

KQuIP

DAYLiFe Home Therapies

Maintaining Momentum

East and West Midlands

11th September 2019

9.30am – 16.30pm

#KQuIPMidlands

**‘THINK
KIDNEYS’**

KQuIP

KQuIP

Welcome back and regional update

09.30 – 09.45

Richard Fluck, Project Lead

#KQuIPMidlands

Housekeeping and survival



**Fire alarms
and exits**



Car Park ...



Toilet location...



Mobiles



Breaks...



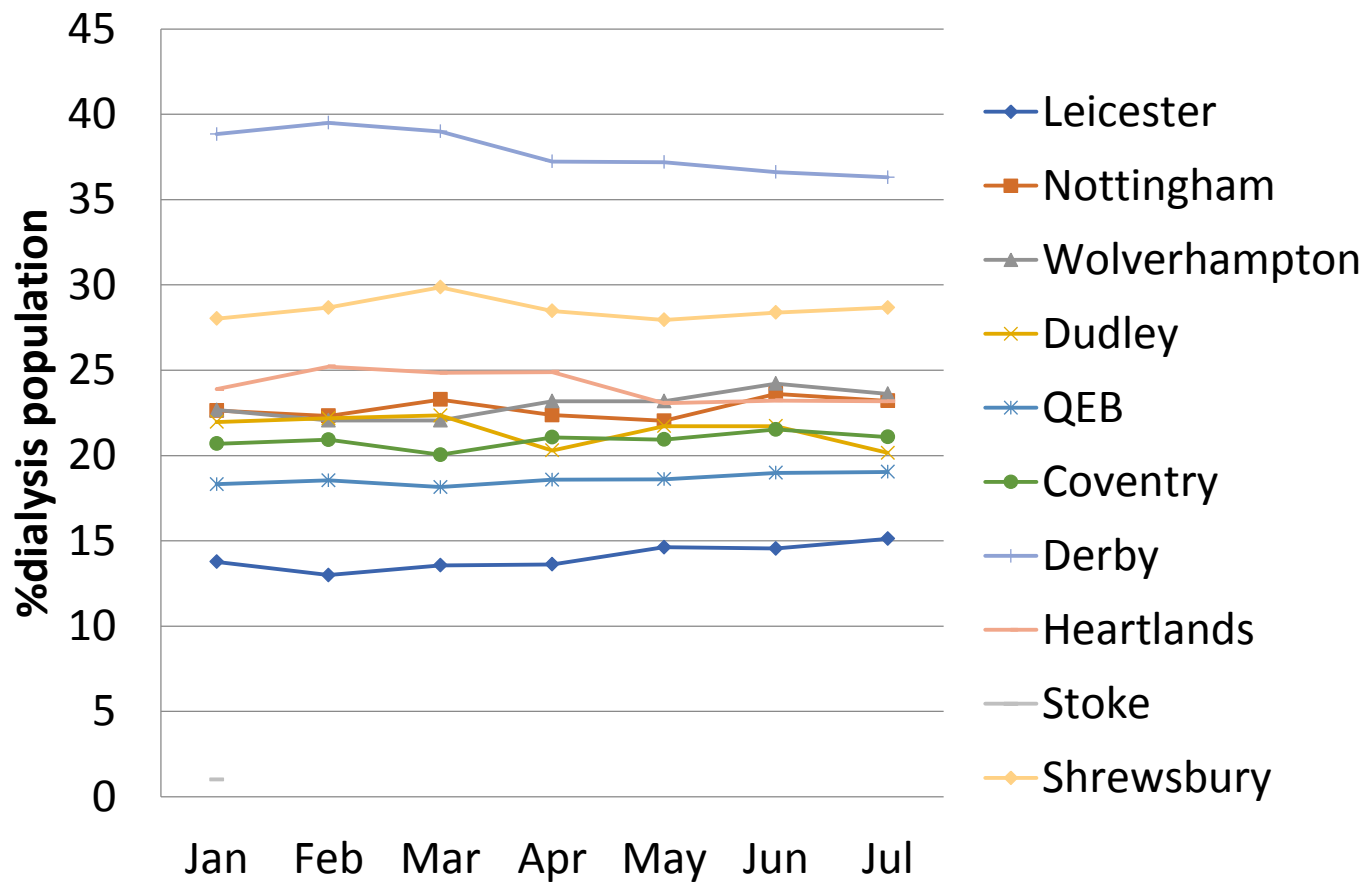
Photos...

Welcome

What's the data telling us?

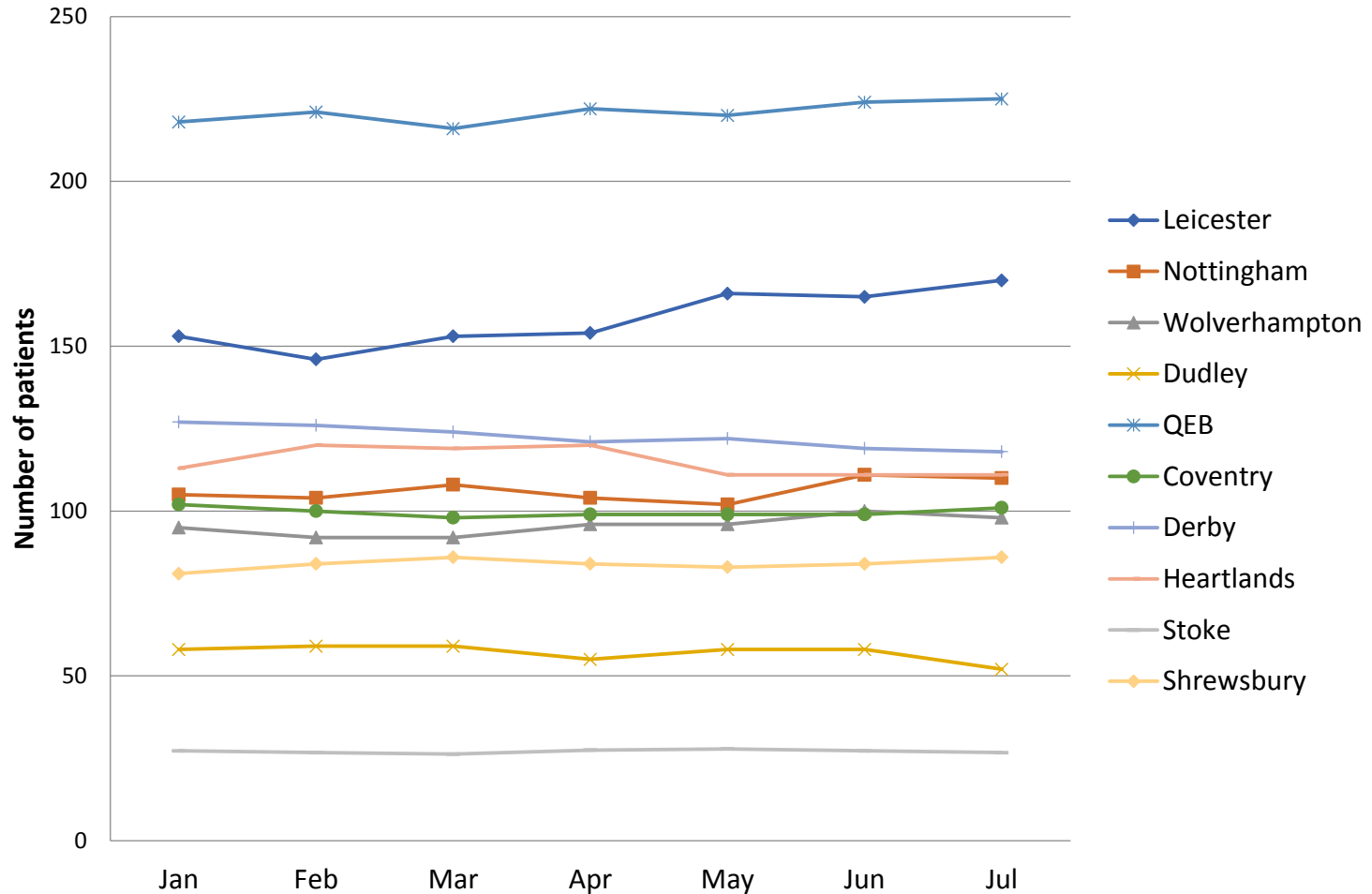
Home therapy prevalent rate

% dialysis population on a home therapy - 2019



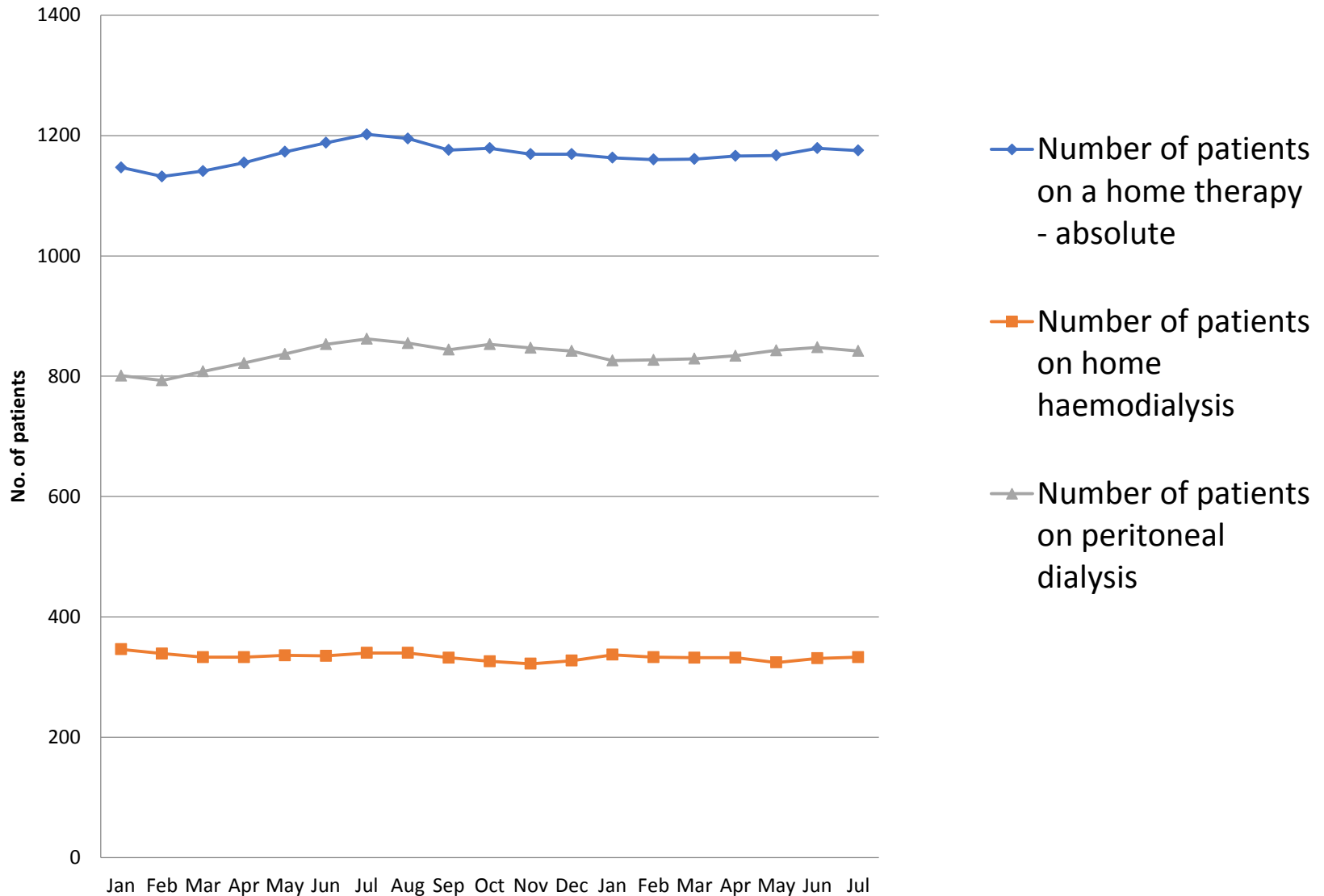
Patients on home therapy - dialysis

Total number of patients on a home therapy - 2019



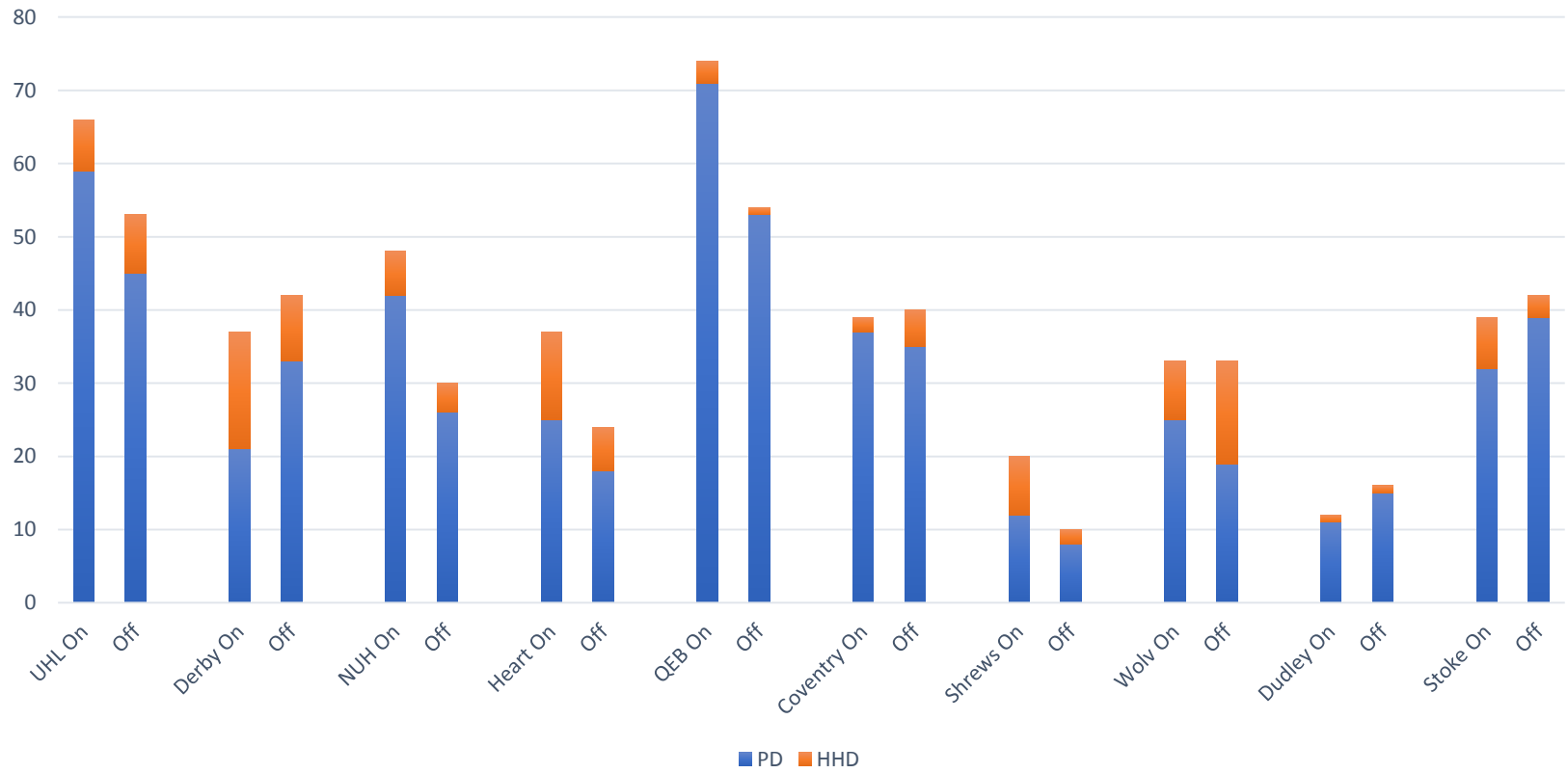
Number of people in East and West Midlands on a home treatment

Jan 2018 - July 2019



Flow

2019 Jan-July 2019 flow

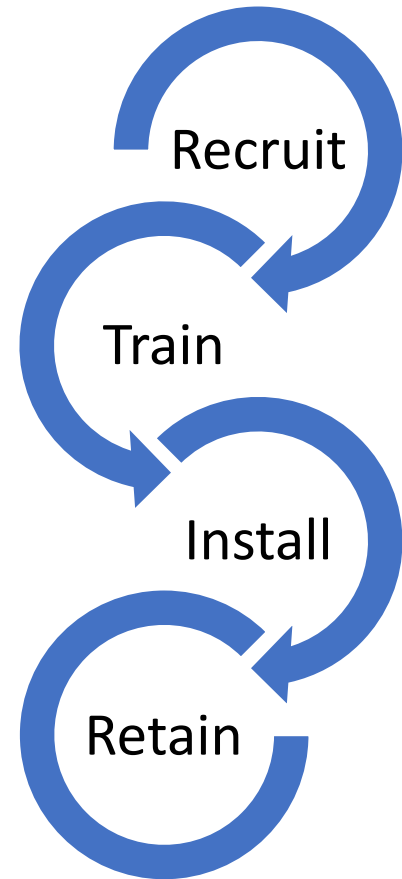


What's on the horizon nationally?

- GIRFT report
 - Provider focused
- Peer review
 - Quality surveillance team
- Transformation programme
 - Specialised Commissioning focus on pathways
 - Particular emphasis preparation, transplantation and home dialysis

For this project

- Interim report due
- Work plan through to January
- A third region – London South – joining
- A one year event



KQuIP

Creativity & Innovation

09.45 – 10.45

Julie Slevin, KQuIP Programme Manager

#KQuIPMidlands

**THINK
KIDNEYS**

KQuIP

Who thinks they are

creative?



Creativity...

The connecting and rearranging of knowledge — in the minds of people who will allow themselves to think flexibly — to generate new, often surprising ideas that others judge to be useful.

"Here is Edward Bear, coming downstairs now, bump, bump, bump, on the back of his head, behind Christopher Robin. It is, as far as he knows, the only way of coming downstairs, but sometimes he feels that there really is another way, if only he could stop bumping for a moment and think of it."

A A Milne



Practical Exercise

How many features can you fit into a Swiss Army Knife?

You have 5 minutes

Wenger Giant



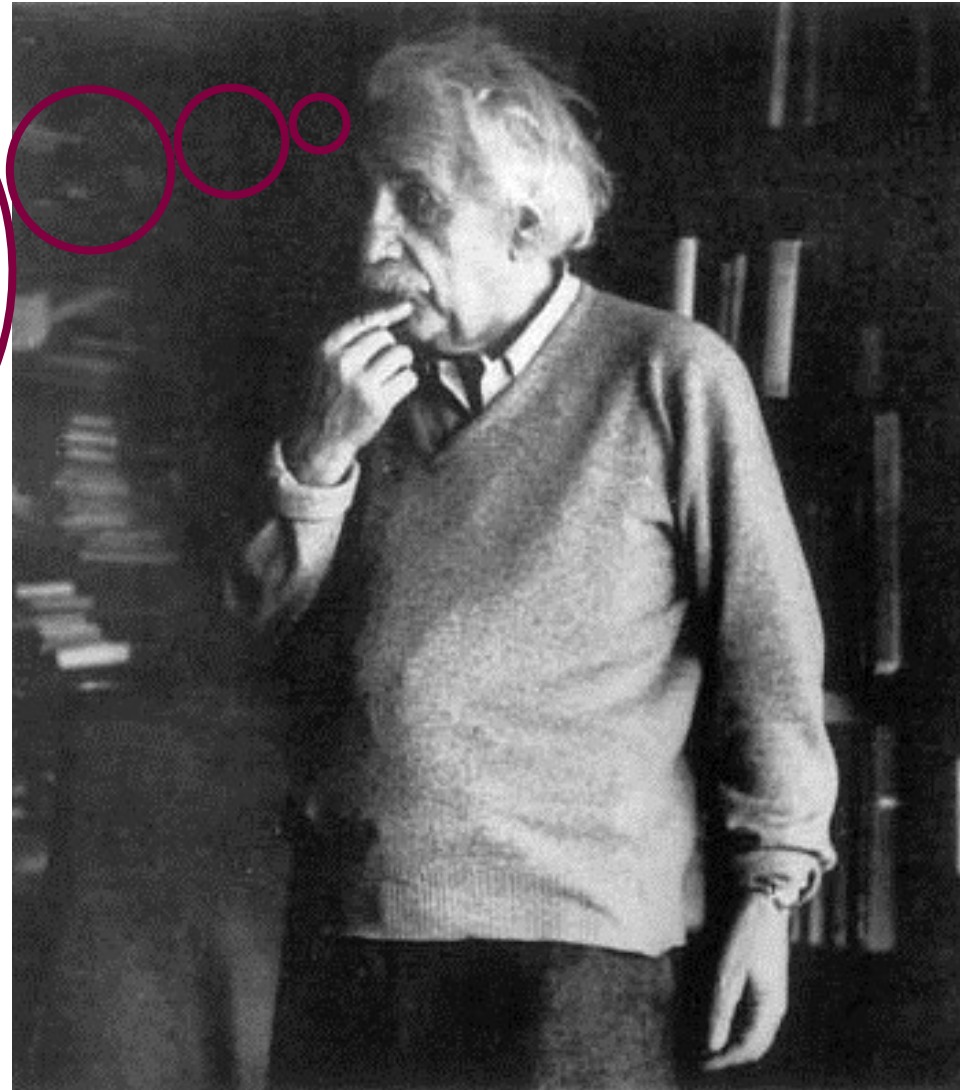
141 functions into 87 implements

- 2.5-inch 60% serrated locking blade
- Nail file
- Nail cleaner
- Corkscrew
- Adjustable pliers with wire crimper and cutter
- Removable screwdriver bit adapter
- 2.5-inch blade for Official World Scout Knife
- Spring-loaded, locking needle-nose pliers with wire cutter
- Removable screwdriver bit holder
- Phillips head screwdriver bit 0
- Phillips head screwdriver bit 1
- Phillips head screwdriver bit 2
- Flat head screwdriver bit 0.5mm x 3.5mm
- Flat head screwdriver bit 0.6mm x 4.0mm
- Flat head screwdriver bit 1.0mm x 6.5mm
- Magnetized recessed bit holder
- Double-cut wood saw with ruler
- Chain rivet setter
- Removable 5mm
- Allen wrench
- Screwdriver for slotted and Phillips head screws
- Removable tool for adjusting spokes
- 10mm Hexagonal key for nuts
- Removable 4mm curved allen wrench with Phillips head screwdriver
- Patented locking screwdriver
- Universal wrench
- 2.4-inch springless scissors with serrated self-sharpening design
- 1.65-inch clip point utility blade

- Phillips head screwdriver
- 2.5-inch clip-point blade
- Club face cleaner
- 2.4-inch round tip blade
- Patented locking screwdriver
- Cap lifter
- Can opener
- Shoe spike wrench
- Divot repair tool
- 4mm Allen wrench
- 2.5-inch blade
- Fine metal file with precision screwdriver
- Double-cut wood saw with ruler
- Cupped cigar cutter with double honed edges
- 12/20-gauge choke tube tool
- Watch case back opening tool
- Snap shackle
- Mineral crystal magnifier
- Compass
- Straight edge, ruler (in./cm)
- Telescopic pointer
- Fish scaler
- Hook dis-gorger
- Line guide
- Shortix laboratory key
- Micro tool holder
- Micro tool adapter
- Micro scraper, straight
- Micro scraper, curved
- Laser pointer with 300-foot range
- Metal file
- Metal saw
- Flashlight
- Micro tool holder
- Phillips head screwdriver 1.5mm
- Screwdriver 1.2mm
- Screwdriver .8mm
- Fine fork for watch spring bars
- Reamer
- Pin punch 1.2mm
- Pin pinch .8mm
- Round needle file

- Removable tool holder with expandable receptacle
- Removable tool holder
- Special self-centering screwdriver for gunsights
- Flat Phillips head screwdriver
- Chisel-point reamer
- Mineral crystal magnifier
- Small ruler
- Extension tool
- Spring-loaded, locking flat nose needle-nose pliers
- Removable screwdriver bit holder
- Phillips head screwdriver bit 0
- Phillips head screwdriver bit 1
- Phillips head screwdriver bit 2
- Flat head screwdriver bit 0.5mm x 3.5mm
- Flat head screwdriver bit 0.6mm x 4.0mm
- Flat head screwdriver bit 1.0mm x 6.5mm
- Magnetized recessed bit holder
- Tire tread gauge
- Fiber optic tool holder
- Can opener
- Patented locking screwdriver
- Cap lifter
- Wire stripper
- Reamer
- Awl
- Toothpick
- Tweezers
- Key ring

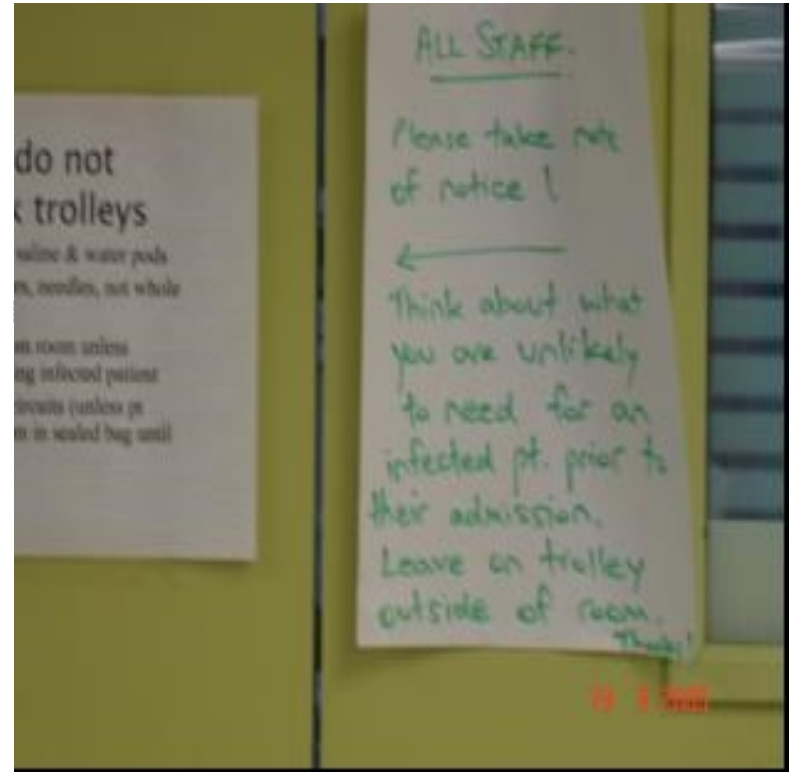
*“Problems
cannot be solved at the
level of thinking that
produced them”*



Observation



Inconspicuous gel dispenser



A notice about a notice

1

“Creative thinking involves breaking out of established patterns (mental valleys) in order to look at things in a different way”

Edward de Bono

Pause, Notice, Observe

purposefully... to increase understanding.

People don't always do what they say they do

People don't always do what they think they do

People don't always do what you think they do

People can't always tell you what they need

Observation helps find out what people really do and need

(Adapted from IDEO)

The way to get good ideas is to get lots of ideas and throw the bad ones away.

Linus Pauling, Nobel Prize winning chemist



Idea Generation

We will do three quick rounds of idea generation.

For each round you will have **one minute** to generate ideas.

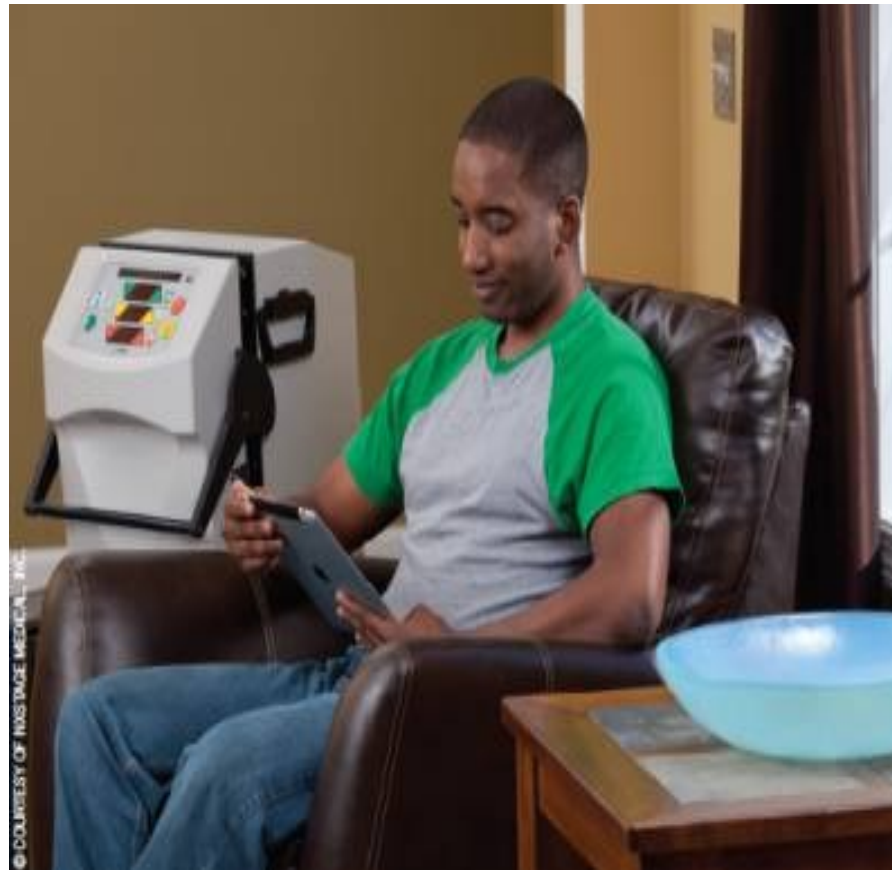
Nominate one or two people to capture
all of the ideas (you will have lots!).





Different ways of getting to work...

How can you increase the uptake or reduce the drop outs of home therapies?



JOHN
LEWIS
& PARTNERS

amazon[®]

Virgin

How would these industries do it?

We said... be imaginative...

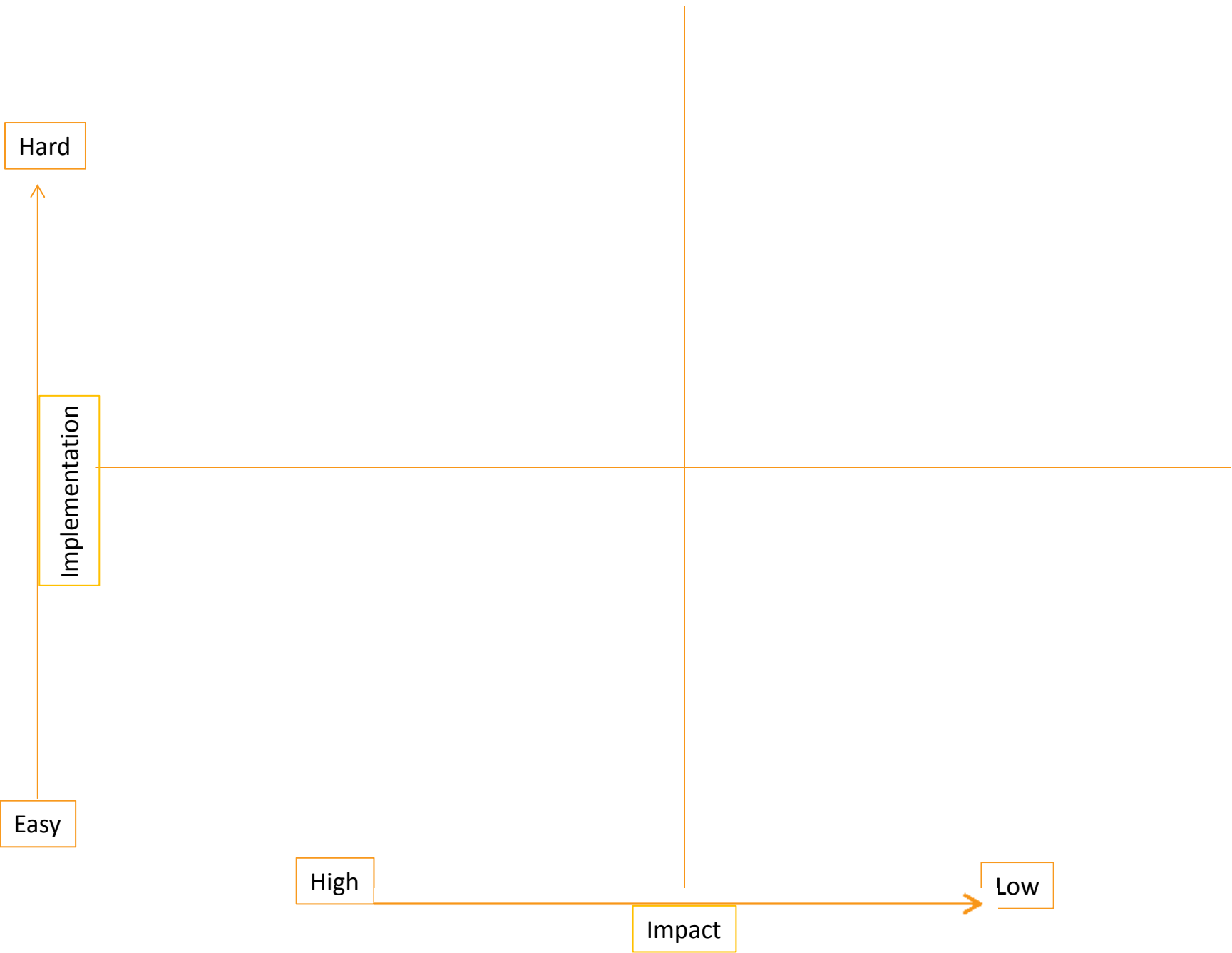
Boris Johnson has passed a new law, and from 31st October 2019 there will be no in-centre haemodialysis...

How are you going to manage your new service? (10 minutes)

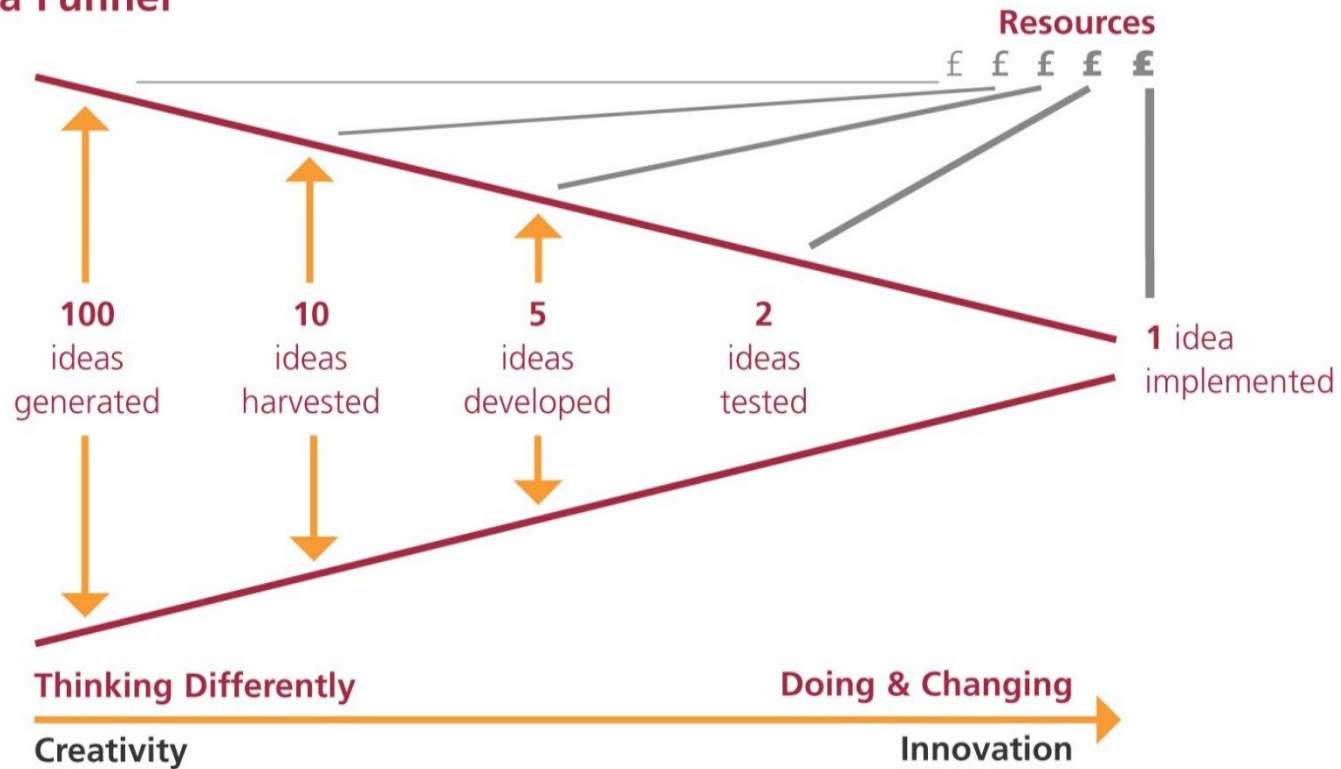
Think about:

- Workforce
- Resources
- Technology...





The Idea Funnel



Numbers depicted are illustrative only, but are based on typical ratios across a variety of industries



Creativity is a great motivator because it makes people interested in what they are doing.

Creativity gives hope that there can be a worthwhile idea.

Creativity gives the possibility of some sort of achievement to everyone.

Creativity makes life more fun & more interesting.

Edward de Bono

Any Questions ?





10.45 – 11.00

COFFEE

#KQuIPMidlands



Think Kidneys is a national programme led by
NHS England in partnership with UK Renal Registry

KQuIP
Taking stock

11.00 – 12.30

Catherine Stannard and Daljit Hothi

#KQuIPMidlands

**‘THINK
KIDNEYS’**

KQuIP

Your AIM(S)

What are you **hoping** to **achieve**?

Is your vision **clear**?
Is there **consensus**?

Does it **energise and motivate** the team?



Is your aim too **ambitious**?

Is it too **woolly**?
Lack of agreement?

Does the vision **paralyse** you?

Say your new/affirmed aim out loud

Primary Drivers: Essential for Success

Are these still **correct**? Or do you wish to **change, add, replace** factors?

Are you **influencing all** of these?

Is there a **block**?
.....If yes can you identify **why**?



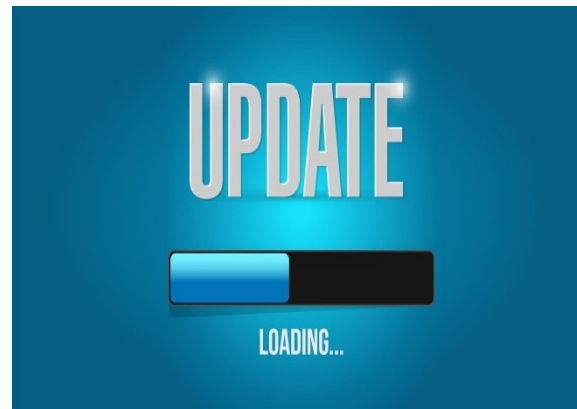
...Do you want to **shift focus** to the others?

Secondary drivers

Where have you been doing the **most work**?

Where are your **easy wins**?

Where would you put your **most energy** now?



What can you do as **individuals** for the team?

Update, annotate and amend your driver diagram
Be specific: put names and timescales by change ideas

“Everyone in healthcare really has two jobs when they come to work every day: to do their work and to improve it.”



Quote from *What is "quality improvement" and how can it transform healthcare?*,
by Batalden,P; Davidoff.F.

Your unit presentation – 5 minutes each!

- Reflect and review project AIM
- Where have you concentrated your efforts to date?
- What should you, would you like to work on next?
- What are your biggest lessons/reflections?

KQuIP

Bringing everyone along with you...

12.30 – 13.00

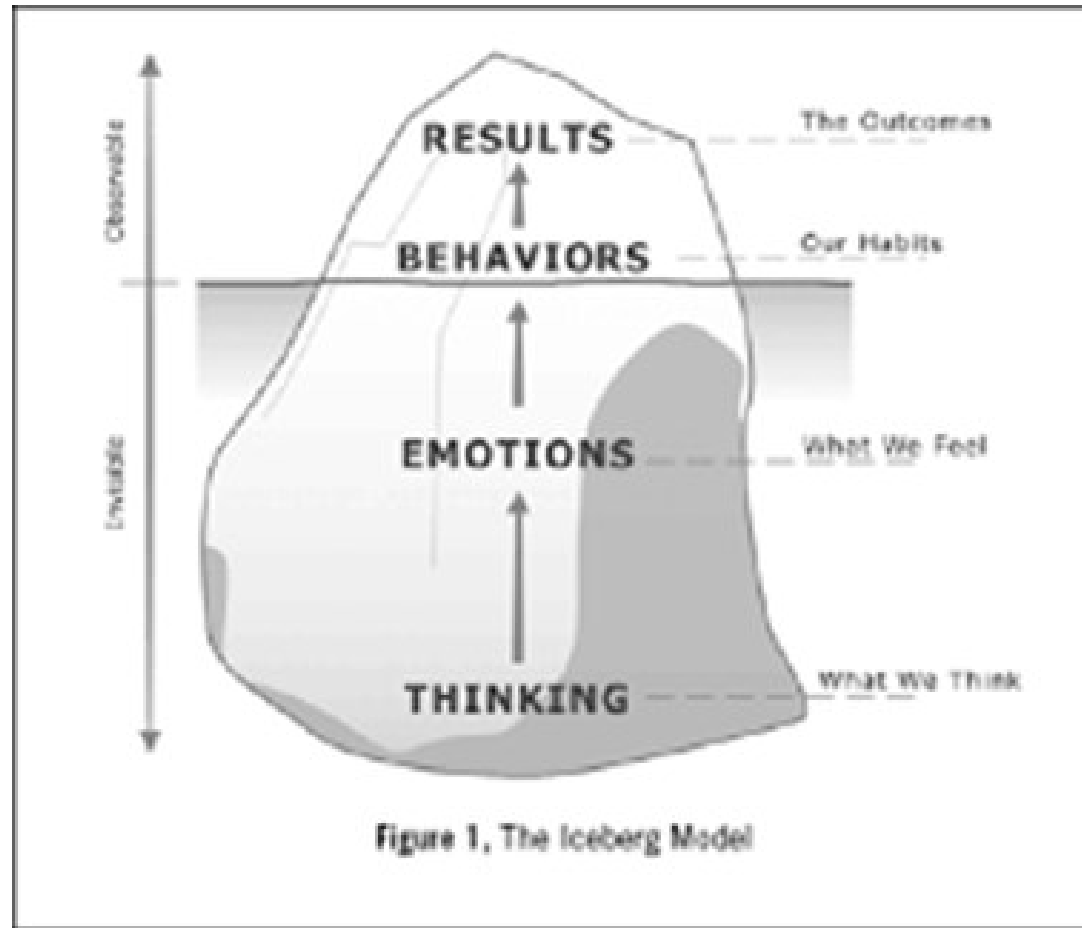
Ranjit Klare, Catherine Stannard

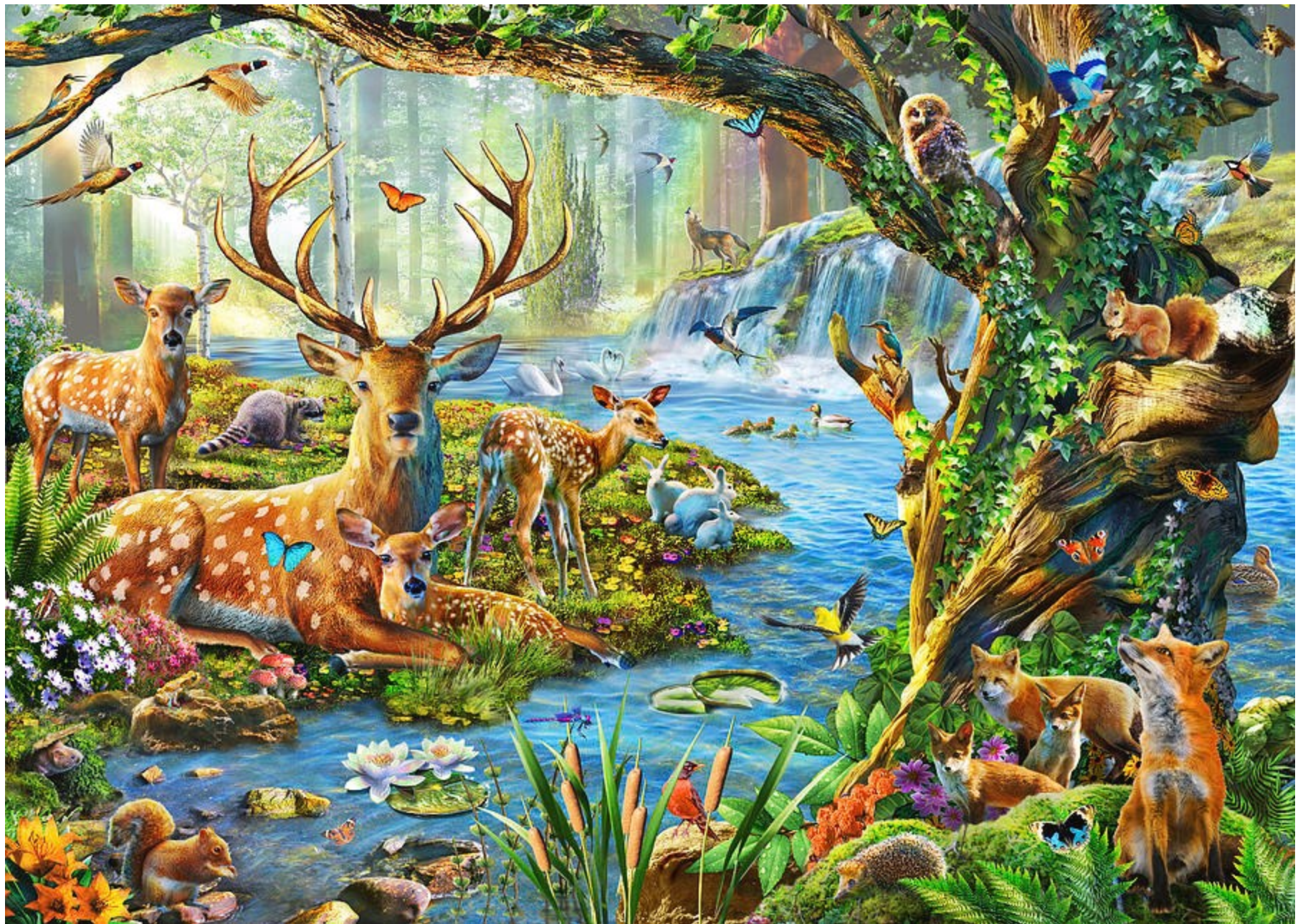
#KQuIPMidlands

**‘THINK
KIDNEYS’**

KQuIP

The importance of thinking

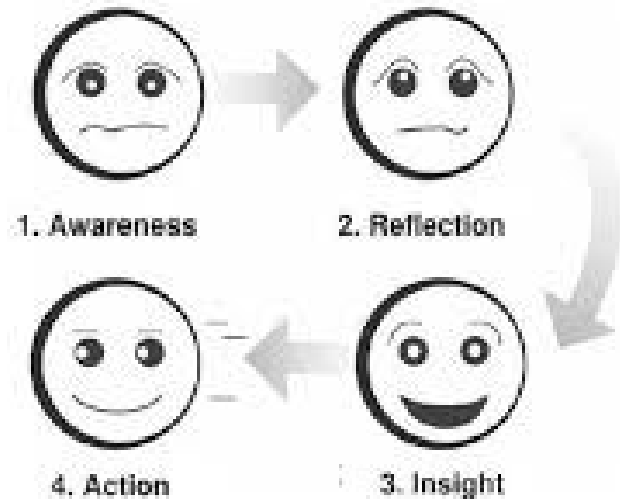




KIDNEYS

Having an 'aha!' moment

The four faces of insight



How to change people's thinking



Conversation tools to help people have their own insights

1. Identify the dilemma

'I'd really like to get all these projects finished but I am just overloaded with emails'

'I really want to expand our home haemodialysis service but we just don't have enough staff in the team'



Conversation tools to help people have their own insights

1. Permission

I'd like to talk to you about that new project, is now a good time?

Can we spend a few minutes brainstorming some ideas around this?

I'd like to have a conversation that is a little bit delicate to talk about – it might take 15 minutes or so – is this a good place and now a good time?

Conversation tools to help people have their own insights

2. Placement

- Set the scene
- give a timeframe
- tell them where you're coming from
- what your goals are
- what you would like them to do in the conversation

Conversation tools to help people have their own insights

3. Questioning

Yvonne's dilemma:

"I'd really like to be less stressed at work, but it just seems to get busier every week"

Once you have asked permission and used placement, what questions would you ask Yvonne to help her resolve her dilemma?

Conversation tools to help people have their own insights

3. So what are we left with?

I'd really like to be (less stressed at work (details)), (but it just seems to get busier every week (problem))

I'd really like to be ~~less stressed at work, but it just seems to get busier every week~~

Conversation tools to help people have their own insights

3. Thinking questions

*How long have you been **thinking** about this?*

How important is this issue to you?

*What priority do you **think** it should be?*

*What impact is **thinking** about this issue having on you?*

*Do you have a plan for **thinking** about this issue?*

*How clear is your **thinking** about the plan?*

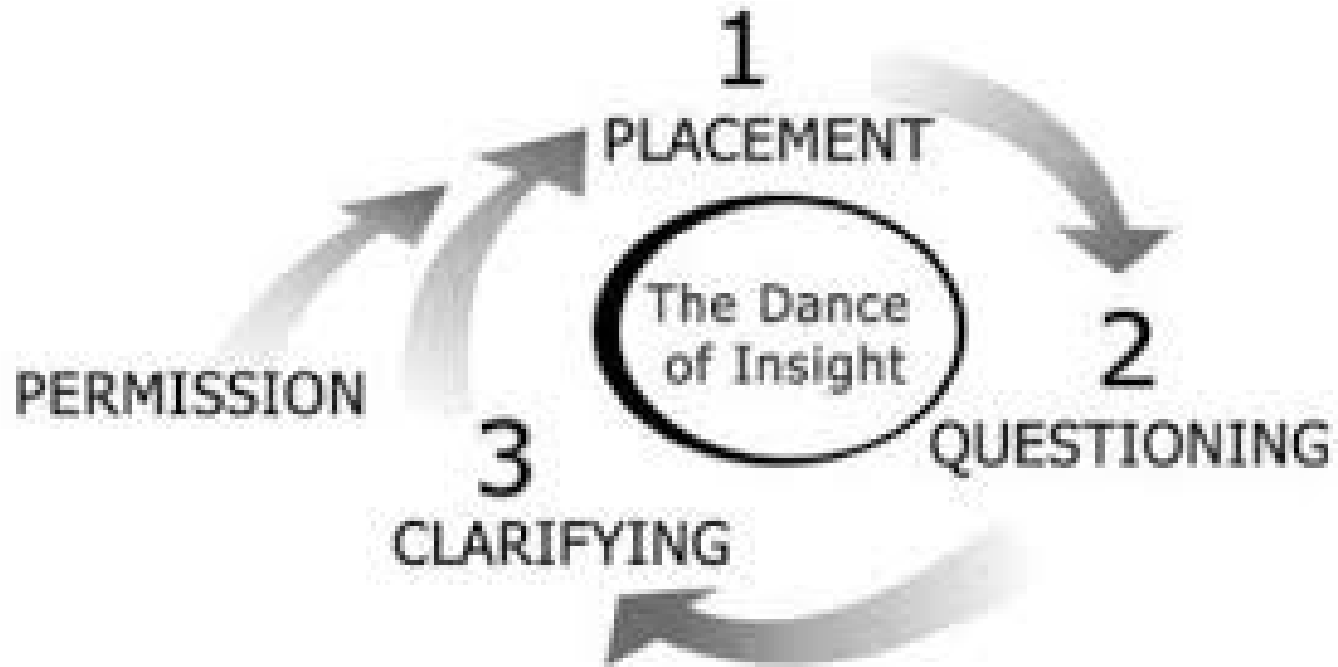
Conversation tools to help people have their own insights

4. Clarifying

Imagine a peer at the start of a meeting says *‘my day’s been exhausting, I am not sure I will be able to focus – my best friends been crying on my shoulder all day, my partner yelled at me, and I was late for three appointments’*

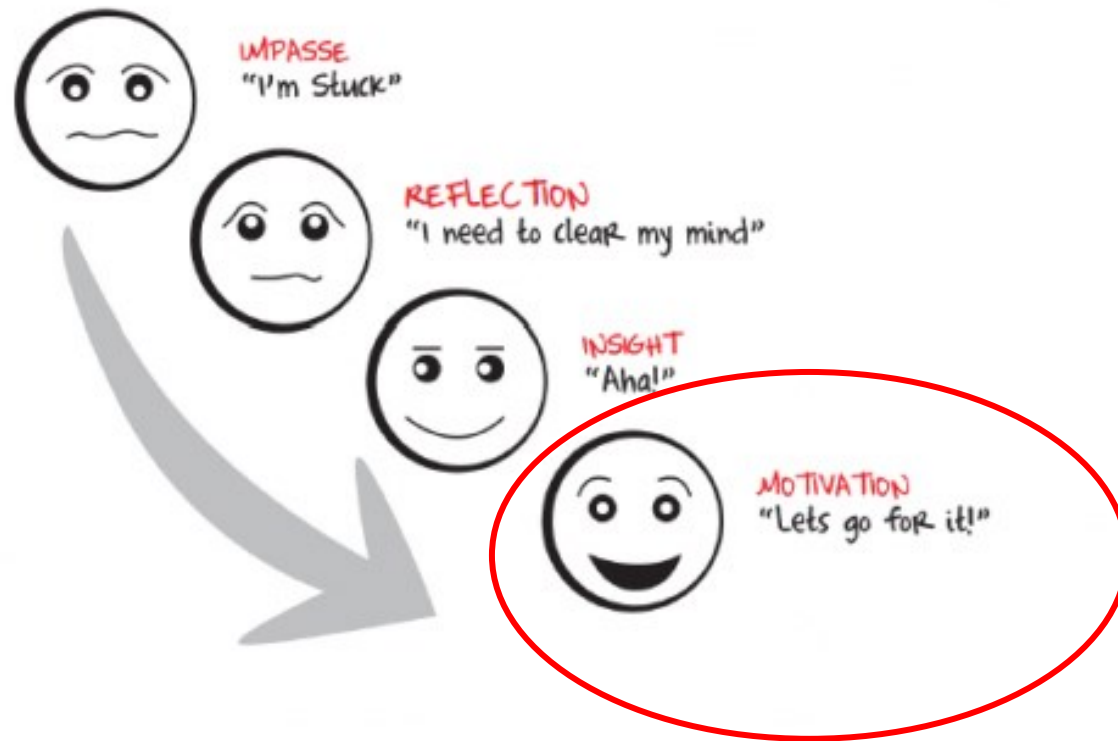
To clarify here – *“Sounds like today’s been a real stretch for you”*

Conversation tools to help people have their own insights

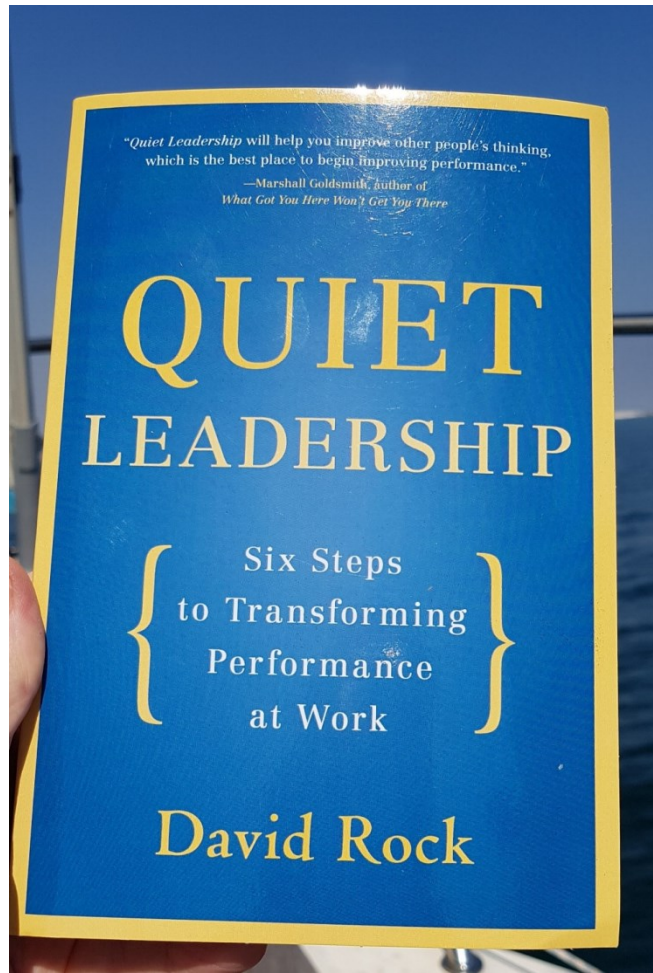


Final thing - ACTION

The Anatomy of an Aha! Moment



For your reference...





13.00 – 13.45

LUNCH

#KQuIPMidlands

3 x 15 minute optional one-to-one or team project surgeries with Dal, Richard or Ron



Think Kidneys is a national programme led by
NHS England in partnership with UK Renal Registry

KQuIP

How are you going to get there?

13.45 – 14.15

Ron Cullen, The Renal Association

#KQuIPMidlands

**‘THINK
KIDNEYS’**

KQuIP

KQuIP

Who makes up a multi-professional team?

Involving patients in QI, a unit experience

14.15 – 14.45

Birmingham Heartlands Hospital

#KQuIPMidlands

**‘THINK
KIDNEYS’**

KQuIP

Engaging patients to improve quality of care - our experience at Birmingham Heartlands Hospital



www.kidneyresearchuk.org

Registered charity no. 252892. Scottish charity no. SC039245.

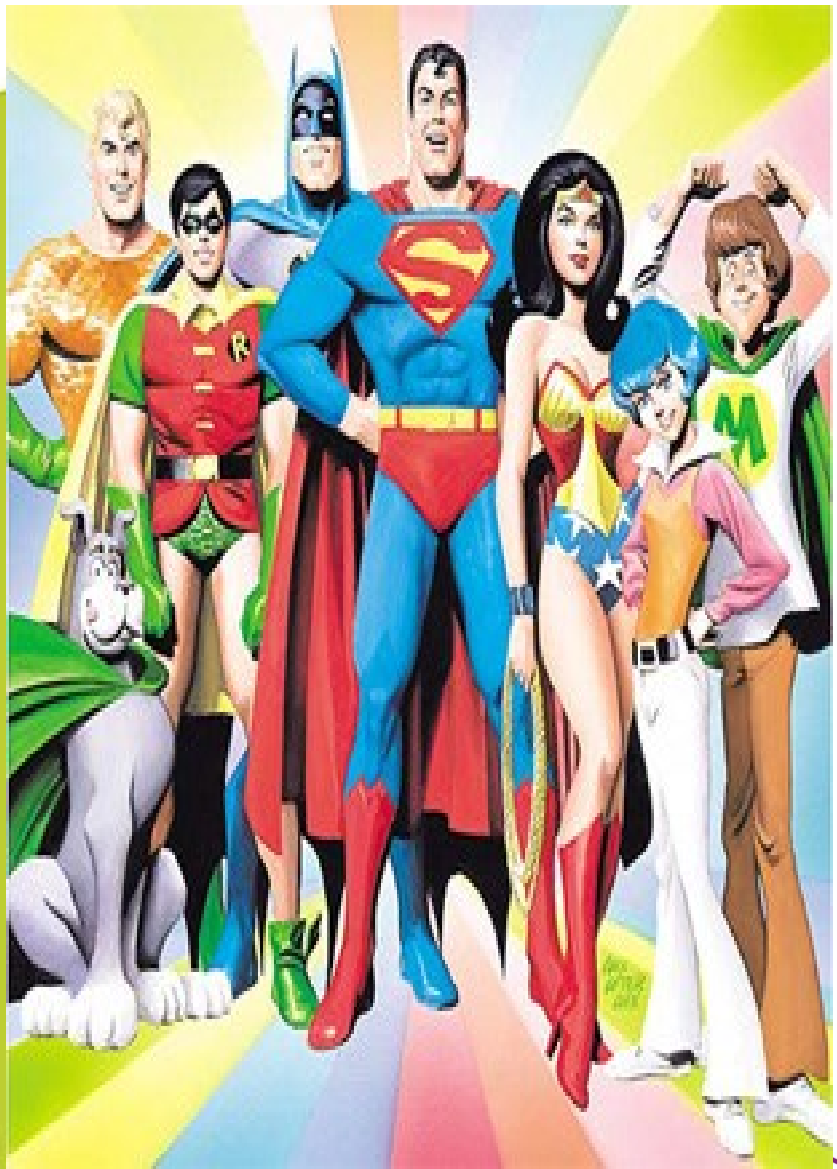


How it all started

Unit	% on Home therapy
1	27
2	27
3	21
4	21
5	16
6	(2014 data) 15
HEFT	12

- Particular issues with the ethnic minorities
- Late decision making
- Last minute change of mind
- Related to Acceptance of diagnosis

- Education sub-optimal – difficult to get rapport
- HD became the default as patient not empowered



Background to the Peer Educator initiative and recruitment

Neerja Jain, renal nurse and Project Manager, Kidney Research UK

“Education is the most powerful weapon which you can use to change the world.”

Nelson Mandela 1918-2013 RIP



www.kidneyresearchuk.org

Registered charity no. 252892. Scottish charity no. SC039245.

Kidney Research UK
Funding research to save lives

Kidney Information, helping to reduce inequalities: Peer Educators

- Simple & adaptable model
- Empathetic - as truly representative of target communities
- Accredited training to deliver key messages
- Proven & Evidence based: *The effectiveness of a peer outreach initiative as a tool for increasing the numbers of Black, Asian and minority ethnic people who register as organ donors CKJ-00050-2015 (Clinical Kidney Journal)*
- Cost effective
- Sustainable
- Building capacity & confidence





Adapted for a range of BAME groups as well as segmented for age and gender



ACE Volunteer Peer Educator recruitment

- Via Kidney Research UK's previous Peer Educator projects and contacts in Birmingham e.g. Sadaqa donation project
- Via Renal Unit, HEFT
- Attempted via Volunteer Services at HEFT – 0 through this route
- 10 Peer Educators recruited; 9 completed training; 8-9 “active”
- Peer Educator Co-ordinator recruited (brand new post)
- Approached an additional 10 (need for other BAME & lower socio-economic); aim for 2nd training session late Aug/early Sept
- Reformatted Volunteer Info Leaflet.....

Volunteer Information leaflet



An **EXCITING** opportunity to make a difference in the lives of Kidney patients, by helping them to make an informed choice about dialysis options, with the **ACE** project
(Acceptance, Choice and Empowerment) for kidney failure



- Patients who are diagnosed with severe kidney failure often need help deciding what dialysis they should have
- There is evidence that home based treatment have additional benefits and that most patients should have dialysis at home

What do you need to apply?

- A passion for helping people and the community
- No prior knowledge of kidney disease is needed but if you do that would be useful

We are looking for individuals from a diverse background to help us

- Currently within our hospital less than 10% of patients choose to have dialysis at home
- Patients from certain backgrounds in particular are less likely to choose to start dialysis at home
- HEFT with the help of Kidney Research UK is setting up a programme to train peer educators from within the local community
- The peer educators with support from Kidney Failure Support Team at the hospital will help patients understand information about kidney failure

- **Full accredited training is provided by Kidney Research UK**
- **Expenses will be paid**



INTERESTED?



Contact

Dr Jyoti Baharani

0121 424 2518 jyoti.baharani@heartofengland.nhs.uk

Sister Annette Dodds

0121 424 2677 Annette.dodds@heartofengland.nhs.uk

Peer Educators training Programme

- Accredited 2 day training programme delivered by Core Project team members over 1 weekend
- Interactive & open sessions with cross learning and support +++
- Excellent evaluation from PEs
- plus half day DDA training from Dr Hilary Bekker (Baxter funded)
- (some) of the ACE PE team....



Peer Educator: Interventions

- 4 Tier Approach
 - Clinics
 - Kidney Information Days
 - Home visits with CNS
 - Telephone contact

Clinics

- Peer Educators are present in the low clearance clinic to talk to patients about dialysis as requested.
- CNS/ Drs refer patients as appropriate
- Process evolved over the initial weeks.
- Development of a Standard operating Procedure.

Home Visits

- Peer educators have attended Home visits with the Kidney Failure CNS to give information re RRT options.
- Aim to pair up PE with patient- age, ethnicity, sex.
- Assist with explanations re dialysis process and provide reassurance.
- Can assist with translation of information
- DDA left

Telephone Contact

- Patients who have had a home visit benefit from a follow up telephone contact
- Discuss anxiety
- Provide reassurance
- Follow up after education days with same intention
- Aim is to ask if decision re RRT modality made

Patient information day

- Need for a patient information day for the Asian community. Poor attendance in the past
- Local venue. Accessible. Day / Time
- Personal letter, followed up by a phone call.
- Free venue
- Refreshments provided. Culturally appropriate.
- Peer Educators to deliver the talks.
- Interest from QE Hospital

It was a very good experience for the volunteers.

Different individual experiences

Very informative and time to ask questions

Very good.

Excellent, very helpful educational

Provided reassurance

It gave me a helpful insight into the reality of dialysis.

Peer education worked well with this gentlemen.
RT

I wouldn't change anything, but I do believe we could do a lot more if we had a bigger remit to help and support patients through their journey. PE

The support of a PE helped me to get through to a lady.... RT

Made me feel more confident that the programme would be a success. RT

Overall feeling really good about helping patients. PE

- Education programme redesign
- Focus groups
- Value of home visits
- External facilitator

- E3 Dialysis education for ICHD nurses

- Home dialysis roadshows



- Home dialysis





www.kidneyresearchuk.org

Registered charity no. 252892. Scottish charity no. SC039245.

Kidney Research UK
Funding research to save lives



www.kidneyresearchuk.org

Registered charity no. 252892. Scottish charity no. SC039245.

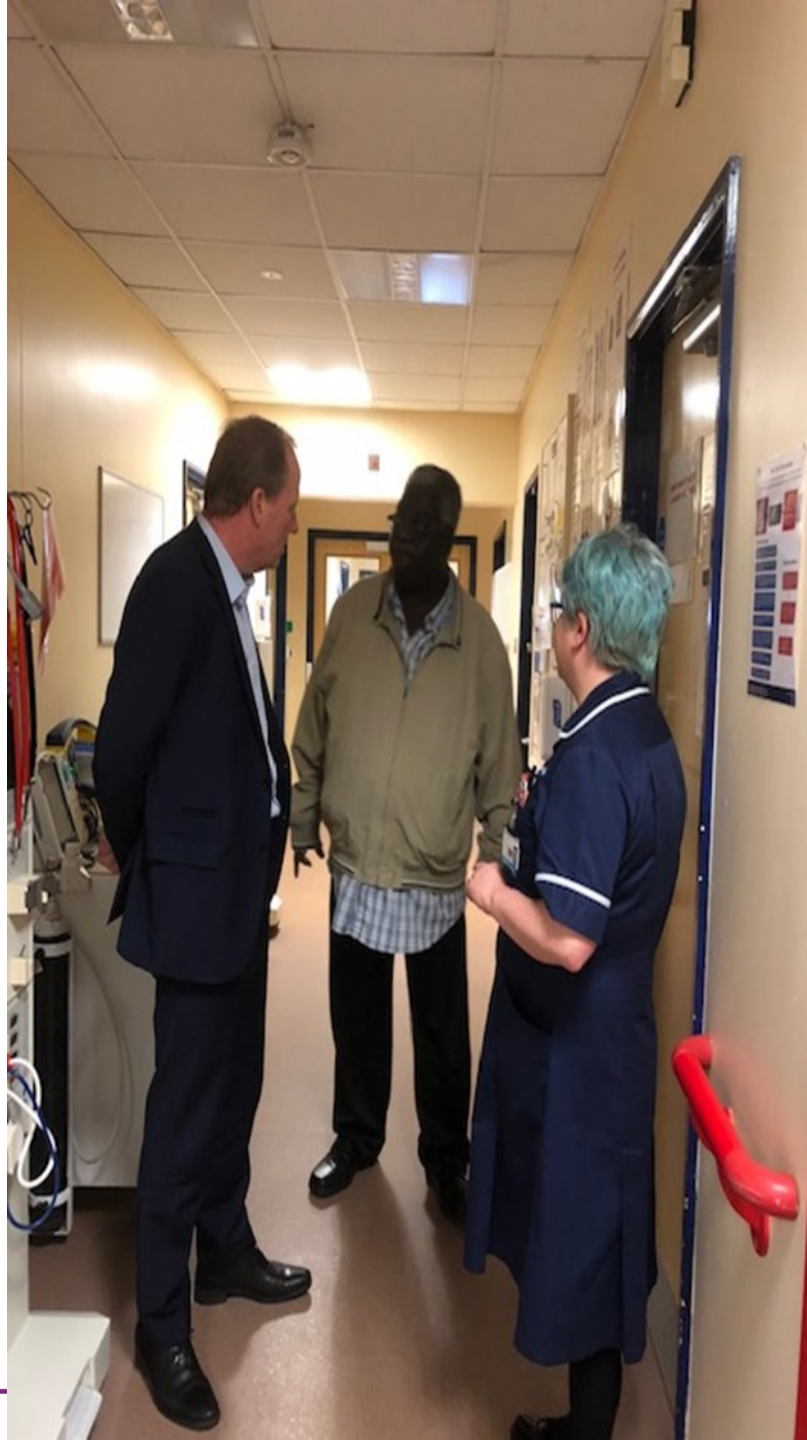
Kidney Research UK
Funding research to save lives



www.kidneyresearchuk.org

Registered charity no. 252892. Scottish charity no. SC039245.

Kidney Research UK
Funding research to save lives



www.kidneyresearchuk.org

Registered charity no. 252892. Scottish charity no. SC039245.

Kidney Research UK
Funding research to save lives





www.kidneyresearchuk.org

Registered charity no. 252892. Scottish charity no. SC039245.

Kidney Research UK
Funding research to save lives



www.kidneyresearchuk.com

Registered charity no. 252892. Scottish charity no. SC0

Kidney Research UK
Funding research to save lives

- Peer support – more informal

It is impossible to live without failing at something, unless you live so cautiously that you might as well not have lived at all - in which case, you fail by default.

-J.K. Rowling

Learn more at
SpiritualCleansing.Org





14.45 – 15.00

COFFEE

#KQuIPMidlands



Think Kidneys is a national programme led by
NHS England in partnership with UK Renal Registry

KQuIP

Planning the next three months...

- Goals, aspirations
- Timeframes – 30, 60, 90 days
- Pledges – affirm, amend

Richard Fluck, Project lead
15.00 – 15.45

#KQuIPMidlands

KQuIP

Summing up and January 2020

Richard Fluck, Daljit Hothi, Project co-leads
15.45 – 16.15

#KQuIPMidlands

**‘THINK
KIDNEYS’**

KQuIP

Tell us how you found the day...

We will send you an **online evaluation form** in the next couple of days
When returned, you will receive your certificate of attendance and CPD credits

The SurveyMonkey logo is displayed on a green rectangular background. It features a white icon of a person with a speech bubble and the text "SurveyMonkey" in white.

**ACCREDITED:
EVENT
#1002439
6 CPD CREDITS**

