

2021 ANNA NATIONAL SYMPOSIUM

Enhancing Patients Experience: A Support Group for Home Dialysis Patients

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Objective: Home Dialysis patients perform daily dialysis treatments at home, reducing their clinic visits. This leads to loneliness as they miss interacting with patients who experience similar medical issues. To combat loneliness and encourage each other, patients can utilize the Support Group platform.

Method: Form a Support Group for the Home Dialysis patients to provide a place to share common issues/concerns and build coping skills.

Plan: Meet quarterly to socialize and educate patients, while boosting coping skills. Empower through sharing and learning from each other's knowledge and experience.

Act: Met quarterly as most patients reside remotely:

- Discussed impact of Peritoneal Dialysis (PD) on work, family and personal life.
- Shared travel tips while on PD.
- Experts shared their perspective to novices.
- Invited other disciplines as guest speakers to gain knowledge.
- Celebrated birthdays and holidays as a group.
- Coordinated out-door group activities to improve unity.

Outcomes: Improved camaraderie, strength, unity and quality of life for PD patients. Provided patients a platform to share their perspectives and concerns to peers. Proved beneficial for new PD candidates by addressing their anxiety towards a new treatment process. Increased enrollment in the PD program as potential candidates learned about PD modality from a patient's perspective.

Conclusion: The Support Group helped to improve patient experience by providing a feeling of togetherness for patients as they undergo this life changing journey.

Abstract selected for presentation at 2021 ANNA National Symposium