.
- The majority of patients present in the unit on this day did not have to wait for longer than 3-4 months to be transferred from a London dialysis unit out to the satellite unit. One gentleman mentioned that the travel was too difficult for him and required a stay at a hotel in London while receiving dialysis there. He realizes that not all patients have the resources to do this, and advocated for a shorted waiting list/more availability of dialysis closer to home.

Actions

- PFAC brochures were left with the unit

Common Themes

- The overall impression of the visit was that it went well, and patients in Owen Sound 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
- Patients would benefit from designated dialysis patient parking spots in the parking lot closer to the entrance of the hospital
- Most were satisfied with phone calls from social workers and dietitians

The overall impression of the visit was that it went well, the majority of issues centre around transportation and parking.

The PFAC would like to thank patients and families, as well as the staff at the Owen Sound Dialysis Unit for having us visit. Please don't hesitate to contact us if there is anything further you would like to discuss.