

Home Hemodialysis Patient Experience of Care



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Objectives

- Explain trends increasing the importance of patient experience and of federal regulations pertaining to patient experience
- Give 3 reasons why measuring patient experience is important
- Appreciate the challenges in assessing patient experience in home dialysis patients



Patient Experience

- “The sum of all interactions, shaped by an organization’s culture, that influence patient perceptions across the continuum of care.” – The Beryl Institute

<http://www.theberylinstitute.org/?page=Mission>



Trends Increasing Importance

- Regulatory trends
 - CAHPS surveys required by CMS for a wide range of clinical practice sites
 - Accountable Care Organizations (ACO) participating in Medicare initiatives
 - Adult Hospital
 - Group practices participating in the Physician Quality Reporting System (PQRS)
 - Home and Community-Based Services
 - Home Health Care
 - Hospice
 - In-Center Hemodialysis
 - Outpatient and Ambulatory Surgery



Regulatory Trends Continued

- CAHPS results are a variable in value-based performance initiatives
- 2008 Conditions for Coverage and MAT 2.5
 - Measure and report patient experience and grievances
 - Prompt resolution of grievances
 - Increase the percent of patients satisfied with care



Trends Increasing Importance

- Market trends
 - Calls for transparency
 - Increase in high deductible insurance plans
- Increased evidence linking patient experience to clinical and economic outcomes



Why Measure?

Clinical Case

- Patient experience has inherent value to patients and families
- Positive correlation to process of care
- Correlation with adherence to medical advice and treatment plans
- Can reveal important system problems



Why Measure?

Economic Case

- Decrease in medical malpractice suits
- Improving patient experience tends to improve employee experience
 - Decreased turnover
 - Improved systems and processes enable clinicians to provide more effective care
- Increased likelihood patient will stay with provider



But Really...

- Because it is important...
 - Consider why you decided to work in healthcare



Measuring Patient Experience



ICH CAHPS

- **Adult, incenter HD patients in facility >3 months**
- **Scores on the 3 composite and 3 global ratings scales publically listed on Dialysis Facility Compare**
 - 3 composite scales:
 - Nephrologists' Communication and Caring
 - Quality of Dialysis Center Care and Operations
 - Providing Information to Patients
 - 3 global ratings scales
 - Rating of Kidney Doctors
 - Rating of Dialysis Center Staff
 - Rating of Dialysis Center
- **Results part of payment equation**




Home Hemo and ICH CAHPS

- **Survey developed for the in-center hemodialysis population**
 - Many questions are not relevant to home hemo patients
 - Skip patterns jump home hemo patients to the end of the survey ("About You" questions) after the first question:
 1. **Where do you get your dialysis treatments?**
 - At home → **If At home, Go to Question 45**
 - At the dialysis center
 - I do not currently receive dialysis → **If I do not currently receive dialysis, Go to Question 45**



Home Dialysis and CAHPS

- Questions that are applicable
 - Doctors/staff cared about you as a person
 - Doctors/staff listen carefully to you
 - Doctors/staff show respect for what you had to say
 - Doctors/staff explain things in a way that was easy to understand
 - Staff behave in a professional manner



Copyright

Surveys for Home Dialysis Patients

- No CAHPS survey for home patients
- Dialysis Patient Satisfaction Survey (DPSS)
 - Long
 - Not home hemo specific
- Internal surveys
 - Variable quality
- CHOICE Health Experience Questionnaire



CHOICE Study

- Objective: compare patient satisfaction with HD and PD in cohort of incident patients
- Cross sectional
- 736 total patients, 89% response rate
- 3 overall ratings and 20 item survey



Rubin HR et al. JAMA 2004;291:697-703

HD vs. PD Satisfaction Results

Table 2. Probabilities of Excellent Ratings by Hemodialysis (HD) and Peritoneal Dialysis (PD) Patients

Satisfaction Domain and Item	No. of Excellent Ratings No. of Respondents (%)		PD/HD	
	HD Patients	PD Patients	Unadjusted Relative Probability (95% CI)	Adjusted Relative Probability (95% CI)
Background				
Control amount of disease	132/264 (50)	115/117 (98)	1.84 (1.56-2.16)	1.75 (1.48-2.04)
Quality of treatment	130/262 (50)	115/117 (98)	1.76 (1.48-2.04)	1.67 (1.40-1.91)
Quality of nursing	129/260 (49)	115/117 (98)	1.87 (1.58-2.19)	1.80 (1.53-2.07)
Frequency of nursing	89/178 (50)	115/117 (98)	1.83 (1.55-2.15)	1.80 (1.53-2.07)
Attitude of staff	140/280 (50)	115/117 (98)	1.83 (1.55-2.15)	1.71 (1.45-1.98)
Background				
Attitude of information	86/172 (50)	115/117 (98)	2.14 (1.79-2.49)	1.87 (1.58-2.20)
Attitude of information	116/232 (50)	115/117 (98)	1.89 (1.59-2.19)	1.81 (1.54-2.07)
Cooperation with other physicians	81/162 (50)	115/117 (98)	1.85 (1.54-2.23)	1.77 (1.50-2.03)
Quality of Care				
Background				
Quality of nurses	226/452 (50)	180/180 (100)	1.44 (1.29-1.59)	1.39 (1.24-1.53)
Quality of staff	226/452 (50)	180/180 (100)	1.41 (1.26-1.55)	1.33 (1.18-1.48)
Response to pain	213/426 (50)	180/180 (100)	1.48 (1.31-1.64)	1.37 (1.21-1.52)
Technical aspects				
Absence of dialyzer-related	100/200 (50)	85/142 (60)	1.68 (1.36-2.09)	1.64 (1.32-1.91)
Non-needle problems	104/208 (50)	85/142 (60)	1.66 (1.34-2.04)	1.51 (1.20-1.82)
Attention to cleanliness of access site	213/426 (50)	180/180 (100)	1.47 (1.31-1.59)	1.39 (1.24-1.54)
Background				
Ease of reaching staff	100/200 (50)	140/140 (100)	1.57 (1.38-1.77)	1.45 (1.26-1.64)
Staff available in emergency	100/200 (50)	130/130 (100)	1.66 (1.45-1.87)	1.51 (1.31-1.71)
Ease of reaching social worker	100/200 (50)	130/130 (100)	1.63 (1.42-1.83)	1.47 (1.27-1.67)
Background				
Attitude of information about HD vs PD	80/160 (50)	120/120 (100)	2.73 (2.30-3.24)	2.60 (2.17-3.09)
Information about HD vs PD	100/200 (50)	120/120 (100)	2.02 (1.73-2.36)	1.90 (1.62-2.20)
Attitude of information about PD	100/200 (50)	120/120 (100)	2.14 (1.84-2.47)	2.07 (1.78-2.39)
Overall Ratings				
Quality of dialysis care	224/448 (50)	180/180 (100)	1.40 (1.26-1.54)	1.36 (1.21-1.51)
How well you feel in hospital	100/200 (50)	130/130 (100)	1.62 (1.43-1.81)	1.50 (1.31-1.69)
How well you feel in hospital	100/200 (50)	130/130 (100)	1.62 (1.43-1.81)	1.50 (1.31-1.69)

Abbreviations: CI, confidence interval.
†Probability of excellent ratings (excellent or good) was significantly higher for HD than for PD patients. ‡Relative probability (excellent or good) was significantly higher for HD than for PD patients. §Relative probability (excellent or good) was significantly higher for PD than for HD patients. ¶Relative probability (excellent or good) was significantly higher for HD than for PD patients. ††Relative probability (excellent or good) was significantly higher for PD than for HD patients. †††Relative probability (excellent or good) was significantly higher for HD than for PD patients. ††††Relative probability (excellent or good) was significantly higher for HD than for PD patients. †††††Relative probability (excellent or good) was significantly higher for HD than for PD patients.



Challenges Surveying Home Patients

- Patient population considerations
- Home therapies have distinct differences
- Data distribution and lack of comparators
- Meaningful results that can be acted upon



Conclusion

- Measuring and acting upon patient experience is important for a number of reasons
- Currently no standardized, universally accepted survey for home dialysis patients
- Any survey development for home patients needs to take into account unique characteristics of home dialysis

