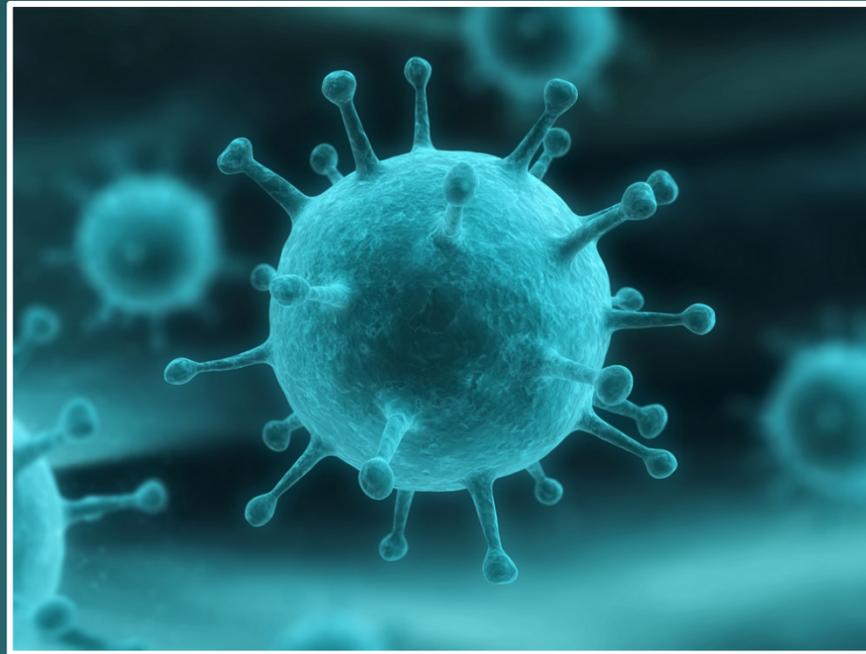


COVID-19

An End Stage Renal Disease (ESRD) National Coordinating Center (NCC)
Professional Education Quickinar

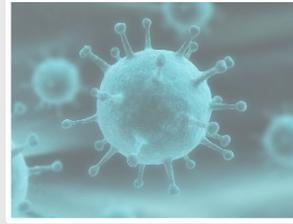


May 6, 2020

COVID-19 = Coronavirus Disease-19

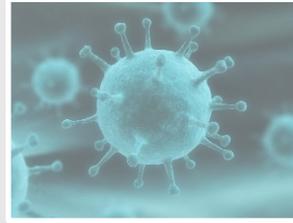


Agenda



- What is this call about?
- Today's speakers
 - Dale Lupu, MPH, PhD
School of Nursing, George Washington University
 - Elizabeth Anderson, DSW, LCSW
College of Health and Human Sciences, Western Carolina University
 - Coalition for Supportive Care of Kidney Patients
 - Topic: How dialysis staff can help patients maintain emotional well-being during the COVID-19 pandemic
 - Questions and Answers (Q&As) from chat and Q&A panels

What Is This Call About?



- Hear from stakeholders in the ESRD community adapting to COVID-19.
- Provide real-world strategies for facilities to put into use.
- Engage in weekly calls on varying topics.

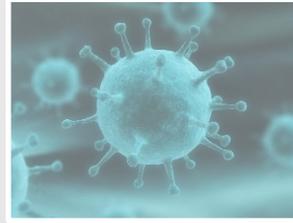
Dale Lupu, MPH, PhD

Associate Research Professor,
George Washington University

Elizabeth Anderson, DSW, LCSW

Assistant Professor of Social Work,
Western Carolina University

Acknowledge and Respond to Fear and Anxiety



Invite patients to share their concerns

“Some patients have shared that COVID-19 really scares them. How are you feeling about it?”

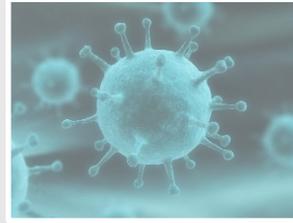
Use empathy

“Sounds like you have been fearful about what might happen to you and your family. There is a lot that is unknown right now and everything is changing very fast.”

Foster resilience

“What has helped you get through difficult times before?”

Words for Telling Patients That Another Patient Has Died



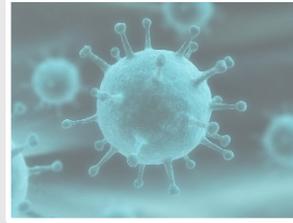
- We are like family here. I have some difficult news to share. Given how much I care about each of you, I wanted to tell you myself. Unfortunately, Ms. S. has died.”

Pause. Let person respond.

Name the emotion he/she shows.

“This is heartbreaking for me. It is okay to be really upset or even angry. We’re here to support you and to listen. We may not know the answers, but we are in this together.”

Words for Responding If a Patient's Family Member Has Died



“I heard this morning about {USE FIRST NAME}.” If you can remember anything about the caregiver, state it. For instance:

“Linda always had the most cheerful smile.”

“I always could tell that James loved you.”

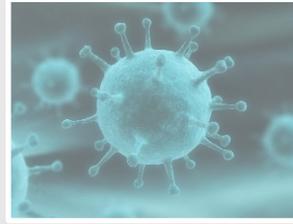
“We are going to miss the way Thomas always joked with us.”

Pause. Let the person respond. Name the emotion he/she shows.

“This is so heartbreaking and a great loss for you to bear.”

Let the person know that you can tolerate the emotion. “Something like this can make a person so overwhelmed, angry, and devastated. You are safe to talk about any of that with me.”

The Importance of Your Presence



- When dealing with death, your presence is far more important than the precise words you choose.

Most practitioners struggle to sit with a patient in grief, which can be very lonely when a patient is left alone.

The most important thing you can do is to sit with patients in their time of greatest pain and hold that pain with them. You don't need to say much. "I am here for you" is enough.

Activities

Place a flower on the chair or bed of a patient who has died and leave it unoccupied for a period. For facilities at capacity, place flower on a shelf or table.

Display a *in memoriam* bulletin board with notices of the person's obituary, notes from staff, and possibly notes from family members, being mindful of patient privacy.

Displaying a ritual memory object can help with closure for all. A wreath where a memory ribbon is tied or a fountain where a beautiful stone is placed are ways to memorialize each death.

Send a bereavement card to family from the dialysis center staff.

Let Us Hear From You

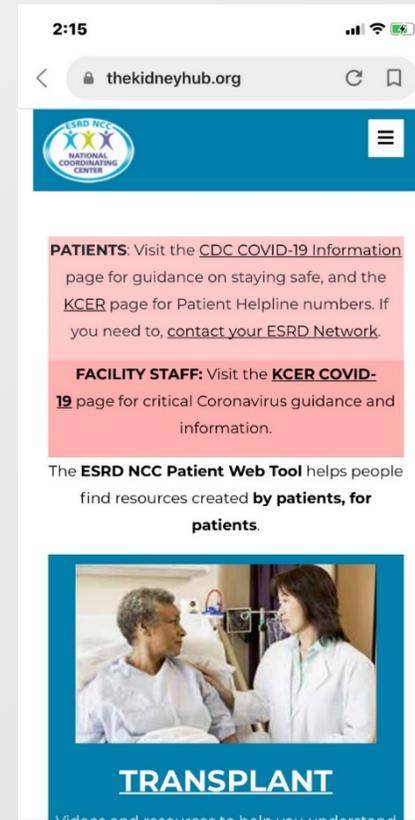
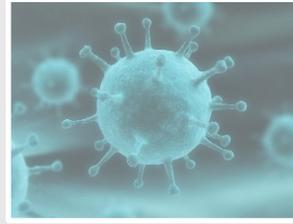
Q&As from chat and Q&A panels



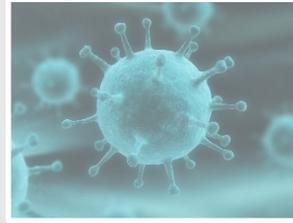
TheKidneyHub.org

Introducing TheKidneyHub.org.

- New resource for patients and professionals
- Secure, mobile-friendly web tool developed by the ESRD NCC with assistance from patient subject matter experts (SMEs)
- Links to important resources, such as:
 - COVID-19 emergency resources.
 - Patient-created resources on transplant, infection prevention, well-being, and more.
 - Educational materials for new (and experienced) ESRD patients, etc.



Our Next COVID-19 Quickinar Events



- Save the dates for our next events.
 - Patient-focused event:
May 12, 2020, at 5 p.m. ET
 - Provider-focused event:
May 13, 2020, at 5 p.m. ET
- Visit www.kidneyCOVIDinfocenter.com for information and to register.

CORONAVIRUS COVID-19

COVID-19
"Quickinar" Events

The ESRD NCC works with the Centers for Medicare & Medicaid Services (CMS) and other agencies to ensure the safety and continued treatment of dialysis patients and transplant recipients in the United States. Below is a list of resources to help you protect yourself from and stay informed of COVID-19.

For Patients

For Healthcare Providers

COVID-19

- For Healthcare Providers
- For Patients
- COVID-19 Quickinar Events
- Share the COVID-19 Quickinar Events On Your Site

Thank You!

NCCinfo@hsag.com

844.472.4250

813.865.3545

www.esrdncc.org

Additional COVID-19 resources for patients and providers:



<https://www.kcercoalition.com/en/covid-19/>



www.kidneyCOVIDinfocenter.com

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. Publication Number FL-ESRD NCC-7N56TD-05042020-02

