Expert Teams – Vaccination

Case-Based Learning & Mentorship

Thursday, April 27, 2023

Facilitator: Julie Moss, ESRD National Coordinating Center



Meeting Logistics

- Call is being recorded
- Participants can unmute themselves
 - Please stay on mute unless you are speaking
 - Do not place the call on "hold"
- Everyone is encouraged to use the video and chat features
- Meeting materials will be posted to the ESRD NCC website.



Meeting Guidelines



INTRODUCE YOURSELF BEFORE SPEAKING



KEEP PATIENT-SPECIFIC INFORMATION CONFIDENTIAL



BE WILLING TO SHARE SUCCESSES AND DIFFICULTIES



BE OPEN TO FEEDBACK



ASK THE DIFFICULT QUESTIONS



RESPECT OTHERS



USE "...AND" STATEMENTS



KEEP TO TIME LIMITS



Who Is On The Call?

Clinician and Practitioner Subject Matter Experts

Dialysis Facility and Transplant Professionals

ESRD Network Staff

Kidney Care
Trade Association
Members

Centers for Medicare & Medicaid Services (CMS) Leadership



What are Expert Teams?



Participants from varying levels of organizational performance, each with lived experience and knowledge, come together to support continual learning and improvement



Help others learn faster by sharing what worked and what didn't work around a particular case, situation, or circumstance



Bring the best possible solutions to the table



What is Case Based Learning?

Describes an individual situation (case)

Identifies key issues around the problem, barrier, or missed opportunity

Analyzes the situation using relevant processes meant to mitigate the problem or situation

Recommends a course of action for the situation, including implementing PDSA cycles and process modifications



Questions to Run On



How Might We ...

- Ensure all eligible patients are vaccinated?
- Improve communication about the importance of vaccination? What the message be?
- Overcome vaccination hesitancy?
- Improve patient adherence to booster requirements for some vaccines?



COVID-19 Expert Teams Network 6

Aisha Edmondson Contract Manager, Quality Improvement



IPRO ESRD Network of the South Atlantic Network 6 (GA, NC, SC)

Network 6 activities support approximately 51,000 dialysis patients with End-Stage Renal Disease (ESRD). These patients receive treatment at 769 Medicare-certified dialysis facilities.





Barriers Related to COVID-19 Vaccination

- Lack of knowledge
- Fear
- Mistrust in the Healthcare System
- Vaccine hesitancy
- COVID-19 Fatigue





Breaking Barriers

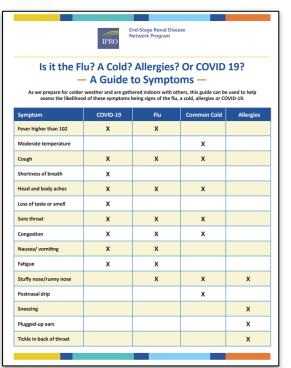
- Be Patient and Follow Up
- If Hesitancy Persists, Prevention is Key
- Listen
- Educate





Interventions and Resources







How the Network Plans to Continue their Support

- Encouraging and educating about the importance of vaccines and its benefits to overall health.
- Emphasizing the importance of the MDs involvement when patients refuse vaccines.
- Encouraging vaccines as part of patients better life plan guided towards healthy living.
- Working with the Interdisciplinary teams on creating a pro-vaccination culture through lobby days, huddle boards etc.
- Involving Patient Facility Representatives (PFRs) in the vaccination efforts.
- Collecting best practices from facilities with high performance demonstration.



Robbin Hoyle, RN Clinical Manager FKC-Gastonia/Lowell #1329



FRESENIUS MEDICAL CARE GASTONIA

Unit Details

- Gastonia, North Carolina
- •Home/ICHD/TCU
- •Census of 123



Our Team

Staff Details

- 7 RN
- 4 PCT I's
- 3 PCT II's
- 3 PCT III's



Our Process

How We Make It Happen

- We ask them to express their concerns about the vaccination.
- Being compassionate and curious about the patient's mixed feelings.
- The Clinical Manager organizes the process of how it will take place
- The Clinical Manager administers all of the vaccines and ensure to enter all the information into EQRS
- Ensure to communicate with the team on where we stand.



Our Culture

- Trusting relationships built over time with consistent honesty and integrity in care
- Accurate and up to date information
- Continuous education on efficacy of vaccines
- Trusting relationships with interdisciplinary team
- If patient does not get vaccine incenter we encourage them to bring in their card.
- Goody bags or treats are always given when they receive a vaccine.
- We follow through with the patients on the fence to continue conversations with them.





Vaccination Data

- COVID-19 Pt.- 88% 2 vaccine series
- COVID-19 Staff- 84% 2 vaccine series
- COVID-19 60% additional doses



Barriers

- Mistrust concerning COVID vaccines
- Many sources for information
- Lack of Knowledge



Case Study

- Male patient
- Older in age
- Refused prior vaccines
- After nurse intervention still refused
- After physicians intervention and education was able to convince to being vaccinated
- After conversation with the patient, allowing him to ask questions, he agreed to receive vaccine.

Thank you!

Questions/Discussion



Corporate Headquarters 1979 Marcus Avenue Lake Success, NY 11042-1072

http://ipro.org

Questions and Answer Discussion



Knowledge Into Action



Top Take-Aways



What is one thing you learned today that you could start doing immediately?



How will this action improve your current way of doing the practice/process?



Who is involved and how can they support the action to make it sustainable?



Recap & Next Steps

- Additional pathways for learning
 - Sharing Best Practices to a greater community through coalition meetings
 - Using Case Study examples to identify new ways of doing something and missed opportunities
- Next meeting Thursday, June 27, 2023 @ 2 pm ET

Visit the ESRD NCC website to find materials and share https://esrdncc.org/en/professionals/expert-teams/



Social Media









ESRD NCC | End Stage Renal Disease National Coordinating Center (NCC)

Thank You

Julie Moss jmoss@hsag.com 813-300-6145



This material was prepared the End Stage Renal Disease National Coordinating Center (ESRD NCC) contractor, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy nor imply endorsement by the U.S. Government. FL-ESRD NCC-NC2TDV-04252023-02