Improving Goals of Care Conversations for Inpatient Dialysis Patients at DUHS UNIVERSITY BASS CONNECTIONS

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:

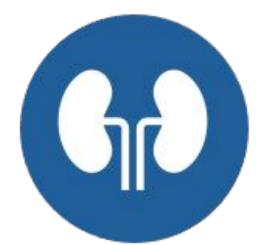
Identify unique subpopulation barriers to having GOCC in order to design a targeted intervention to improve frequency and quality

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

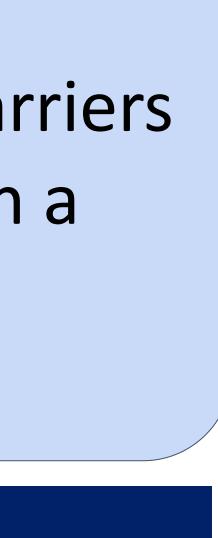


Step 3 Development of targeted intervention and deployment plan

Step 4 Feedback solicitation from mentors

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- 2 day experiential workship
- 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

NEPHROTALKS FOR NURSES

Intervention Outline

- GOCC
- simulations

- intervention
- Design documentation template

This work is also supported by the Duke Center for Palliative Care. Thank you to all of the clinicians who volunteered their time to interview with our team.

Bass Connections in Health Policy & Innovation

Sustainability

Initial training with in-person simulations of

• receive critical feedback during practice

• 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

• Gather established cohort of 10 nurses

• Expand into outpatient dialysis clinics