



ALLIANT
ESRD NETWORK 14

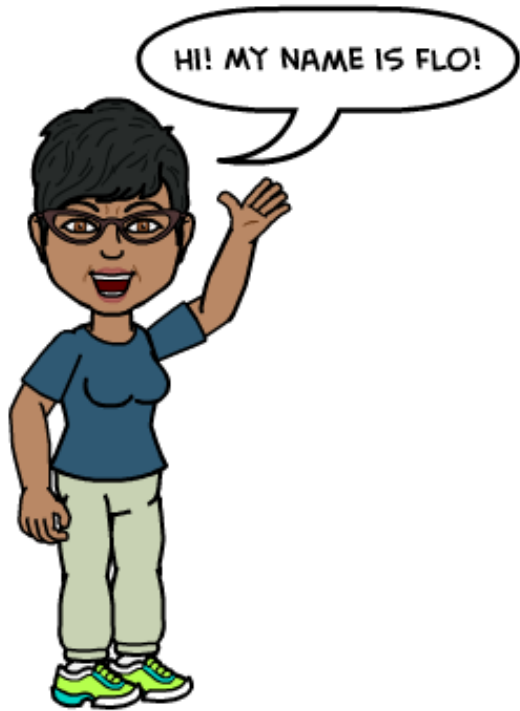


MISSED TREATMENTS WORKBOOK

Developed by the ESRD Network 14 Patient Engagement Learning and Action Network (PE LAN), in partnership with:

- ESRD patients and families
- Baylor Scott & White
- DaVita
- Diversified Specialty Institutes
- Fresenius Medical Care
- Liberty North Texas
- Renal Ventures
- Sankar Nephrology Group
- Satellite Healthcare
- U.S. Renal Care

Meet Flo



Remember me? I am a dialysis patient. To help me stay healthy, my Care Team told me that not missing any treatments is important. Missing treatments increases my risk of hospitalization and death. Making sure I go to all of my scheduled treatments is one way to live a longer and healthy life. Taking an active part in my care by going to all of my treatments will help me to feel my best!

Let's work together again to learn more about missing treatments. Each of the modules in this workbook has activities that will help me and other dialysis patients learn more about what happens when we miss treatments and how we can avoid serious health-related problems. Let's work together on this workbook to stay healthy!

Module 1: Setting SMART goals

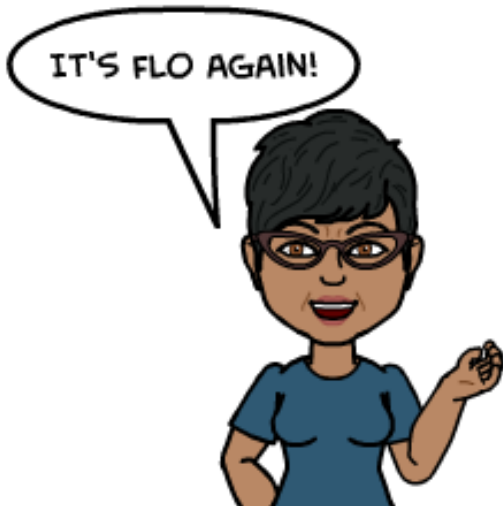
Module 2: What happens if I miss treatments?

Module 3: How can I avoid missing treatments?

MISSED TREATMENTS WOOKBOOK: INTRODUCTION

To file a grievance please contact the ESRD Network 14 at 1-877-886-4435,
NW14info@allianthealth.org, 4099 McEwen, Ste. 820, Dallas, TX 75244,
<https://quality.allianthealth.org/topic/esrd-nw14/>.

Module 1: Setting SMART goals



Thanks for helping me with these activities. My Care Team told me that any good plan starts with a good goal. The activities in this section are all about what happens when we miss treatments and how we can set SMART goals to improve our health.

Complete at least two activities. When you are done, ask your staff or Facility Patient Representative (FPR) to sign off. Every month, your dialysis center will do something to celebrate the patients that learn about missed treatments from this workbook. Don't know who your FPR is? Ask your dialysis center staff!

Activities in Module 1: Complete two or more activities

- Learning Activity: What is a SMART goal?
- Main Activity: Set a SMART goal worksheet
- Coloring Activity: What my heart looks like when I miss treatments
- Problem Solving Activity: Achieving a SMART goal

_____ (patient name) completed two or more activities in this module on _____ (date).

_____ (Staff or FPR signature)

Learning Activity: What is a SMART goal?

Remember from the last workbook: SMART is an acronym, which means that each letter in the word stands for another word. The words in SMART can help us make a goal that we can meet!

Specific: the goal will focus on one idea.

Measurable: we can track the goal to see our progress.

Achievable: we can make this goal happen.

Realistic: the goal will take effort, but we can reach it.

Timely: we can set dates that will help us meet our goal.

Activity 1. Circle the sentences that are SMART goals. One is done for you. For goals that are not SMART, how could you improve them?

I will sit through my whole treatment.

I will attend all of my scheduled treatments in _____.
(in-center hemodialysis patient)

I will never miss a treatment again.

I will complete all of my exchanges each day this month.
(home dialysis patient)

I will reschedule any treatments that I miss.

I will let my Care Team know if I have to miss a treatment.

Taking part in your health care will make you feel better. Let's try writing a SMART goal to help you manage your health care!

Some rules to follow:

1. Be specific! Pick one behavior you want to change. For example, your goal can be going to all your treatments for one month.
2. Remember to make your goal a SMART one. The activity below will help you.
3. Think positively! Use positive language like "I can" or "I will" in your goal.

Activity 2. Now, let's try it out!

What would you like to work on? (Ex: I want to go to all my treatments in August.)

1. Is it **Specific**? (Can you answer the questions who, what, when, where, and why?)

2. Is it **Measurable**? (What will you count to see if you are making progress?)

3. Is it **Achievable**? (Can this really happen?)

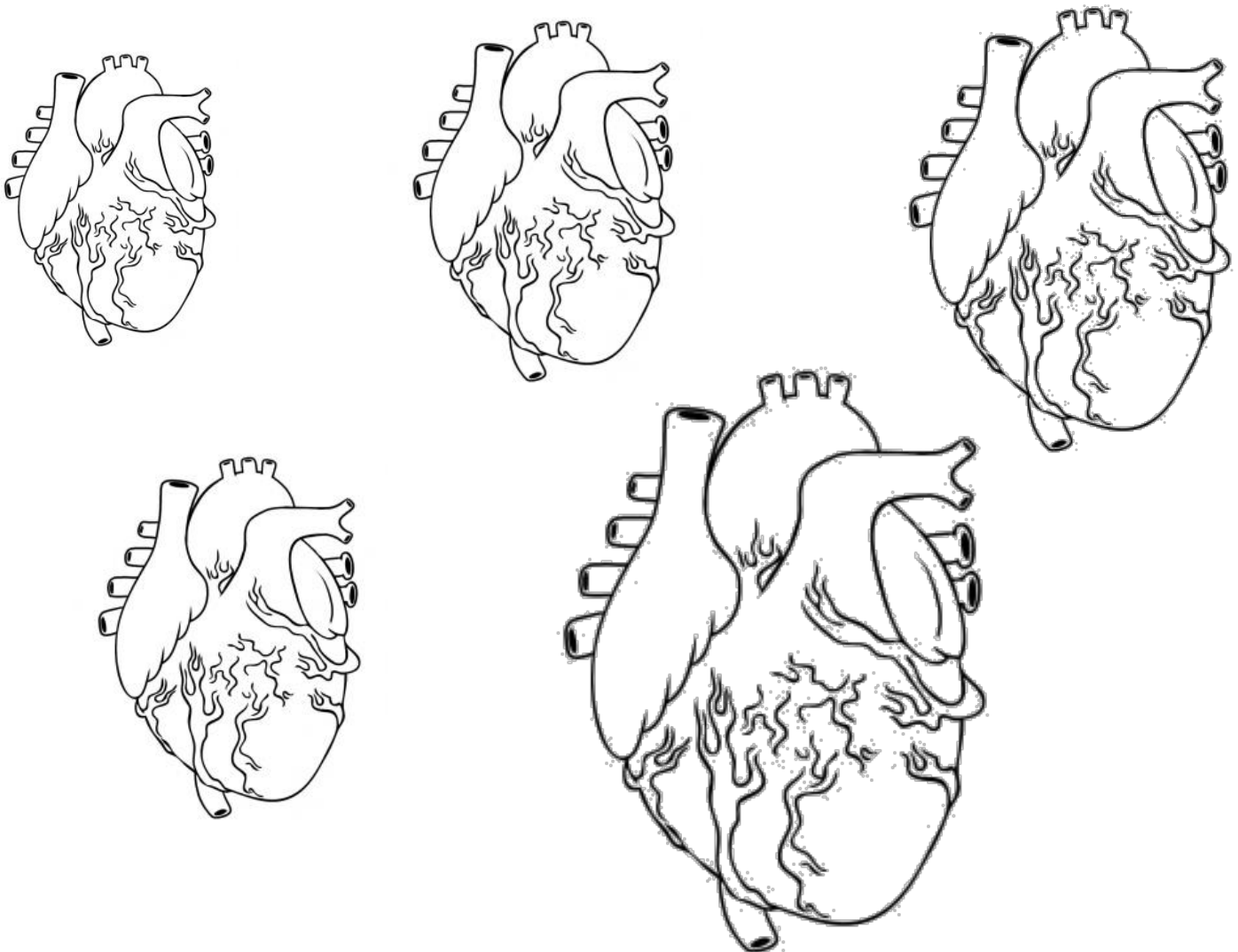
4. Is it **Realistic**? (If you try, can you get to your goal?)

5. Is it **Timely**? (When do you want to get to your goal?)

My **SMART** goal:

As you learned from the last workbook, dialysis removes extra fluid from your body. When you miss a treatment, this fluid stays in your body and builds up to unhealthy levels. Your next treatment may not be able to remove it all. This extra fluid stretches your heart. After a long time, your heart will be unable to go back to its original size.

Activity 3. Pictured are different sized hearts. The smallest heart has the least amount of fluid and shows that the patient attends all treatments. Color the smallest heart **GREEN**. The largest heart has the most amount of fluid and shows that the patient has not attended treatments in a long time. Color the largest heart **RED**. The other hearts have different amounts of fluid and show that the patient attends some treatments. Color these hearts **ORANGE**.



Flo is an in-center hemodialysis patient. Sometimes Flo can't go to treatment because she has another appointment. With the help of her Care Team, Flo set a SMART goal of attending all of her scheduled treatments in August.

Activity 4. Flo has a doctor's appointment on a treatment day in August. Circle all of the resolutions below that will help Flo attend both her doctor's appointment and her scheduled treatment.

Miss the appointment and the treatment

Reschedule the doctor's appointment for a non-treatment day

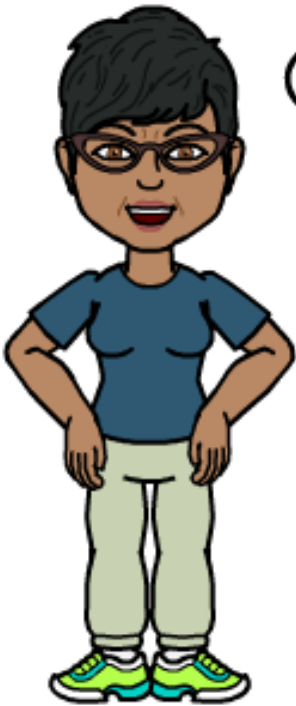
Miss the dialysis treatment

Reschedule the dialysis treatment

Miss the doctor's appointment



Module 2: What happens if I miss treatments?



You did a great job on the Module 1 activities! Now I need to know what happens if I miss my dialysis treatments. My Care Team said that missing treatments leads to health problems and death! I really want to learn more! Let's complete the activities in this section to learn what happens if we miss treatments.

Complete at least two activities. When you are done, ask your staff or Facility Patient Representative (FPR) to sign off so you can join the monthly celebration! Don't know who your FPR is? Ask your dialysis center staff!

Activities in Module 2: Complete two or more activities

- Learning Activity: The risks of missing treatments
- Main Activity: Missed treatments word search
- Coloring Activity: Fluid management
- Picture Activity: Which Flo has attended all of her treatments?

_____ (patient name) completed two or more activities in this module on _____ (date).

_____ (Staff or FPR signature)

Missing your dialysis treatment increases your risk of hospitalization and death. If you miss one treatment a week for a year, this is a total of 52 missed treatments. It's the same as missing four months of treatments! Signing off early also adds up to about 10 missed treatments per year.

Activity 1. Below is a word bank. Use the words and phrases to fill in the blanks to learn the risks of missing treatments.

1. Missing treatments increases the amount of _____ in your body.
2. Missing one treatment a month increases your risk of death by _____ or 1 in 4 in the next two years.
3. Missing treatments leads to _____
_____.
4. If you miss three or more treatments, you will have to treat at the _____
_____ before you can come back to the dialysis center.
5. Missing two treatments a month increases your risk of death by _____.
6. Missing treatments may increase your risk of not receiving a kidney
_____.

Word Bank

fluid 25% ER (emergency room) 51% transplant
swelling, shortness of breath, high blood pressure, and weight gain

Activity 2. The words below are things you can avoid by going to all of your treatments. Find them in the word search.



Words

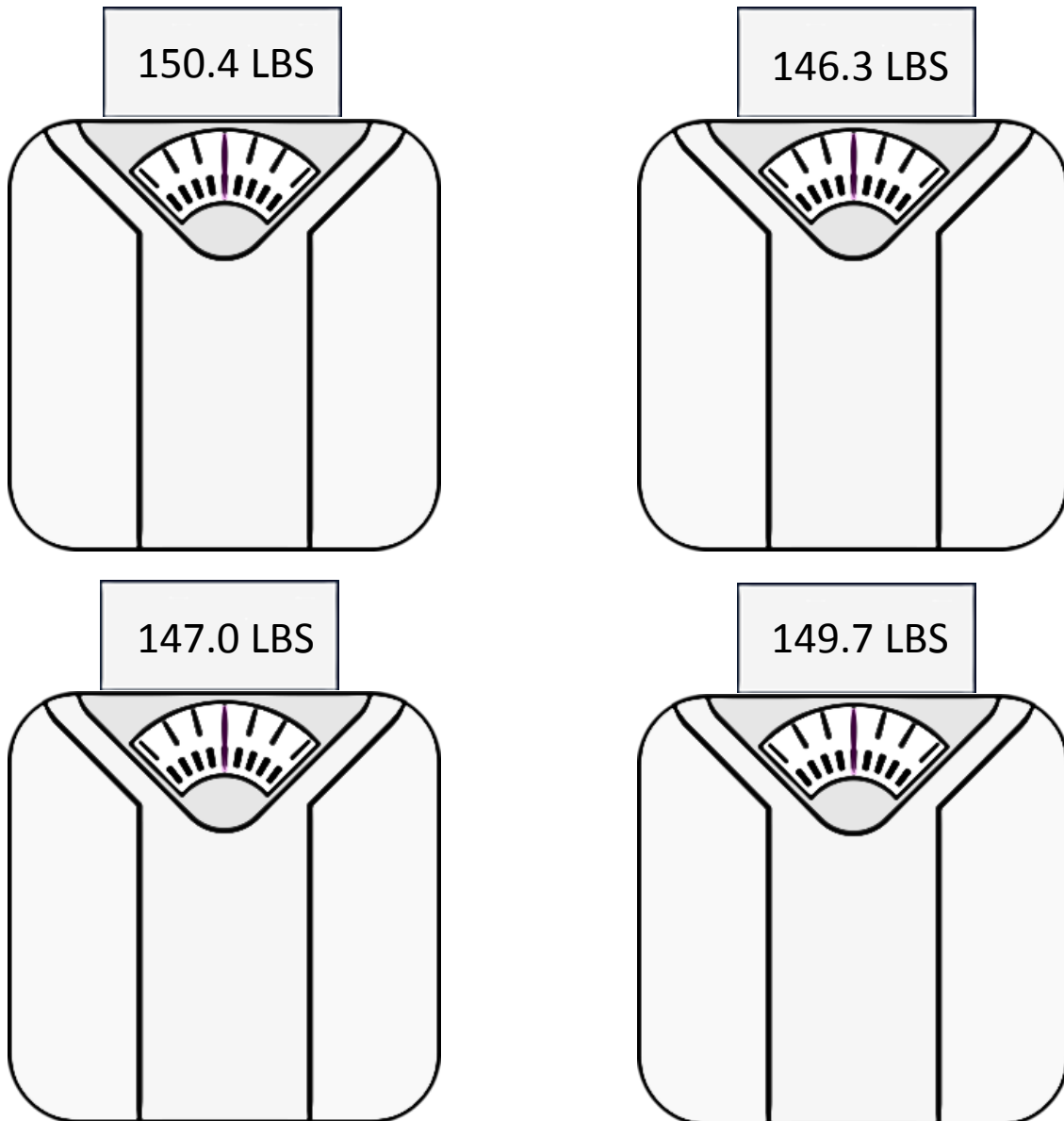
Hospitalization
Death
Illness
Weight gain

Headaches
Coughing
Trouble breathing
Sleeplessness

Swelling
High blood pressure
Tiredness

Flo is an in-center hemodialysis patient and weighs 145.2 pounds. She manages her fluids and has a goal of gaining no more than 2 pounds between each treatment. Flo weighs herself every morning to stay on track. If she misses a treatment, she will gain more weight because fluid builds up in her body.

Activity 3. These are pictures of Flo's scales. If Flo gained **less** than 2 pounds, color the scale **GREEN**. This shows that Flo went to her scheduled treatments. If Flo gained **more** than 2 pounds, color the scale **RED**. This shows that Flo missed her scheduled treatments.



Picture Activity: Which Flo has attended all of her treatments?

Activity 4. Circle the picture that shows a Flo who went to all of her scheduled treatments. Use the symptoms and signs in the boxes to know when Flo is feeling the best!



The Flo in this picture:

1. Is near her dry weight
2. Has normal blood pressure
3. Feels good

The Flo in this picture:

1. Has gained weight
2. Has high blood pressure
3. Can't lie down on her back
4. Can't sleep at night
5. Has a headache and is tired
6. Coughs and has trouble breathing

Module 3: How can I avoid missing treatments?

Great job on the Module 2 activities! Now that I know what the risks of missing treatments are, I need to know how I can avoid missing my treatments. My Care Team says that sometimes patients think they have to miss a scheduled treatment, but there may be a solution to help them. So let's complete the activities in this section to learn how to avoid missing treatments.

Complete at least two activities. When you are done, ask your staff or FPR to sign off so you can join the monthly celebration! Don't know who your FPR is? Ask your dialysis center staff!

Activities in Module 3: Complete two or more activities

Learning Activity: Ways to avoid missing treatments

Main Activity: Create a calendar

??? Activity:

??? Activity:

_____ (patient name) completed two or more activities in this

module on _____ (date).

_____ (Staff or FPR signature)

Sometimes an important event conflicts with your scheduled treatments. Maybe you have to go out of town or have a doctor's appointment. Your life doesn't need to be controlled by your dialysis schedule, but you should consult with your Care Team to resolve scheduling conflicts and make sure you get the treatment you need.

Activity 1. Match the reason for missing a treatment on the left with a resolution to make sure you get treated on the right. One is done for you.

You are ill (not hospitalized).	Ask you Social Worker to help set up treatment at a center where you are going.
You have a doctor's appointment.	Reschedule your treatment.
You do not have a ride to your treatment.	Reschedule your appointment for a non-treatment day.
You are going out of town.	Reschedule all the treatments you may miss while ill.
You have a family emergency.	Talk to your Social Worker about transportation options.



The ESRD Network 14 resource document is created and published under Centers for Medicare and Medicaid Services contract number: HHSM-500-2016-NW014C.

To file a grievance please contact ESRD Network 14 at 1-877-886-4435 (phone), 972-503-3219 (fax), NW14info@allianthealth.org (email), <https://quality.allianthealth.org/topic/esrd-nw14/>