

P031

## P031 -Impact of a multi-professional clinic designed to deliver personalised care to all patients who have recently started haemodialysis.

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### Introduction

Starting haemodialysis is a daunting aspect for all patients even following pre-dialysis education and preparation. However, for those with an unplanned start, this is even more anxiety provoking. We set up this clinic not only to ensure that patient's feel more supported but to provide a holistic, multi-professional, personalised approach to ensure that all patients clinical needs are addressed earlier and in a more co-ordinated manner.

### Aims

To provide education and reassurance to the patient who has recently started haemodialysis, improve patient outcomes, personalise care and instigate earlier interventions via a team of multi-professionals.

### Method

Once patients have been identified to start on the chronic haemodialysis program, they are reviewed within 30 days of starting dialysis.

The clinic co-ordinator contacts all the members of the team that will be required to review the patient based upon their individual needs. Some members will always review the patients (purple in the diagram) while others only need to review if required (blue in the diagram).[ See Figure 1]

A control group of new starters from 2017 was used as a comparison. Patient satisfaction was collected by a questionnaire from a random sample of 22 patients.

### Results

A total of 105 patients started on the chronic haemodialysis program in the 10 month period between 15/3/18 and 15/1/19.

- Age range 20-87, Median 65
- Sex Male 63%, Female 37%

Route into haemodialysis [See Figure 2]

### Summary of results

- Improvement in the time between starting dialysis to first consultant review of 13.6 days compared to 66.2 days
- Reduction in 90 day mortality from 3.18% to 1.8%
- Average time to transplant listing reduced from 331 days to 197 days
- 15% Improvement in patients having a definitive vascular access by 90 days
- Earlier dietician and anaemia reviews

Results [Table 1] – Clinic Outcomes

### Patient education and satisfaction

86% of patients felt their understanding of dialysis had improved after the clinic.

95% felt more reassured following the clinic.

95% provided an overall satisfaction score of >7 (Out of 10)

### Discussion

Introducing a multi-professional clinic for new starters on haemodialysis had a significant improvement in outcomes. The clinic is also associated with high patient satisfaction levels and an improvement in patients understanding of dialysis. It is well documented worldwide that mortality and complication rates are highest soon after a patient starts dialysis [1] and therefore by focusing resources that are already available in a renal department to these high-risk patients earlier proves to be a successful intervention.

Future initiatives will be directed at:

1. Streamlining the clinic with a dedicated clinic co-ordinator.
2. Introducing a better assessment of distress or psychological factors associated with starting dialysis.
3. Completion of emergency healthcare plans.