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Nephrology Case Management Improving Patient Outcomes

Sherri Lynn Fulmer RN, ADN, Geisinger Health Plan, Shamokin, PA

Topic: CKD and Dialysis patients are a population who are physically ill, but also experience grief/loss. Grief of independence, self-esteem, and body function, feeling alone on this new journey, they need someone who understands what they are thinking and feeling, this is what Nephrology Case Management provides.

Abstract:

Through case management patient are contacted frequently and monitored for signs and symptoms of uremia, fluid retention/overload, and exacerbation of heart failure. We teach our patients to recognize the comorbid disease state, signs and symptoms and to contact the physician's office when they occur. We teach them about Diabetes and Hypertension, how to better control them, and possibly reduce the damage that these had cause.

With interventions such as education, close monitoring, and emotional support/understanding, a percentage of patients have shown the decrease in progression in their disease which delays the need to start dialysis. This impacts to two ways; first being the last thing a patient wants to do is to start Renal Replacement Therapy. Remaining off dialysis gives a sense of self control over their lives. This is done with the stabilization of labs, blood glucose and blood pressure control.

Second, the financial cost savings on modality. Annual cost of Hemodialysis estimated being \$82,000 a year, and Peritoneal Dialysis being \$61,000 annually, decreasing the progression helps to reduce cost to insurance and patient.

Finally, Case Management provides the patient with another interface with the medical community. Case management is a bridge to fill the gap between patient and doctor's office. For the patient who is too timid or unsure with calling the physician's office with concerns, case management gives the patient an option to speak to someone they built a relationship and feel comfortable with.

In short, Nephrology Case management works to improve patient outcomes both physically and emotionally

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