

Improving Goals of Care Conversations for Inpatient Dialysis Patients at DUHS

INTRODUCTION

- Goals of care conversations (GOCC) are associated with improved patient satisfaction, reduced use of invasive treatments, fewer in-hospital deaths, and improved quality of life
- Between 2000 and 2012, the dialysis population in the US increased by 60%
- Elderly dialysis patients experience higher intensity end-of-life care compared to other patients with life-limiting illnesses

RESEARCH AIM:

Identify unique subpopulation barriers to having GOCC in order to design a targeted intervention to improve frequency and quality

METHODOLOGY



Step 1

Literature review of barriers to having GOCC for clinicians caring for patients facing a serious illness



Step 2

Spotlight on strategies for specific subpopulation profile: clinicians caring for patients on dialysis



Step 3

Development of targeted intervention and deployment plan



Step 4

Feedback solicitation from mentors

NEPHROTALKS FOR NURSES

Intervention Outline

- 2 day experiential workshop
- mirrors structure of existing NephroTalks and OncoTalk programs
- role of Primary care nurses to keep track of GOCC and assess needs bi-weekly
- Curriculum:
 1. Didactics:
 - a. NURSE, REMAP communication techniques, asking open-ended questions
 - b. how to redirect specific medical questions
 - c. how to participate in shared decision-making
 - d. how to document GOCC in the EHR to keep all nurses on team updated
 2. Faculty demonstrations
 3. Small group practice with patient simulation and critical feedback

Key Opportunities

- Dialysis patients have hours of uninterrupted and available time while receiving treatment
- Nurses interface with patient more often than nephrologists
 - Nurses are the most trusted profession for 22 consecutive years (Gallup Pole)
 - ICU patients spend 86% time with nurses
 - more time to build trust and have deeper conversations
- existing NephroTalks curriculum for nephrology fellows has been tested and proven successful

Sustainability

- Initial training with in-person simulations of GOCC
- receive critical feedback during practice simulations
- Periodical online re-certification trainings
- Experienced nurses teach other nurses

Measurements

- 1) Pre- and Post-curriculum survey: assess nurses' confidence in conducting GOCC
- 2) Post-GOCC patient satisfaction survey: assess patient-perceived comfort and trust

NEXT STEPS

- Create pilot team (trained Nephrologists, nurses, behavioral science specialists) to launch intervention
- Gather established cohort of 10 nurses
- Design documentation template
- Expand into outpatient dialysis clinics