



Creating an Optimal
Environment for Quality
Healthcare for Individuals,
Families, and Communities

Home Therapy Innovation Through Culture Change, Relationship Transformation, and Clinical Practice

CMS 2024
Quality
Conference
Resilient and Ready Together

Creating an Optimal
Environment for Quality
Healthcare for Individuals,
Families, and Communities



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Mishawaka Home

■ History

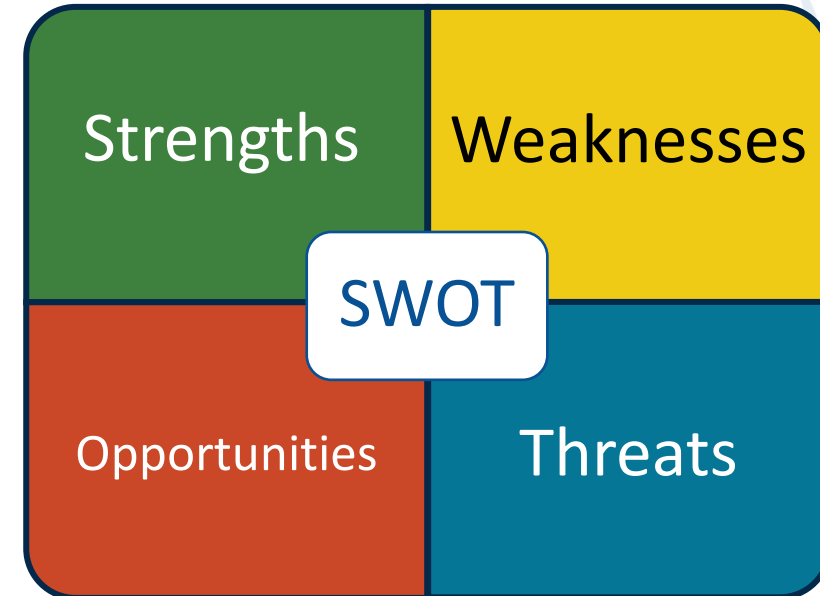
- Stagnant Stand-Alone Home Program
- Limited Physician Buy-In
- Limited Team Buy-In
- Antiquated Practices
- Micromanaged Staff
- Limited Training Capacity
- Preconceived Ideas Regarding Home Therapy
 - ▲ Patient Selection Bias
 - ▲ Modality Bias



Assessment

■ Current State

- SWOT Analysis
- Gap Analysis
- Team Members
- Current Processes
- Barriers and Concerns
- Inefficient Practices
- Clinic Culture
- Current Facility Layout
 - ▲ Aesthetics of the Clinic



Planning

- Developed Roadmap for Strategic Growth
 - Dedicated Meeting Room: “War Room”
 - Roadmap Displayed on Wall
 - Initiatives Broken Down Quarterly
 - Monthly Milestones
 - Stretch Goals for Staff
 - Initiatives Aligned with Quality Goals
 - Bonus Structure for Staff



Development

■ Program Changes

- Home First Culture
 - ▲ All Patients Can Come Home
 - ▲ Physician and Team Buy-In
- New Nursing Model
 - ▲ Relationship Based Care Nursing Theory
 - ▲ Patient Centered Care
- New Staffing Model
 - ▲ Case Management/Trainer Model
 - ▲ Support Staff
- Modified Clinic Layout
 - ▲ Reconfigured Existing Space
 - ▲ Improved Clinic Aesthetics
- Incorporated Lean Six Sigma Principles
 - ▲ Reduced Waste, Inefficiencies, and Redundancies
 - ▲ Process Improvements and Resource Optimization



Facility Modifications

- Group Training Area
 - Train up to 16 patients a day
 - ▲ Training PD and HHD Simultaneously
 - Utilizing 2 RNs and 1 PCT



Building Our Census

■ Building census

- Accepting all Patients
- Patient Centered
- Giving Patients a Choice
- Optimal and Urgent Starts
- PCT/RN Out-Patient Clinic Champion: Educate Patients About Home
- Kidney Care Advocate
- Developed Patient Pipeline
- Self Cannulation Training in the Out-Patient Clinic
- Built Collegial Relationships with Area Hospitals to Promote “Home First”
- Focus on PD to HHD Transition
- Renal Care Coordinator Collaboration

Transition

■ Before

- 71 Patients
 - ▲ 2 HHD
 - ▲ 69 PD
- Stagnant Patient Population
 - ▲ 1:1 training
 - ▲ Staff Not Cross Trained to Both Modalities
 - ▲ Patients Hand Selected for Home Therapy
 - ▲ No Home Growth Plan
 - ▲ No ICHD to Home Transition Plan

■ After

- 116 Patients
 - ▲ 23 HHD
 - ▲ 93 PD
- Thriving Patient Population
 - ▲ Group Trainings
 - ▲ Staff Cross-Trained to Both Modalities
 - ▲ All Patients Accepted
 - ▲ Strategic Growth Plan Initiated
 - ▲ ICHD to Home Transition Plan
 - ▲ Home Therapy Pipeline

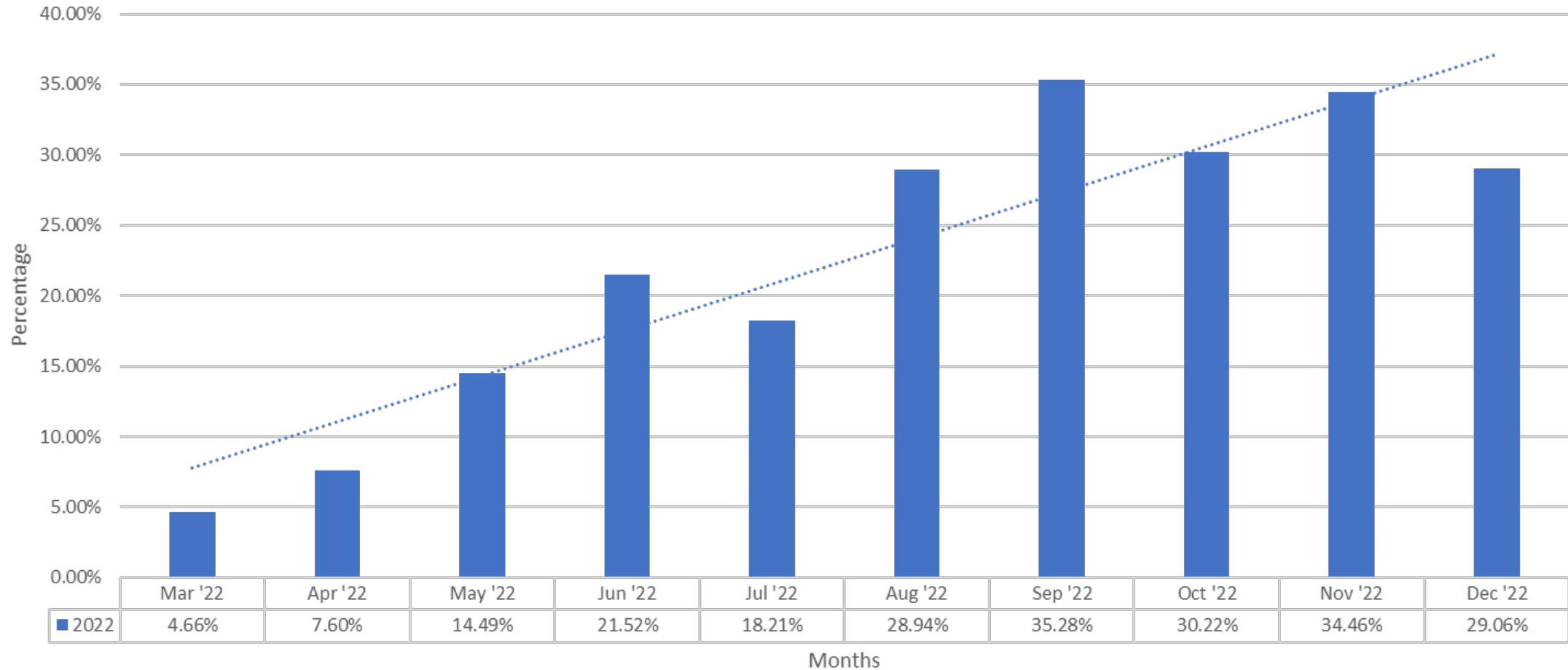
Results

- ▲ Trained 88 Patients in 10 Months
- ▲ 65 Series 1 Trainings
- ▲ 90.12% Training Success Rate
- ▲ 42 Direct to Home Starts
- ▲ 17 ICHD to Home Therapy Transitions
- ▲ 3 PD to HHD Transitions



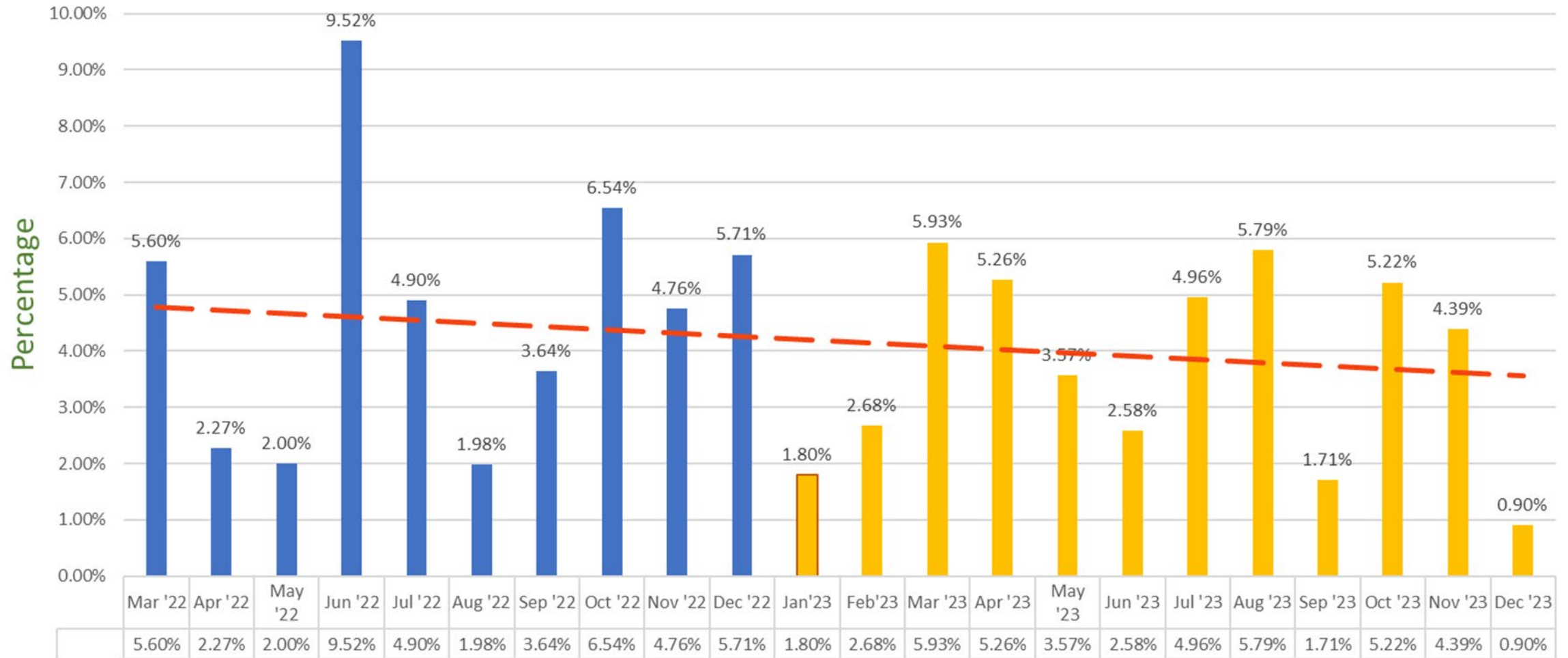
Trainings

Organic Growth



Take Away: Group training drives more patients to home therapy, assists with short staffing issues, creates support system network for patients, and shortens wait times for patient training.

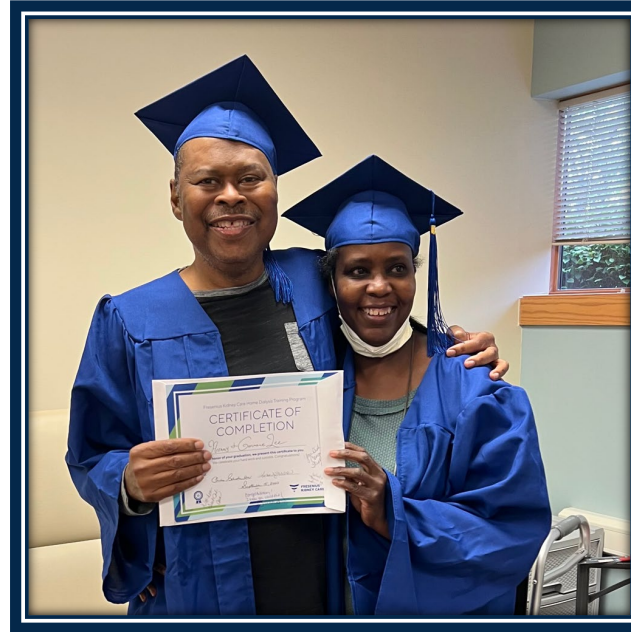
Drop Percentage For All Home Modalities



March 2022 to Year Ending 2023

Patient Graduation

- Cap and Gown Ceremony
- Graduation Certificate
- Staff Celebrate with Patient and Caregiver
- Upbeat Music and Balloons
- Many Smiles and a Lot of Clapping



Outcomes

- Increase in Local Patient Advocates: Patients returning to ICHD clinics to promote Home Therapies
- Psychosocial Wins: employment, traveling, motivation, mental well-being
- Creation of Support Group for Patients and Caregivers: Patients exchange contact information, create group Facebooks, lean on one another for support and encouragement
- Staff Fulfillment: Increased self-confidence, receive national recognition for their work, become mentors for other home clinics, patients and their families express appreciation.
 - Staff state, “Watching the patients lean on one another makes me happy”. “Experiencing the interactions of care partners encouraging each other touches our hearts”.
- Something Magical Happens: The patient spirit comes to life
- Patients State: “You gave me my life back”

The TEAM That Does It All!





Questions?