



Missed Treatment Toolkit



Partner



Educate



Contact



Communicate



Measure

Hello, DaVita Dialysis Team!

We are excited to share with you a collection of resources that will help patients make their treatments and help your team reschedule treatments when patients do miss. This booklet combines the amazing resources from other field teammates, from Atlas and from each clinical program, into one organized guide. Please take some time to review these materials and use them as you see fit. You'll find a variety of resources such as:

- Job aids for documenting no-shows, reschedules, hospitalization and treating elsewhere
- Homerooms for your team members
- A DVD for patient education
- Trackers to measure progress
- Letters to patients and physicians to ask for their partnership
- Patient activities and educational materials
- Call guides for getting reschedules
- Call sticker



PARTNER with others..... 1-10

Outline a process for improving missed treatments for your team.



EDUCATE patients..... 11-22

Stop patients from missing in the first place.



CONTACT patients..... 23-30

If a patient misses or tells you they will miss, you will need to contact them.



COMMUNICATE with patients 31-38

Once a patient is contacted, you need to communicate with them and reschedule their treatment.



MEASURE clinical progress 39-57

Track your progress.

We hope this folder guides your team to reducing our missed treatments!

Sincerely,

The Missed Treatment Team

Partner





Hello, DaVita Dialysis Team!

Tackling missed treatment is a multidisciplinary effort which requires the whole team to stay curious and continue to ask why. This section will outline how you can partner with the care team so you can work more effectively.



PARTNER with others

Outline a process for improving missed treatments for your team.

- **FA missed treatment roadmap:** Outline for how each teammate can reduce missed treatments in your clinic and lists actionable steps for FAs
- **Physician letter:** Two template letters (for those who did/did not attend PLM) outlining how physicians can help reduce the missed treatment rate
- **How to engage physicians regarding missed treatments:** Ideas for how physicians can partner with the clinic
- **Engaging your team mini Homeroom Lessons:** Bite-sized Homeroom Lessons to kick-start your missed treatment efforts



EDUCATE patients

Stop patients from missing in the first place.



CONTACT patients

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MEASURE clinical progress

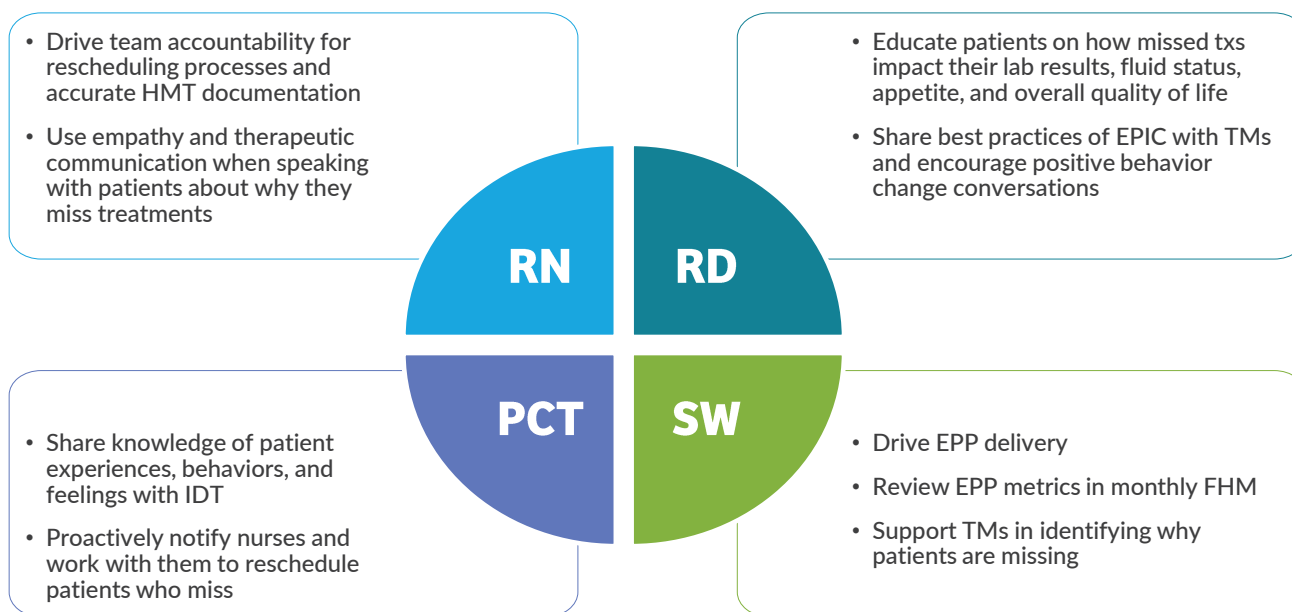
Track your progress.

FA Missed Treatments Roadmap

Everyone has the right to a healthy and happy life—which may be a challenge for ESRD patients who miss their treatments. However, if you help prevent even one missed treatment, it can reduce the risk of that patient going to the hospital and dying. But reducing missed treatments goes beyond that—it gives your patients the chance to feel more energized and spend time doing the things they love. **We believe that every person has a right to live a healthy and happy life**—in our challenging patient population this can often be difficult. You see firsthand how ESRD affects our patients and their loved ones and how important the trusting relationships you build with your patients positively impacts their care. Studies have shown that preventing just one missed treatment may reduce the risk of a patient going to the hospital by 41% within the next 30 days and makes it twice less as likely for a patient to die within that same 30 days.

It Takes an Interdisciplinary Team

The problem of missed treatments is complex and often personal. Every patient is unique. It takes a team approach to identify the why—why is the patient really missing and how can we support them? Often building trusting relationships with patients is the cornerstone to reducing missed treatments. Each member of the IDT has an important role to play in strengthening patient-teammate relationships.



Questions? Call the Help Desk 888-782-8737

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Communicate the Why

- Engage your team around the importance of missed tx using Carolyne's Story and the Why It's Important homeroom lesson
- Reinforce the 'why' behind missed treatments by using the clinical data in the DaVita Clinical Research Poster – MTX and Hospitalizations
- Share why missed treatments matter with your patients using the Making Treatments Posters, Making Treatments Patient Handout, Making Treatments Animation Video, and Carolyne's Story

Create a Culture of Rescheduling

- Create a culture of rescheduling with the Reschedule Process BDPs, with the IDT relentlessly following-up, setting the expectation, and helping ensure patient commitment and accountability
- Utilize Patient Scenario, Communication Best Practices, and Overcoming Patient Resistance homeroom lessons to make rescheduling top-of-mind for TMs and to encourage them to communicate with empathy
- Post the Rescheduling Quick Conversation Call Guide next to the phone for TMs to reference

Proactive Holiday Planning

- Prepare for spikes in missed tx around the holidays using the Reducing Holiday No Shows Guide and partnering with physicians
- Utilize the Missed Tx Anaplan Model to identify what patients are most likely to miss and to optimize scheduling *(coming soon)*

Physician Engagement

- Develop a partnership between physicians and the IDT to focus on high risk patients, ensuring the IDT regularly communicates with physicians on who is missing and why
- Leverage the Physician Engagement About MTX Guide to drive physician partnership
- Ensure physicians know who has missed more than twice in the previous month when they round
- Review missed tx trends with your Medical Director during FHM and align on the clinic's strategy and action plans
- Talk to physicians about sending patients to Kidney Smart before they transition to ESRD, as Kidney Smart educated patients have a 36% reduction in missed treatments

Continue to work with your facility's social workers and dietitians to coach and support your team on communication best practices, especially when working with patients who present a challenge by missing frequently. Continue to drive EPP (a useful tool to support patients who chronically miss treatments) and EPIC (a great communication tool that the dietician can leverage to further support missed treatment efforts).

Remember, it takes every member of the IDT to understand each patient's beliefs, behaviors, and unique reasons for why they can't always attend treatments. Stay curious and ask why! Only through empathy and relentless follow-up can we help reduce a patient's missed treatments and give them the chance at more life moments.



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For an MD who attended PLM:

I hope you are having a great week! I am writing to follow up from this year's Physician Leadership Meeting. As you may remember, Dr. Steve Brunelli spoke about the importance of patients making all their treatments. Studies show that a patient may be twice as likely to die and 41% more likely to be hospitalized during the 30 days following any single missed treatment. I've attached the poster that was presented at ASN. Once the full paper has been published, I will send that to you as well.

As you can imagine, given the huge impact missed treatments have on our patients, our clinic teams are focusing heavily on reducing missed treatments, especially no-shows. Here are a couple of the ways you can help:

- Ask your team what your clinic's missed treatment rate is, what the trend in your clinic's missed treatment rate is, and what the primary root causes for their patients' missed treatments are.
- Brainstorm with them on a plan to improve.
- Ensure patients are educated with Kidney Smart before starting dialysis. Patients with Kidney Smart education have 36% fewer missed treatments than patients not educated with Kidney Smart prior to starting.
- Please continue to encourage your patients to attend 100% of their treatments and educate them on the importance of making every treatment, every week.

Thank you so much for your help improving our patients' health!

Get more copies of this document at:
Starpoint.DaVita.com/initiatives/Pioneer
[Click Mtxs Resources](#)



For an MD who DID NOT attend PLM:

I hope you are having a great week! I am writing to follow up from this year's Physician Leadership Meeting. I know that, unfortunately, this year you were not able to attend and we had some great content. Dr. Steve Brunelli spoke about the importance of patients making all their treatments because a patient is twice as likely to die and 41% more likely to be hospitalized during the 30 days following any single missed treatment. I've attached the poster that was presented at ASN. Once the full paper has been published, I will send that to you as well.

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How to Engage Physicians Regarding Missed Treatments Ver. 5-18-17

It is critical to develop partnerships with physicians to tackle missed treatments. Begin by asking physicians directly to partner with you! If you encounter resistance, leverage your ROD and DVP for support. Read on to learn more.

Partner with the Interdisciplinary Team (IDT)

- Ensure missed treatments are a regular topic of conversation during the weekly IDT/Core Team meetings, using the reports identified below. Discuss why specific patients miss their treatments and create patient-specific action plans
- Encourage the physician(s) to be active members of the IDT and to focus on high risk patients; communicate regularly with physician(s) on who is missing and why

Emphasize Patient-Specific Missed Treatments When Physicians Round

- Physicians have the opportunity to engage with specific patients about the importance of treatment and to further triage individual barriers and solutions during rounds
- When a physician arrives for rounding, make sure they are informed of which of their patients have missed two or more treatments in the past month. Reiterate IDT action plans on high risk patients at this time
- Facilitate physician-patient interactions by providing an office, conference room, or exam room for private discussions, when possible. Private discussions between the physician and patient, away from the treatment floor, help the patient understand the importance of missed treatments. Enlist the SW as appropriate here

Evaluate Missed Tx Trends During Facility Health Meeting (FHM)

- FHM is an opportunity to engage the Medical Director in high-level missed treatment management process
- Review missed treatment trends with your Medical Director during FHM and align on the facility's strategy and action plans to improve the overall process

Leverage Kidney Smart to Improve New Patient Outcomes

- Talk to physicians about sending patients to Kidney Smart before they transition to ESRD, as Kidney-Smart educated patients have a 36% reduction in missed treatments

Utilize Data and Reports to Address FHM and IDT Agenda Items

<div style="background-color: #004a80; color: white; border-radius: 50%; width: 60px; height: 60px; display: flex; align-items: center; justify-content: center; margin: 0 auto 20px auto;"> <div style="text-align: center;"> <p>Weekly IDT</p> </div> </div> <div style="background-color: #d9d9d9; padding: 10px; border: 1px solid #ccc;"> <p>Agenda Items:</p> <ul style="list-style-type: none"> -Patient specific discussion on why patient is missing -Patient specific action plans -Rescheduling performance among team <p>Report to Review:</p> <ul style="list-style-type: none"> -Hospitalization and Missed Treatment Report; Event management work list to see % no shows, % reschedules. -HMT Operating Roll-Up Report; Patient Detail Tab </div>	<div style="background-color: #004a80; color: white; border-radius: 50%; width: 60px; height: 60px; display: flex; align-items: center; justify-content: center; margin: 0 auto 20px auto;"> <div style="text-align: center;"> <p>FHM</p> </div> </div> <div style="background-color: #d9d9d9; padding: 10px; border: 1px solid #ccc;"> <p>Agenda Items:</p> <ul style="list-style-type: none"> -Review trends in Missed Treatment measures with MD -Develop Improvement Plans, including how to implement and monitor success -Review previous month's improvement plans for effectiveness <p>Report to Review:</p> <ul style="list-style-type: none"> -FHR no show analysis report </div>
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Engaging your team: Missed Treatments

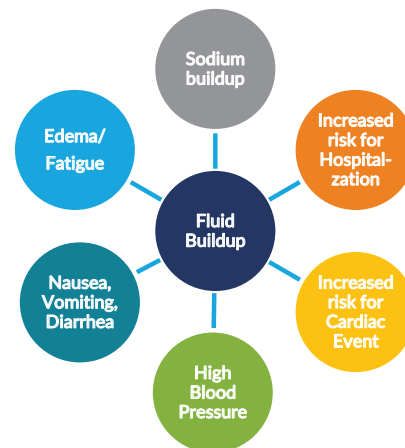
Use these five mini homeroom activities to learn more about the adverse clinical outcomes associated with missed treatments and how your team can have immediate influence in keeping your patients on schedule and out of the hospital

Week 1 Mini -Homeroom: Missed Treatments and Preventable Hospitalizations

- When patients are in the clinic, the care team can address issues that can cause preventable hospitalizations such as infections, elevated potassium, fluid overload, elevated blood pressure, etc.
- **Clinic activity:** Write missed treatments statistics on the back of your gowns

Week 2 Mini -Homeroom : Missed Treatments and Fluid

- When patients miss treatment, fluid accumulates in their body, especially around their heart and lungs. In order to remove fluid during their next treatment, they are likely to experience extra cramping and low blood pressure. When patients come to treatment consistently, we can help them reach target weight and avoid adverse health outcomes associated with fluid gain. Fluid related issues are also a top cause of hospitalizations
- **Clinic activity:** Take a picture of patients before and after treatment to show the swelling on their face (with permission)



Week 3 Mini -Homeroom : Missed Treatments and Lab Values

- Coming to treatment can help our patients make their lab values such as Kt/V, Phosphate, Parathyroid hormone (PTH), Potassium or Calcium. For patients on Oral Nutrition Supplement (ONS), reaching albumin goals will be more difficult if they are skipping treatments
- **Share a patient success story:** Spend 10 minutes brainstorming how everyone can make an impact on ONE patient. Spending dedicated time to work with a patient will help the team feel like they're making an impact together. For example, the entire team could thank the patient for coming to treatment whenever they see the patient

Week 4 Mini -Homeroom: Missed Treatments and Treatment Medications

- Our patients rely on medications given at treatment to stay healthy. For example, missing treatment can lead to lowered red blood cell counts for Epoprostenol patients. In addition, patients receiving intravenous medication may experience worsening anemia and bone disease
- **Share a patient success story :** Ask a teammate to share a story about a patient who has improved their missed treatment rate. How did this teammate contribute to this patient's success? Are there any BDP's that can be shared with other teammates?

Week 5 Mini -Homeroom :Missed Treatments and Quality of Life

- Dialysis not only adds more moments to our patient lives but better moments. Patients who frequently skip treatment experience weakness and tiredness, muscle loss, decreased appetite, disturbed sleep, nausea and bad taste in the mouth, and are at higher risk for infections and prolonged bleeding
- **Share a patient success story** Encourage teammates to share a time when dialysis gave a patient "more moments" to spend with their family/friends, doing what they love or reaching a life milestone



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Educate





Hello, DaVita Dialysis Team!

After you've set expectations for your team, set them with your patients. This section provides educational materials to prevent missed treatments from happening in the first place through activities, educational handouts and resources for new patients.



PARTNER with others

Outline a process for improving missed treatments for your team.



EDUCATE patients

- **Patient commandments:** Printouts to set expectations for both new and existing patients.
- **Patient contest lobby board & commitment lobby activity:** Template lobby boards to help your patients remember the “why” of coming to treatment and hold themselves accountable.
- **Attendance bingo:** Template for a bingo activity to educate patients on the importance of treatments.
- **Patient resources:** List of videos, handouts and posters available for patient education and where to find them.
- **Making every treatment:** Patient handout for education.



CONTACT patients

If a patient misses or tells you they will miss, you will need to contact them.



COMMUNICATE with patients

Once a patient is contacted, you need to communicate with them and reschedule their treatment.



MEASURE clinical progress

Track your progress.

Missed Treatment Responsibility Pledge

You're here! Good choice. Dialysis today helps you experience tomorrow's special moments.

We are honored that you have chosen us to be the caretakers for your dialysis needs. The team here at the center will do everything we can to ensure you feel safe, welcomed, heard and cared for during your treatments.

We hope that you will partner with us in your care. Therefore, we ask that you do your best to **make every single treatment.**

Why does this matter? If you miss just one treatment, you may be 40% more likely to be hospitalized within 30 days and 2x more likely to die.

We understand that life happens and you cannot always make your regularly scheduled time. With this Patient Responsibility Pledge, we therefore ask you to commit to the following:

- Attend all of your dialysis appointments except in case of emergency.
- If you cannot make your normal treatment time, you or your caregiver may call the center to reschedule your treatment for that same week by calling your center at [insert facility number here].
- If you do not call, we will be taking the following actions because we care deeply about you:
 - We will call your emergency contacts.
 - If you or your emergency contacts do not pick up the phone and we do not hear from you or your emergency contacts within four (4) hours, we will contact the police department to conduct a wellness visit at your home to ensure you are safe.
- If you are traveling, work with DaVita Guest Services to receive treatment at another dialysis center by calling 1-800-244-0680.

Welcome to the DaVita family!

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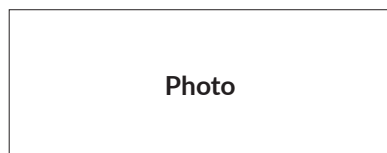
Group Lobby Activity Examples

Patient Commitment Board Template:

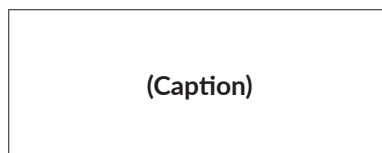
Instructions: Go online to print out letter sized copies for each patient and ask them to fill it out. At the end of the month, take a photo of patients who have shown an improvement in missed treatment.

Optional: Hold a raffle for patients who have participated.

I, _____, commit to coming to every treatment this month so I can live a healthier, happier and stronger life. This month, I want to _____



Photo



(Caption)

Contest Rules:

If you've shown an improvement in treatment attendance, take a photo of what your "healthier, happier and stronger" life means to you! We'll post it on the wall, and you'll be entered in a raffle!

Patient Contest Template:

Instructions: Use this an example of a fun, interactive way to decorate your lobby.

Optional: Hold a raffle for patients have made all their treatments for the week.

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Why I Come to Treatment



My golf tournament next month



Family road trip to kick off the school year



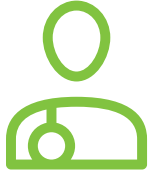





Continue teaching high school kids

	Sept 1&2	Sept 8&9	Sept 15&16	Sept 22&23
My golf tournament next month	I AM HERE!	I AM HERE!	I AM HERE!	
Family road trip to kick off the school year	I AM HERE!	I AM HERE!		
Continue teaching high school kids	I AM HERE!	I AM HERE!	I AM HERE!	






Contest Rules: If you've made all your treatments for the week, place a "I AM HERE" sticker. Prizes will be given out at our next lobby day!

Attendance Bingo












				
				
				
				
				

Contest Rules: The first 30 patients to get BINGO will get two more raffle tickets at our next lobby day. At the end of the month, patients with bingo cards filled out will get a prize.











Bingo Guide

	Kidney: While healthy kidneys work 168 hours each week, in comparison, dialysis usually only totals 12 to 16 hours
	Clock: Arriving 10 minutes late or leaving 10 minutes early for your treatments totals six missed treatments in a year
	Tablet: Help pass the time by watching TV/bring a portable DVD player or tablet.
	Earphones: Listen to music to help pass the time
	Pile of Books: Make dialysis your time! Bring a book to read during your treatment
	Crossword Puzzle: Try a crossword puzzle or word search to help pass time during treatment.
	Meditation: Meditating can help you pass time during treatment
	Rx Bottle: Missing a treatment can mean you missed important medications you receive during your dialysis treatment
	Fatigue: Missing treatments can cause severe fatigue. You may not be able to complete tasks on your “off days” like you normally would
	No appetite: Loss of appetite, feeling sick, nauseous, or vomiting are common side effects after missing or shortening treatments
	Man with Fluid: Missing treatment can cause fluid overload which can be harmful for many reasons, including causing congestive heart failure

Bingo Guide (continued)

	HeartBeat Line: Missing treatment can increase the potassium in your bloodstream, causing a rapid or irregular heartbeat
	Exercising People: Exercising helps keep energy levels up on your off days and can help you come to treatment feeling better.
	Van: Transportation is a major problem for many of our patients. Your social worker can help you learn about resources in the community that can help get you to treatment
	Pain Scale: If pain is an issue for you, be sure to talk to your MD about pain management. Talk to your PCT and RN about ways they can seat you so you are comfortable. Don't wait till it's too late. If you need to shift, just ask!
	Needle: Have needle phobia or experience pain during cannulation? Ask your RN or MD for lidocaine injections or cream. Ask your social worker for breathing techniques to reduce your anxiety.
	Keep Calm and Breathe Deeply Phrase: Feeling anxious? Practice deep breathing or visualization techniques. Want to know how these can help, or how to do them? Ask your social worker.
	Oxygen Tank: Feeling short of breath or anxious during treatment? Ask your RN for oxygen. This can help alleviate these symptoms for some patients.
	Cell Phone: Just don't think you can make it in? Don't forget to call and we can reschedule.
	Trophy: Feeling down for the day? Just remember: You are brave and strong just for being here today, caring for your health!
	Gold Star: You get a gold star just for being here today! Great job!
	Beach: Going on vacation? Don't forget to call Guest Services at least four days in advance. At least four business days' notice (and preferably at least two weeks' notice for the best chair/clinic placement) is needed to schedule with another clinic before you leave.

Bingo Guide (continued)

	<p>Caring Hands: Feeling alone with dialysis, or any other type of struggle? Remember, your dialysis team and fellow patients are here for you. Don't be afraid to reach out for help!</p>
	<p>Surgeon: Remember that transplant evaluation teams look at your treatment history, and that your missed treatments will be viewed negatively.</p>
	<p>Lungs: Missing treatment can cause fluid to build up, making it difficult to breathe.</p>
	<p>Sick Face: Have an upset stomach? Vomiting or diarrhea? Remember, your clinic has medicine they can give you to help alleviate these symptoms! Also, remember that for some patients missing treatment can cause these unpleasant symptoms, and if you have them and don't treat with dialysis, the symptoms can get worse for a longer period of time.</p>
	<p>Airplane: Traveling for a holiday or vacation? Don't forget to set up treatment at your destination well ahead of time so you can still make all three of your treatments for the week (because no one wants to feel sick on a holiday because they missed a treatment).</p>
	<p>Calendar: Create a schedule to keep dialysis from interfering with your daily activities.</p>
	<p>Home: You could be a great candidate for home! Ask your team and physician about the possibility of doing treatment at home.</p>
	<p>Hospital: Avoid hospitalizations! You may not feel the effects of skipping treatment immediately, but you increase the risk of hospitalization by 41% in the next 30 days.</p>
	<p>Bus: Your bus schedule might change around the holidays or weekends. Be proactive about coming to treatment and check a day or two beforehand.</p>
	<p>Movie: Bring your favorite movie to the clinic and share with others.</p>

Patient Resources for Missed Treatments

Below are a list of initial patient-directed resources to utilize in your facility. For **new** ICHD patients to DaVita please utilize the full Start Smart Welcome curriculum when it is available in your facility and show the videos below as a supplemental resource for patients who may already be on dialysis in your center. Please ensure that when teammates engage patients they remember the following:

- Use empathy and ask open-ended questions
- Review key talking points (Homeroom Lesson: Why Missed Treatments Are Important)
- Foster a dialogue between teammates and patients using the below materials

Patient Resource	Target Audience
Video: Making Treatments Animation	Dialysis patients and caregivers
Video: Carolyne's Story	Dialysis patients and caregivers TMs: good resource to emphasize the patient perspective and why missed treatments are important.
Patient Handout: Making Treatments	Dialysis patients and caregivers
Posters: Making Treatments Posters	Dialysis patients and caregivers

How to play the videos

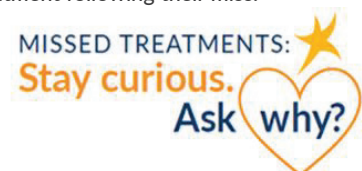
- Go to the links provided. You can right click on the video and choose to download, or just play using your browser
- Play Start Smart videos on either your laptop or a rounding iPad
- Use your laptop speakers or the patient's headphones, if available

Where to play the videos

- Play the videos chairside to the patient, using either your laptop speakers or the patient's headphones
- Alternately, visit the patient in the waiting room before they begin treatment to play the video there

When to play the videos

- For new patients, play animated video in week 1, Carolyne's story in week 2, repeat the animated video in week 3, repeat Carolyne's story in week 4, repeat the animated video in week 5, repeat Carolyne's story in week 6
- For existing patients, play the video for each patient once upon availability
- For patients that miss a treatment, play either the animated video or patient video in the treatment following their miss. Follow it with Social Worker discussion.



Questions? Call the Help Desk at 888-782-8737

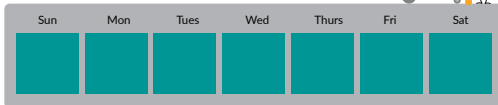
Making every treatment

WILL GIVE YOU THE STRENGTH TO BE YOUR BEST SELF

Dialysis replaces only some kidney function.

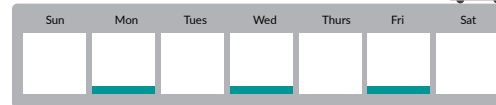
Kidneys

Work 24 hours a day, 7 days a week to clean your blood

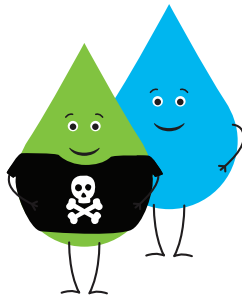


Dialysis

Works about 12 hours a week, just enough to keep you healthy



Treatments can't be missed.



Each dialysis treatment keeps your body in balance by removing extra waste and fluid from your blood. Miss just one treatment and they may build up beyond what your body is able to handle.

missing ¹ **TREATMENT DOUBLES**
your chance of *dying* for 30 days afterward.*

Every minute at the clinic is important.

The time spent on the dialysis machine was prescribed just for you. Each minute is important, because it's what you need to keep your blood clean. Shortening treatments by just a few minutes can add up. Over time, this can have the same effect on the body as missing a full treatment.



Missing treatments can make you feel like you have the flu.



Symptoms of not getting enough dialysis include:

- Itchiness
- Shortness of breath
- Tiredness
- Confusion
- Difficulty sleeping
- Nausea
- Swelling
- Decreased appetite



* Missed Treatments: Causes and Effects, DaVita Clinical Research, May 25, 2016

Fitting dialysis into your schedule:



Find a treatment time that works with your schedule.

If you have work or other duties, your dialysis team can find a time and location that works for you. Just ask!



Create a schedule to keep dialysis from interfering with your daily activities.

Sticking to a schedule can keep your day organized and help you plan for the future. This way you won't have to decide between dialysis and the activities you love.



Make dialysis your time.

Dedicate the hours you spend in the dialysis center to yourself. Call your friends and family, catch up on current events, watch your favorite show, or learn a new language. What will you do with the time?

Life happens, and dialysis can sometimes get in the way.

We understand that it can sometimes be difficult to plan your schedule around treatments. If you need to miss because of transportation issues, a scheduling conflict or any other reason, let your dialysis care team know.



Your dialysis care team is here to help you make all of your treatments.

Contact





Hello, DaVita Dialysis Team!

Now that you've partnered with the care team and educated your patients, you need an action plan to address missed treatments as they happen. When a patient isn't in the clinic, we have to contact them to check on their well being. This section outlines resources to help establish the process to contact patients when they aren't here.



PARTNER with others

Outline a process for improving missed treatments for your team.



EDUCATE patients

Stop patients from missing in the first place.



CONTACT patients

- **Missed treatment reschedule tracker:** Example tracker to contact patients who have missed, record attempted reschedules and escalate to IDT.
 - **Call tree:** This call guide provides answers to common objections, responses to reschedule and examples of IDT escalation.
 - **No show quick reference call guide:** Tips and tricks for rescheduling patients over the phone.
-



COMMUNICATE with patients

Once a patient is contacted, you need to communicate with them and reschedule their treatment.



MEASURE clinical progress

Track your progress.

Pioneer Reschedule Tracker

Patient Name	Teammate Calling	Called?	Made Contact	Reason Missed	Rescheduled	IDT Escalation Acknowledgement
		Y N	Y N		Y N	
		Y N	Y N		Y N	
		Y N	Y N		Y N	
		Y N	Y N		Y N	
		Y N	Y N		Y N	

Get more copies of this document at:
Starpoint.DaVita.com/initiatives/Pioneer
 Click Mtxs Resources

No-Show Quick Reference Call Guide

When speaking with patients, remember to:

- Show empathy
- Use open-ended questions and always ask “anything else?”
- Respect the patient’s right to choose

Inbound Call Example

Outbound Call Example

<p>Ask (<i>using empathy</i>) Objective: Express empathy/understanding of what the patient is feeling. Identify reason the patient missed treatment</p>	<p>“We are sorry to hear that we won’t see you today because you aren’t feeling well. We care about you—if it is ok, tell me what is happening? ... Anything else?”</p>	<p>“Hi, is this a good time? We wanted to check in. We missed you at your treatment today, and we want to make sure you are okay. We care about you—if it is ok, tell me what is happening? ... Anything else?”</p>
<p>Coach Objective: Ask permission then coach the patient as to why attending treatment is important</p>	<p>“It sounds like you are going through a lot right now. Would it be ok to share some things with you now?”</p>	
<p>Ask Objective: Ask patient to explain more about how they feel (<i>symptoms, emotions</i>)</p>	<p>“Tell me more about what you know regarding the benefits of coming to treatment? What more can I do to support you?”</p>	
<p>Reschedule Objective: Propose a reschedule day/time. Set expectation that patient should reschedule</p>	<p>“We have an opening on [day/time] for you, does that work for you? We would love to see you.”</p>	<p>“We worry when you aren’t able to make the number of treatments you need each week. We have an opening on [day/time]; does that work for you?”</p>

Questions? Contact the Help Desk at 888-782-8737





Communicate





Hello, DaVita Dialysis Team!

After we've made contact with our patients, we need to show them how much we care about their well-being and overall health. Successfully communicating with patients means turning those potential no shows into reschedules!



PARTNER with others

Outline a process for improving missed treatments for your team.



EDUCATE patients

Stop patients from missing in the first place.



CONTACT patients

If a patient misses or tells you they will miss, you will need to contact them.

COMMUNICATE with patients

Once a patient is contacted, you need to communicate with them and reschedule their treatment



- **How to overcome patient resistance:** Homeroom Lesson with case studies on overcoming objections
- **The importance of missed treatments:** Homeroom Lesson on three talking points for patient education
- **Positive Patient Conversations:** Homeroom Lesson on how to make the clinic culture more supportive and positive
- **How to communicate with patients to reschedule:** BDPs for rescheduling communication
- **Patient GI issues:** Tips for dealing with a common cause of missed treatment in order to avoid missed treatments and hospitalizations



MEASURE clinical progress

Track your progress.

How to Overcome Patient Resistance

Ver. 5-22-17

It's critical to talk to your patients about missed treatments to help ensure they get the treatments they need (and reduce their risk of hospitalizations). Discuss this homeroom lesson with your team to help them learn how to overcome patient objections. Your approach as caregivers may help patients overcome resistance to treatment.

Scenario Part 1

Mr. Smith arrives for dialysis after skipping his last treatment. His treatment team is worried about him and they're frustrated because he doesn't seem to care about his health and feels miserable. A teammate says: "Do you realize what you are doing to your heart when you skip dialysis? You're killing yourself! Don't you want to be around to see your kids grow up?" (*example of what not to say*)

What to do: Express empathy and recognize the positive choice Mr. Smith made to come to his next treatment

- Positive reinforcement leads to positive feelings for the patient, associating that with good choices
- Reducing blame and shame creates an environment that promotes positive change and trusting relationships—patients are more comfortable to explore pros/cons of skipping dialysis

"It's good to see you, Mr. Smith! We missed you last time, coming to dialysis three times a week can be hard when you have a lot going on. We're glad you decided to come today!"

Scenario Part 2

Mr. Smith responds to the encouragement in a harsh tone "You bet I have a lot going on. I feel terrible all the time. This dialysis makes me feel worse!"

What to do: Use open-ended questions to find out the "why"

- Open-ended questions prevents the patient from answering yes/no, allowing you to gather more information to fill in the knowledge gaps

"I hear you saying that you haven't been feeling very well. That concerns me and I want to try and help you to feel better. Tell me a bit more about that."

What to do: Ask for pros and cons for attending treatments

- Try to get the patient to state benefits of attending treatments. It is best for patients to share what they believe are the benefits verses being told what they are

"I have noticed that you've missed a few treatments over the past several weeks. Have you had an opportunity to think about what some of the good reasons might be in making your treatments? What are those?" "Mind if I share with you a bit more....?"

Discuss with the team: Does this sound familiar? What patient do we struggle with that we could possible approach in a different way?
Your team has a critical role in helping reduce missed treatments!
You know your patients better than anyone.

Questions? Contact the Help Desk at 888-782-8737



The Importance of Missed Treatments

The problem of missed treatments is complex and there are many reasons for missing treatments. A study has shown that just **one** missed treatment can:

- Increase the risk for hospitalization within the next 30 days by 41%
- Make it twice as likely for a patient to die within the next 30 days

These are good reasons to **Stay Curious and Ask Why** when a patient does not show up for a scheduled treatment or cancels an appointment.

In communicating the importance of missed treatments to our patients, we must ensure we don't frighten or shame them but instead explain why treatments are important. Here are some talking points when proactively engaging patients on the importance of missed treatments.

Missed treatments can't be replaced

1

Dialysis is the only way to remove harmful toxins and extra fluid from your blood. Missing just one treatment means that these materials and fluid get a few extra days to buildup and reach dangerous levels.

"We know that missing just 1 treatment can double a patients chance of dying for 30 days afterwards—this is why we worry when you don't make your treatments."

Staying out of the hospital

2

Missing dialysis treatments can cause your heart to work overtime and cause toxins to build up.

"We have seen that patients like you who miss treatments, spend more time in the hospital—this is why we care about you making your appointments."

Feel more energized

3

While it does take commitment to attend all your dialysis treatments, keeping up with your treatments can help you feel less tired and give you energy. We are here to help you.

"Coming for your dialysis treatments regularly can help you feel more energized—allowing you to do the things you enjoy."

Empathy—being aware of and sensitive to our patients feelings and emotions is a critical step to fostering trust—a cornerstone of our ability to have a conversation with patients about missed treatments



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Page 1 of 1

EPP HOMEROOM LESSON: POSITIVE PATIENT CONVERSATIONS



What can we all do to make our clinic culture even more supportive and positive?

Treat our patients as people, not just as dialysis patients!

Learn our patients' health goals and involve them in their plan of care

Some of our patients are frustrated and feel a loss of control. If a patient is frustrated with you:

- Remain calm and in control
- If you need to, walk away – and ask the RN or SW for help

When a patient returns from missing a treatment, don't shame them

- Tell them you're happy to see them!
- Tell them you were worried about them!
- Ask them how they are feeling!

Some other tips for creating a positive clinic environment:

Greet patients, make eye contact, use our patients' names

Ask questions, listen, and acknowledge the answers; ask about a patient's weekend, interests, hobbies, family, and/or caretakers.

Acknowledge patients successes (especially when their labs improve!)

Keep in mind that not all patients want this kind of attention.

- Our job is to provide service excellence. That means knowing your patients and adjusting accordingly!

Being on dialysis isn't easy.

It's our job to ensure that our patients have a positive experience at our clinic.

It takes a VILLAGE to make the Empowering Patients Program successful – and it all starts with YOU!

- If you see the Social Worker engaged in a chair-side conversation with a patient, please respect their time and minimize interruptions.
- **Every TM** can help identify patients that would benefit from EPP. If you feel a patient could benefit from the program, let your Social Worker know. Even if they aren't enrolled, the Social Worker can use STI techniques in regular conversations with the patient.
- After a patient graduates, you can help them sustain EPP results. **Encourage patients with positive reinforcement** and let your Social Worker know if you start to see a patient regress.

ONE OF MY EPP PATIENTS stopped by my office last week to tell me, "I have been thinking a lot about what we talked about and it's really helping, even my wife has noticed."



How to Communicate With Patients to Reschedule Missed Treatments

Ver. 5-18-17

It's critical to talk to your patients about missed treatments to help ensure they get the treatments they need (and reduce their risk of hospitalizations). Please review and implement the Best Demonstrated Practices (BDPs) for rescheduling communication below.

What does a reschedule culture look like?

- Relentless follow-up with full team
- Set expectation that missed treatments will be rescheduled vs asking if the patient would like to reschedule
- Missed treatment patient education and patient accountability are critical

Why is a culture of rescheduling important?

- Patient quality of life could be compromised unless missed treatments are rescheduled— they can end up with fewer special moments with those they love
- Missed treatments increase the risk of death and hospitalization

Use these questions to engage your team - empathy & strong communication skills go a long way!

- Getting patients to reschedule can be challenging, what ideas do you have as a team to be more successful?
- What would be some examples of good communication techniques while on the phone with the patient?
- Why should we use open-ended questions?

Objective	Inbound Call-Patient Cancels Examples of what to say	Outbound Call-Patient No Show Example of what to say
Express Empathy Express empathy/understanding of what the patient is feeling. Identify reason the patient missed treatment	"We are sorry to hear that we won't see you today, [we will miss you] we hope you are ok and would like to help if we can."	"Hi, is this a good time? We wanted to check in, we missed you at your treatment today"
Ask Identify the reason patient missed treatment(s)	"We care about you—if it is ok, tell me what is happening?"	"We care about you—if ok, tell me what is happening?"
Coach Ask permission then coach the patient as to why attending treatment is important	It sounds like you are going through a lot right now. I have some options that you may find helpful. Would it be ok to share them with you now?	
Ask Ask the patient to explain more about how they feel (<i>symptoms, emotions</i>)	Tell me more about what you know regarding the benefits of coming to treatment? What more can I do to support you?	
Reschedule Propose a rescheduled date / time. Set an expectation that the pt should reschedule	"We have an opening on [day/time] for you, does that work for you? We would love to see you."	"We worry when you aren't able to make the number of treatments you need each week. We have an opening on day/time, does that work for you?"

Note: If the patient states they are missing treatment due to diarrhea, nausea and/or vomiting, try to reschedule for the next day. Review the "Rescheduling Management Process" document for additional guidance.



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Patient Gastrointestinal (GI) Issues: Avoiding Missed Treatments and Hospitalizations

GI concerns such as nausea, vomiting, and diarrhea are common causes of missed treatments and hospitalizations for our patients. Here are some quick tips for working with patients and Physicians to manage the causes of these problems today to keep our patients on schedule and out of the hospital tomorrow.

Stay curious and ask why

- Discuss GI concerns with your patients privately, *off* of the treatment floor to prevent any potential embarrassment
- Try to determine the frequency and potential cause of GI issues (medication side-effects, diet, depression,) using open-ended questions and empathy

Engage the IDT

- Escalate concerns about dietary issues to the RD
- Escalate concerns about anxiety or depression to the SW
- RN, RD and SW can engage the patient as a team on lifestyle changes to help reduce GI problems

Prescription adherence education opportunity

- Empower your patients by sharing the steps they can take to reduce medication side-effects. For example, taking some medications with meals to prevent nausea and vomiting, following prescription instructions carefully, etc.

Discuss over-the-counter “relief” options for GI issues

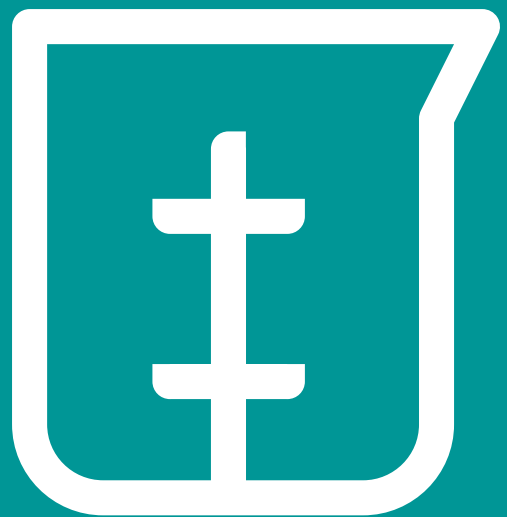
- Ask nephrologists what OTC options are appropriate on a case-by-case basis and be sure patients are aware
- Discuss standing orders with Physicians to allow TMs to provide OTC meds. Work with your FA and Medical Director to stock these OTC meds if appropriate

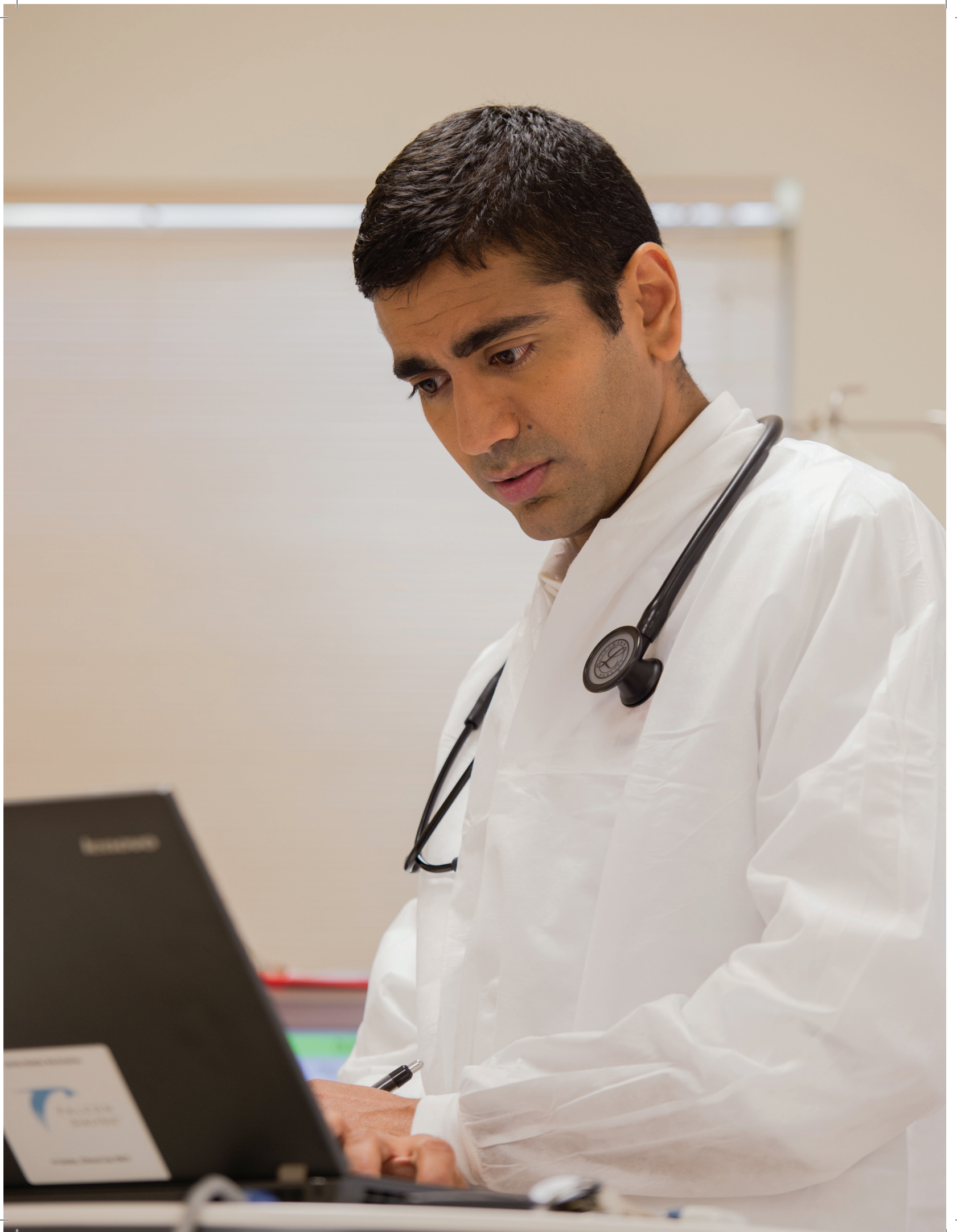
Give nephrologists the opportunity to address the problem

- Provide thorough patient histories to nephrologists, including frequency and severity of GI concerns
- Ask nephrologists how you can facilitate conversations between them and their patients regarding GI treatment plans

MISSED TREATMENTS: 
Stay curious.
 Ask  **why?**

Measure





Hello, DaVita Dialysis Team!

Once you've partnered with others, educated your patients, contacted them, and communicated with them to reschedule their treatment, it's time to see how you've done. These resources will help you understand how you've been tracking toward your goal. Celebrate your successes as you go along!



PARTNER with others

Outline a process for improving missed treatments for your team.



EDUCATE patients

Stop patients from missing in the first place.



CONTACT patients

If a patient misses or tells you they will miss, you will need to contact them.



COMMUNICATE with patients

Once a patient is contacted, you need to communicate with them and reschedule their treatment.



MEASURE clinical progress

Track your progress

- **Understanding the missed treatment performance metrics:** Resource to learn what counts as a missed treatment/reschedule, how it fits into DQI, how to use various Village reports, and how to document in Snappy
- **Falcon resources:** Job aid for adding new event and event management worklist item
- **Barometer:** Visualization tool for how many treatments need to be provided in order to meet your missed treatment goal

Understanding the Missed Treatment Performance Metric

Ver. 2017-07-27

A **Missed Treatment** is defined as a patient missing a treatment at their primary facility and not receiving treatment at any DaVita clinic during the **Sunday to Saturday week**.

The HMT Guide provides a quick reference tool to support your documentation and performance monitoring efforts by providing;

- Definition of Missed Treatments and documentation requirements
- Definition of a Reschedule and documentation requirements
- Table summary of available reports and when to use.

Our 2017 DQI Missed Treatment goal is 5.8% .

DQI Scoring for Missed Tx's (ICHHD)	
Missed Tx's (in HMT)	DQI Points
≤ 5.0%	20
≤ 6.0%	17
≤ 7.0%	14
≤ 8.0%	11
≤ 9.0%	8
≤ 10.0%	5
>10.0%	0

Missed Treatments (due to no shows) has been added to Allen's Top 4, along with Wipeout, FluidWise, and CathAway. The Missed Treatment rate will be taken from the monthly HMT results (3 month rolling average) and result published in Clinical Insights.

What counts as a Missed Treatment?

Treatment Order	Example Scenario	Count as a Missed Tx?
Patient is prescribed 3 Tx/Wk (MWF)	The patient misses the Friday treatment but comes in on Saturday to receive treatment.	No
Patient is prescribed 3 Tx/Wk (MWF)	The patient receives 2 treatments at their assigned facility and 1 treatment at another DaVita facility.	No
Patient is prescribed 4Tx/Wk (MWFS)	The patient receives 3 treatments within the Sunday to Saturday week.	Yes
Patient is prescribed 3 Tx/Wk (TTHS)	The patient misses the Saturday treatment but makes it up the following Monday.	Yes



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Page 1 of 6

Example Visitor Scenario

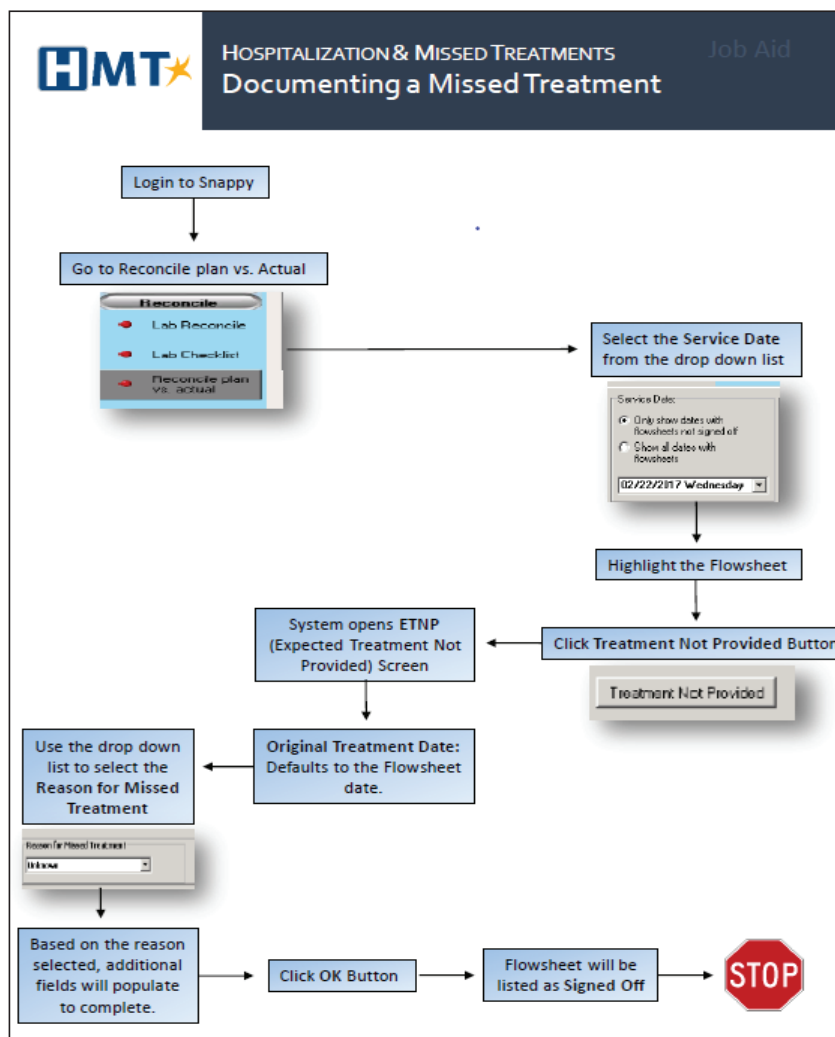
Patient A has a primary facility of St. Louis dialysis (03475). The patient travels to Las Vegas for one week and is scheduled to treat 3 times at South Las Vegas dialysis (00540). The patient makes 2 of their 3 scheduled Tx's. This counts as:

HMT	DQI
<ul style="list-style-type: none"> • 0 MTX for South Las Vegas dialysis (00540) • 1 MTX for St. Louis dialysis (03475) 	<ul style="list-style-type: none"> • Results will mirror those of HMT

Although the patient missed treatment at the 'visiting' facility, this does NOT count as a missed treatment for the 'visiting' facility. It counts as a missed treatment for the patient's 'primary' facility.

Missed Treatment Documentation

Documenting why patients miss treatment will help your team in identifying solutions. Review the process flowchart below to ensure you understand how to document the cause of a no show.



Understanding Your Facility Missed Treatment (No Show) Data And Reports

Once missed treatments are properly documented, the next step is to routinely review your missed treatment performance reports. Utilize the following reports to gain insight.

If you have any questions on missed treatment reporting the [Hospitalizations and Missed Treatment Tracking](#) village web page is a great resource.

Types Of Missed Treatment Reports

*Village Insights is accessed through the Village web homepage.

Note that training videos are available within the [HMT Operating Unit Rollup](#) Report Training Video at the HMT page

	When to Use	Data Updated	Get Report At
Treatment Report	To view patient level, missed treatment incidence	Real-time	Snappy → Reports → Treatments → (Current month will be selected) → Preview (will show all patients)
HMT Drill Down	To view Facility, Region, Division, or Group missed treatment rate To build custom view of missed treatment data	Monthly (Published every Tuesday)	Anaplan.davita.com → 2017 Our Big 4 Dashboard – Clinical Leader Drill Down
HMT Operating Unit Rollup Report	To view patient level data, reasons for missed treatments	Every 2 days	Village Insights* → Clinical Insights à HMT Operating Unit Rollup
Hospitalization & Missed Treatment Reporting	To view patient level data, missed treatment for selected time frames	Monthly (Published every Tuesday)	Village Insights* → Clinical Insights à Hospitalization & Missed Treatment Reporting → Expected Treatment Not Provided → ETNP Patient Detail
	To compare performance against other facilities, regions, and divisions		
	To view reschedule information		
	To identify what proportion of misses have an 'unknown' cause		Village Insights* → Clinical Insights à Hospitalization & Missed Treatment Reporting → Event Management



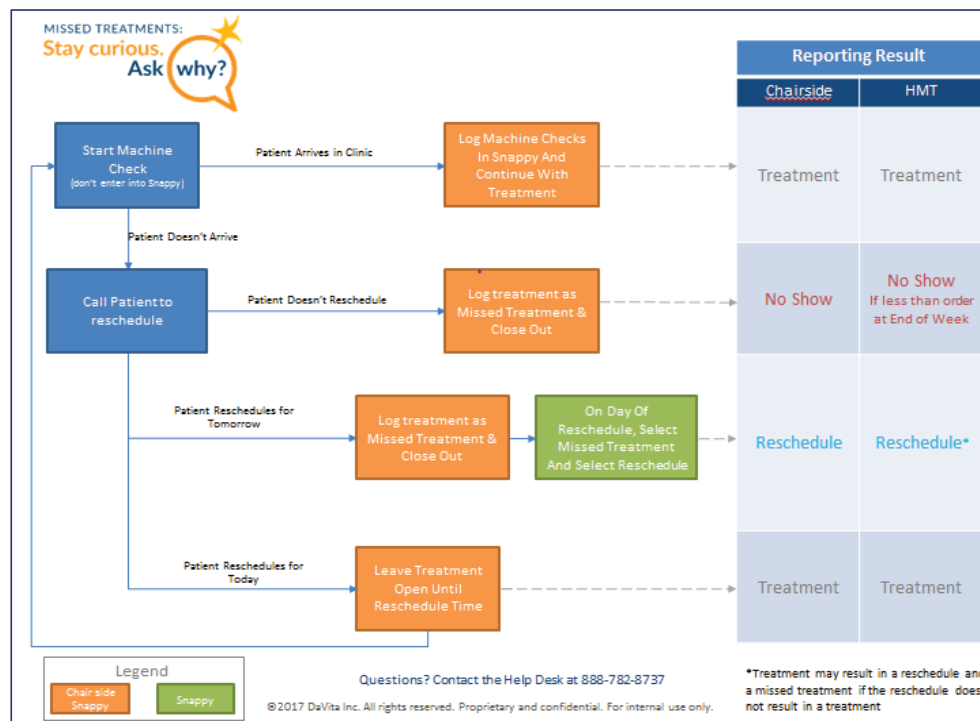
Reschedule Counting and Documentation

Definition of a Reschedule

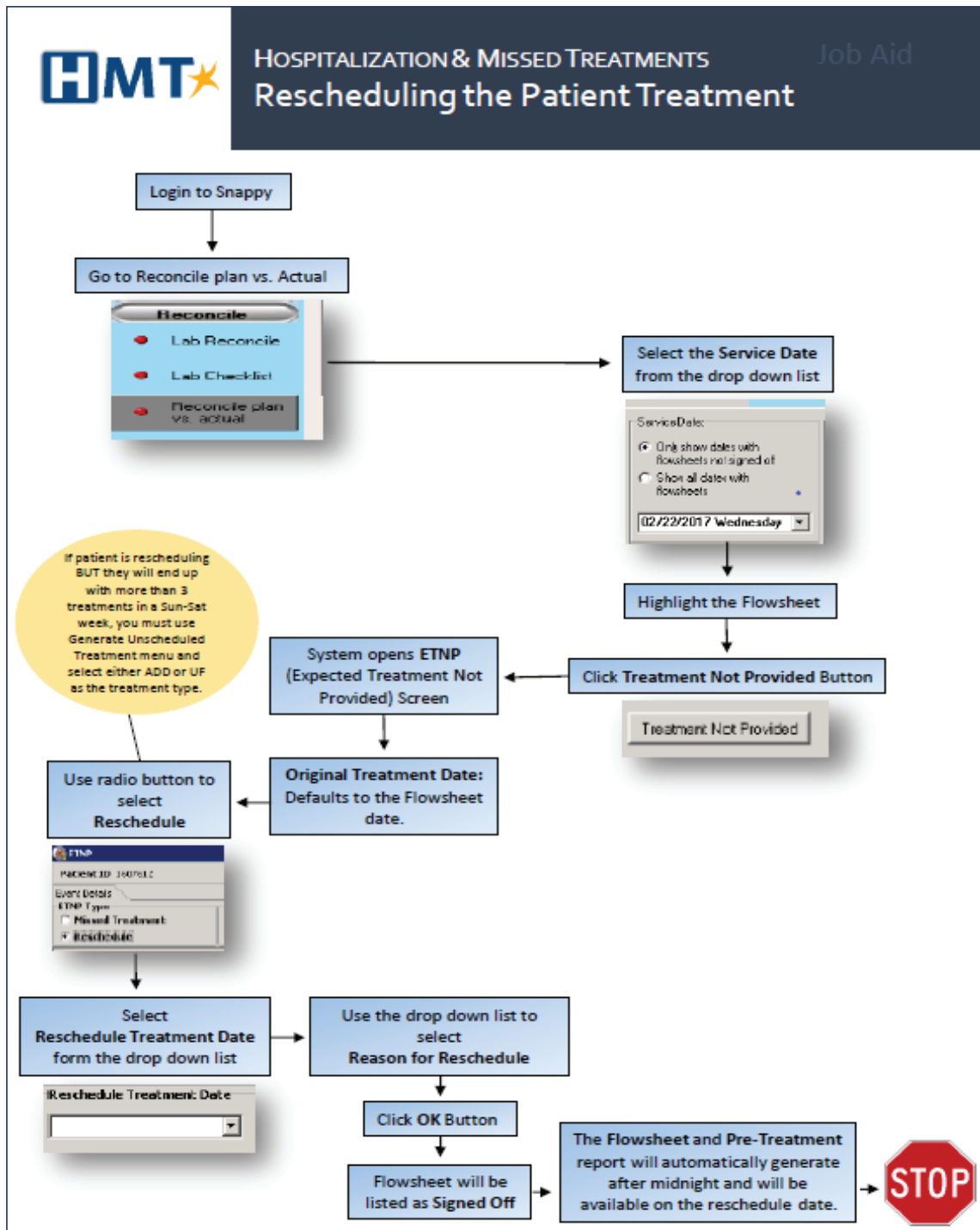
A reschedule occurs when a patient misses their prescribed treatment and is rescheduled at their primary facility within the same week (Sunday to Saturday) as the original treatment was scheduled. Note that if the patient treats on the same day as their originally scheduled treatment, this is not a reschedule.

Example Scenarios	Counts As a Reschedule?	Counts As a Missed Treatment?
Patient typically treats at 6 AM on Monday. They do not show up, however at the encouragement of our teammates, they come in for Tx at 2 PM on Monday.	No	No
Patient typically treats at 6 AM on MWF at Facility A. They do not show for Monday treatment. They treat at 6 AM on Tuesday at Facility B.	No (counts as Treated Elsewhere)	No
Patient typically treats at 6 AM on MWF. They do not show for Monday treatment. They show up for Wednesday 6 AM treatment and then treat Friday and Saturday.	Yes	No
Patient typically treats at 6 AM on Monday. They do not show up; they are rescheduled for Tuesday however they do not show up. They have an order for 3 treatments per week and receive a total of 2 treatments for the week, on Wednesday and Friday.	Yes	Yes

Flowchart for Documenting Reschedules



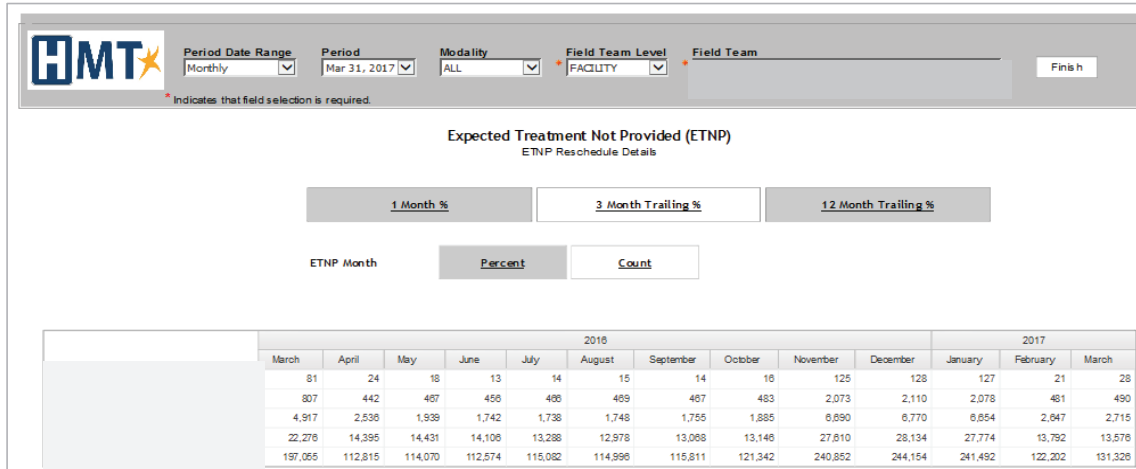
How to Document Reschedules in Snappy



Questions? Call the Help Desk 888-782-8737

Reschedule Report Details

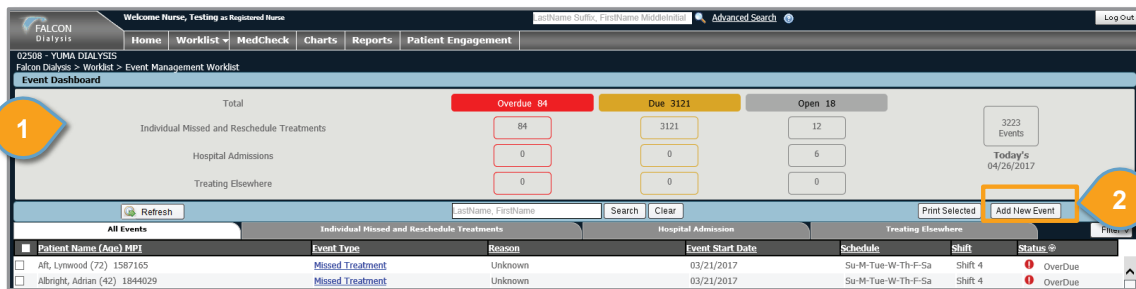
In order to view your reschedules information, leverage the Hospitalization & Missed Treatment Reporting in Village Insights → Clinical Insights.



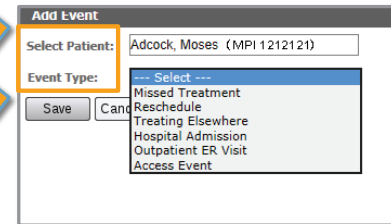
Purpose: Be able to add a new event using the Falcon Dialysis Event Management Worklist.

Adding a New Event

1. Log into Falcon Dialysis. Select **Worklist > Event Management Worklist**.
2. Click **Add New Event**.



3. **Select Patient:** Search and select the patient's name.
4. **Event Type:** Select: Missed Treatment, Reschedule, Treating Elsewhere, Hospital Admission, Outpatient ER Visit or Access Event.
5. Data fields vary based upon the event you are adding.
6. All events have a **Comments** field to enter additional details.

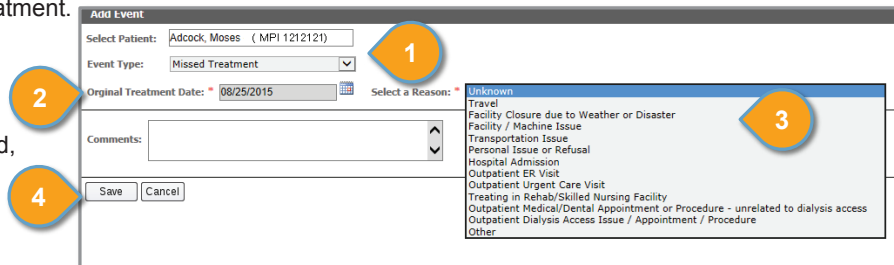


Examples shown below

Add Missed Treatment

1. **Event Type:** Missed Treatment.
2. **Original Treatment Date:** Select date of missed treatment.
3. **Select a Reason:** Select the reason. Additional fields may populate to complete, based on reason selected.
 - a. If 'Unknown' is selected, the missed treatment will populate to the Event Management Worklist to complete. Best Demonstrated Practice (BDP) is to ask the patient for a reason on their next scheduled treatment.
4. Click **Save**.

For details on completing a missed treatment record, refer to job aid: [Falcon Dialysis - Event Management Worklist - Addressing Missed and Reschedule Treatments](#).



Add Rescheduled Treatment

1. **Event Type:** Reschedule.
2. **Original Treatment Date:** Select date of missed treatment.
3. **Reschedule Treatment Date:** Select the date of reschedule. Dates are limited to non-treatment days and ADD/JF schedule days, if ordered within the current week.
4. **Select a Reason:** Select the reason. Additional fields may populate to complete, based on reason selected.
 - a. If 'Unknown' is selected, the missed treatment will populate to the Event Management Worklist to complete. BDP is ask the patient for a reason on their next scheduled treatment.
5. Click **Save**.

6. **Note:** If the patient has a service scheduled that does not have a valid Start or End Date for the "Reschedule Treatment Date" that is selected, the following warning will display: "The following services cannot be rescheduled as the reschedule date is out of range."

Example: Patient's original treatment on 4/29/2017 will be missed and is being rescheduled to 4/28/2017. This warning shows the patient had a Medication order with a Start Date of 4/29/2017 which is preventing the reschedule from being saved.

- a. Note the **Order ID** number, so you can reference the order in Snappy and click **OK**.

Order Type	Start Date	End Date	Service Date	Service Id	Order Id
Medication	04/29/2017	05/07/2017	04/29/2017	2386538	325762

- b. Go to Snappy **Orders, Treatment/Medication/Ancillary** menu and select the patient's name.
- c. Locate the <Medication> order and click **Audit** to view and match up the **Order ID** number.
- d. Contact the physician to obtain an order to edit the <Start or End Date>, as appropriate.

The screenshot shows the 'Orders' menu for patient ARMSTRONGER, KARENA MELIANSERN. The 'Order Audit Information' window is open, showing details for a Vancomycin order with Order ID 325762. The audit information includes: 'Patient is active', 'Order is active', and a log of actions: 'Entered & Noted by LYN GILLESPIE' on 04/28/2017 at 04:15 pm, 'Order is unsigned' on 04/28/2017 at 12:00 am, and 'Coded by Computer Assisted Coding' on 04/28/2017 at 04:15 pm.

- e. After the order is edited, follow steps 1–4 on the previous page: Add Rescheduled Treatment.

Rescheduling a Future Date

1. When a **future date** is selected, the following message will display: “**All services for <Original Tx date> will be generated on <New Tx date>.** Do you want to continue? Yes or No.”

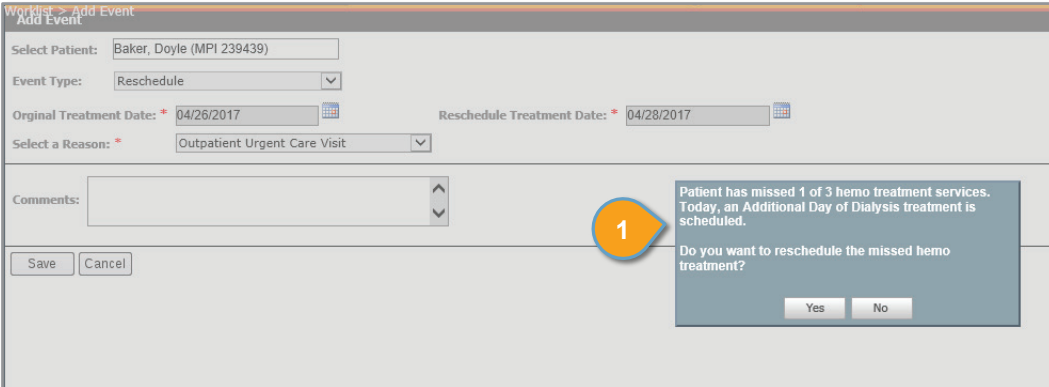
The 'Add Event' dialog box shows the 'Reschedule' event type. The original treatment date is 04/28/2017 and the reschedule treatment date is 04/29/2017. The reason selected is 'Personal Issue or Refusal' with the sub-reason 'Patient Illness (not resulting in appointment)'. A confirmation dialog is displayed, asking 'All services for 04/28/2017 will be generated on 04/29/2017. Do you want to continue?' with 'Yes' and 'No' buttons.

- a. If **Yes** is selected, the future treatment date services will be rescheduled to the selected non-treatment date.
- b. If **No** is selected, you will be redirected to the “Original Treatment Date” calendar field.

- c. Click **Save** to complete the process

Rescheduling an ADD Treatment

1. If a patient has a **missed treatment** in the current (Sunday–Saturday) week and an Additional Day of Dialysis (ADD) treatment date is selected in the “**Original Treatment Date**” calendar field, the system will display the following message when the **Save** button is selected: “**Patient has missed <X of Y> hemo treatment services. Today, an Additional Day of Dialysis treatment is scheduled. Do you want to reschedule the missed hemo treatment?**” Yes or No.



Worklist > Add Event
 Add Event

Select Patient: Baker, Doyle (MPI 239439)
 Event Type: Reschedule
 Original Treatment Date: * 04/26/2017
 Reschedule Treatment Date: * 04/28/2017
 Select a Reason: * Outpatient Urgent Care Visit
 Comments:
 Save Cancel

Patient has missed 1 of 3 hemo treatment services. Today, an Additional Day of Dialysis treatment is scheduled.
 Do you want to reschedule the missed hemo treatment?
 Yes No

- a. If **Yes** is selected, the system pre-populates the “**Original Treatment Date**” calendar field with the **missed hemo treatment date** in the week the user selected.
 - o Click **Save** to complete the process: System reschedules the missed treatment flowsheet to the selected rescheduled date and marks the original missed treatment flowsheet as rescheduled.
- b. If **No** is selected, the system reschedules the **ADD treatment** to the selected rescheduled date and marks the original ADD treatment flowsheet as rescheduled.

Add Treating Elsewhere

1. **Event Type:** Treating Elsewhere (this includes treating at another center).
2. **Start Date:** Enter the appropriate date.
3. **End Date:** BDP is to leave this date blank until the patient's return date is confirmed.
 - The event will populate to the Event Management Worklist where you can enter the end date when the patient returns.
4. **Select a Reason:** Select: Treating in Rehab/Skilled Nursing Facility, Travel, Other, Unknown.
 - If "Unknown" is selected, the event will populate to the Event Management Worklist.
5. Click **Save**.

The screenshot shows the 'Add Event' form with the following fields and callouts:

- 1:** Select Patient: Adcock, Moses (MPI 1212121)
- 2:** Event Type: Treating Elsewhere
- 3:** EndDate: (blank)
- 4:** Select a Reason: * (dropdown menu open showing options: -- Select --, Treating in Rehab/Skilled Nursing Facility, Travel, Other, Unknown)
- 5:** Save button

Add Hospital Admission

1. **Event Type:** Hospital Admission.
2. **Admit Date:** Enter date of admission. If you enter a scheduled treatment date, the system will ask if the patient received a treatment on this date. Yes or No.

The screenshot shows the 'Add Event' form for 'Hospital Admission' with the following fields and callouts:

- 1:** Event Type: Hospital Admission
- 2:** Hospital: * Unknown Hospital

Additional fields include Admit Date, Discharge Date, Source For Hospitalization Information (Discharge Summary, Verbal from Hospital, Physician, Patient/Family, Other), Primary Reason for Hospitalization (Unknown, Infection-related, Diabetes-related, Access-related, Cardiovascular-related, Respiratory-related, Gastrointestinal-related, Electrolyte-related, Trauma/Fall-related, Neurological-related, Psychosocial-related, Planned Procedure, Fluid-related, Other), and an Additional Comments field.

3. BDP is to complete the remaining fields *after* the patient is discharged, preferably after obtaining a discharge summary.
 - The event will populate to the Event Management Worklist to complete. All required fields must be complete for the record to be removed from the worklist. If primary reason for hospitalization is listed as Unknown, the event will remain on the worklist.

For details on completing a hospitalization record, refer to job aid: [Falcon Dialysis - Event Management Worklist - Addressing an Open Hospitalization Record](#).

Add Outpatient ER Visit

1. **Event Type:** Outpatient ER Visit.
2. **Hospital:** Enter if known.
3. **Event Date:** Entry of the date is the only field required to save the record.
Note: The record can be edited under Notes History or Event History if additional information is obtained.
4. **Primary Reason:** Enter if known
5. Click **Save**.

Add Event

Select Patient: Adcock, Moses (MPI 1212121)

Event Type: Outpatient ER Visit

Outpatient ER Visit:

Hospital: * Unknown Hospital Event Date : *

Primary Reason for ER Visit: *

Select One Primary Reason	Select Secondary reason(s) if applicable	Select One Primary Reason	Select Secondary reason(s) if applicable
<input checked="" type="radio"/> Unknown	<input checked="" type="checkbox"/> Unknown	<input type="radio"/>	<input type="checkbox"/> Electrolyte-related
<input type="radio"/> Infection-related	<input type="checkbox"/> Infection-related	<input type="radio"/>	<input type="checkbox"/> Trauma/Fall-related
<input type="radio"/> Diabetes-related	<input type="checkbox"/> Diabetes-related	<input type="radio"/>	<input type="checkbox"/> Neurological-related
<input type="radio"/> Access-related	<input type="checkbox"/> Access-related	<input type="radio"/>	<input type="checkbox"/> Psychosocial-related
<input type="radio"/> Cardiovascular-related	<input type="checkbox"/> Cardiovascular-related	<input type="radio"/>	<input type="checkbox"/> Planned Procedure
<input type="radio"/> Respiratory-related	<input type="checkbox"/> Respiratory-related	<input type="radio"/>	<input type="checkbox"/> Fluid-related
<input type="radio"/> Gastrointestinal-related	<input type="checkbox"/> Gastrointestinal-related	<input type="radio"/>	<input type="checkbox"/> Other

Additional Comments related to Outpatient ER Visit:

Add Access Event

1. **Event Type:** Access Event.
2. **Date:** Select the date.
3. **Access:** Select the access.
4. **Event:** Select from the drop-down list.
Note: Placement or Removal events can only be entered in Snappy.
5. Complete additional fields, as appropriate.
6. Click **Save**.
Note: Record displays in Snappy > Patient Settings > Access Management tab > Access Events and on reports.

Add Event

Select Patient: Adcock, Moses (MPI 1212121)

Event Type: Access Event

Date: *

Access: *

Event: * --- Select ---

Event Comments:

Provider Role: --- Select ---

Provider:

Intervention	Date
Add	
Edit	
View	
Delete	
Restore intervention	

Save Cancel

Purpose: Describes how to address and complete incomplete Missed and Reschedule Treatments for reason “Unknown” using the Falcon Dialysis Event Management Worklist. **Note:** Expected Treatment Not Provided (ETNP) can be initiated in ChairSideSnappy, Snappy or Falcon Dialysis. Reschedule can be initiated in Snappy or Falcon Dialysis. The event becomes “due” on the patient’s next scheduled treatment.

Addressing Individual Missed or Reschedule Treatments

1. Log in to Falcon Dialysis and select **Worklist > Event Management Worklist**.
2. Locate the patient name on the **Individual Missed and Reschedule Treatments** or **All Events** worklist and click the hyperlink to open the record.

Patient Name (Age) MDT	Type	Schedule	Shift	Missed Tx Date	Status
Alweeke, Emory (61) 1212123	Missed Treatment - Unknown	M-W-F	Shift 3	08/07/2015	Due
Alice, Felipa (68) 1313134	Reschedule - Unknown	Tue-Th-Sa	Shift 3	09/01/2015	Open
Alshouse, Lucas (54) 1313133	Patient Sent to ER/Hospital	Tue-Th-Sa	Shift 3	09/18/2015	Open
Alweeke, Oswald (73) 1414146	Patient Sent to ER/Hospital	Tue-Th-Sa	Shift 3	09/01/2015	Open
Overholt, Jerrill (46) 1414143	Reschedule - Unknown	M-W-F	Shift 3	08/31/2015	Open
Prescott, Meredith (51) 1616165	Missed Treatment - Unknown	M-W-F	Shift 3	09/02/2015	Open

3. **Select a Reason:** Select a reason from the drop-down list. If “Other” is selected a description is required.
 - a. For Reschedule, confirm the **Reschedule Treatment Date**.
4. Enter **Comments** (optional).
5. Click **Save**.
6. The completed Missed Treatment event will be removed from the worklist and save to Notes History.

Edit - Missed Treatment - EventDate: 08/07/2015, Friday

Original Treatment Date: 08/07/2015 Select a Reason: Unknown

Comments: Travel to NY for 1 week

Save Cancel

Select a Reason: Unknown, Travel, Facility Closure due to Weather or Disaster, Facility / Machine Issue, Transportation Issue, Personal Issue or Refusal, Hospital Admission, Outpatient ER Visit, Outpatient Urgent Care Visit, Treating in Rehab/Skilled Nursing Facility, Outpatient Medical/Dental Appointment or Procedure - unrelated to dialysis access, Outpatient Dialysis Access Issue / Appointment / Procedure, Other

Edit - Reschedule - EventDate: 09/02/2015, Wednesday

Original Treatment Date: 09/01/2015 Reschedule Treatment Date: 09/02/2015

Select a Reason: Unknown

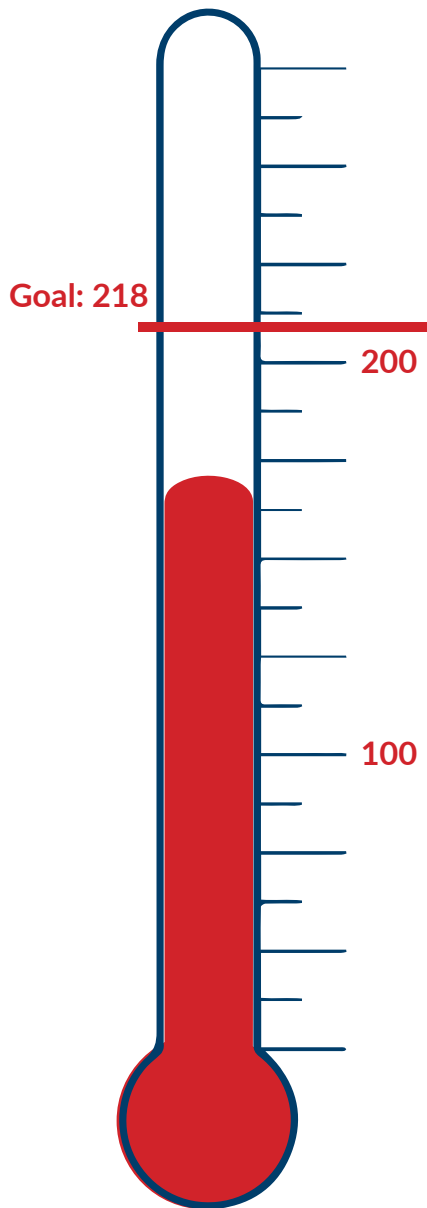
Comments: Dental app

Save Cancel

Select a Reason: Unknown, Travel, Facility Closure due to Weather or Disaster, Facility / Machine Issue, Transportation Issue, Personal Issue or Refusal, Hospital Admission, Outpatient ER Visit, Outpatient Urgent Care Visit, Treating in Rehab/Skilled Nursing Facility, Outpatient Medical/Dental Appointment or Procedure - unrelated to dialysis access, Outpatient Dialysis Access Issue / Appointment / Procedure, Other

Missed Treatment Barometer Example

Instructions: Use this tool on a weekly basis to see how your clinic is tracking towards your missed treatment goal and share during Homerooms.



1. What is your goal missed Tx rate?
3 %
2. What is your census?
75 patients
3. Calculate Made Tx goal and shade in
Weekly Made Tx goal = (100% - Mtx Goal%)
x Census x 13 txs
218 Made Tx goal = (100% - 3 %)
x 75 pts x 13 Tx
4. Mark clinic progress everyday
Made Treatments = Expected
Treatments - No shows -
Hospitalizations
5. Celebrate your successes

Hello, DaVita Dialysis Team!

Thank you for looking at these resources! We hope your team found this valuable to reduce missed treatments and improve your clinic's reschedule rate.

Promoting a culture of rescheduling and helping patients understand that dialysis gives them the strength to be their best self is hard work and will take time. Throughout this journey, don't forget to celebrate any wins or milestones you have. Thank you for all the hard for you do for our patients.

One for All!







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