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Peritoneal Dialysis Modality: Engaging Staff to Enhance Competency to Improve Patient Satisfaction and Outcome

Chechamma George, BSN, RN, CNN, James J. Peters Medical Center, Bronx, NY

Objective: Since peritoneal dialysis (PD) is a home dialysis modality, hospital nurses are not frequently caring for PD patients, thus maintaining some frequency of training and competency are necessary to deliver safe and quality care. The need for an annual educational program on enhancing PD competency is vital for staff engagement in providing quality and safe patient care during hospitalization.

Methods: A Plan, Do, Check, & Act quality improvement project.

Plan: The outpatient PD clinic along with the nurse education department conducted a needs assessment survey and focus group session with hospital nurses to identify any gaps in their knowledge of PD.

Do: Results of the survey and focus group session showed an overall lack of knowledge caring for a PD patient and performing the PD treatment. A PD educational program was designed and implemented based on these results. A post evaluation was created to assess the effectiveness of the PD education program.

Check: Analysis of the evaluation results showed a need for retraining to sustain PD competency.

Act: Form PD Champions, provide quarterly retraining for the champions and they train/support their peers to maintain competency.

Outcomes: PD knowledge scale pre-and post-education:

Pre: Low: 35% Moderate: 38% High: 20% Very High: 17.5%

Post: Low: 0% Moderate: 0% High: 48% Very High: 52%

Conclusion: Implementing this quality improvement project significantly enhanced staff knowledge, improved their confidence and engagement, and thus improved patient satisfaction and outcome through high quality care.

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