



How To Overcome Diversity In Your Dialysis Unit

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Clarica explains it all





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Objectives/Goals

Who is considered Diverse?

What does Safe Dialysis Facilities look like?

Build bridges and decrease conflict between patients and staff.

Build bridges and decrease conflict between staff to staff.

Increase awareness of conflict and improve skills to decrease conflict.

Improved Staff/ Patient relationships.

Create common language to describe conflict, then find resolutions with the DPC's [Conflict Resolutions Model]

Keys to accomplish each step of the Resolution Model

Diversity

Webster's dictionary defines as

“¹ Diversity as a state of being diverse or variety, a range of different things.”

“²The practice or quality of including or involving people from a range of different social and ethnic backgrounds and of different genders, sexual orientations, etc..”



“Diversity is about embracing differences, and recognizing the amazing things that are possible when it’s woven into an organization’s culture”



Diversity

Anyone of the following protected characteristic and class or status

- Race or creed
- Ethnicity
- Medicare/Medicaid dual eligible status
- Disability
- LGBTQIA+
- socioeconomic status



Building Bridges – Patient to Staff Relationship

▶ Share Preferences and Values:

1. Persons who are engaged in their care are empowered to communicate their health-related preferences to their healthcare provider.
2. CMS encourages persons to achieve their own optimal results, and providers should engage with persons, families, and caregivers to set realistic goals based on these preferences and values..

▶ Co-Create Goals:

1. CMS encourages persons having a clear understanding of their circumstances, diagnosis, prognosis, and healthcare options
2. Based on this, persons can work together with their healthcare providers to co-create goals to ensure that individual preferences are considered in the healthcare goal setting process.

Building Bridges – Patient to Staff Relationship

- ▶ Promote PFE Best Practices:

- ❖ Providers should have access to person and family engagement best practices and techniques that improve experience of care for persons and families.

- ▶ Encourage Engagement and Self-Management:

1. Individuals' accountability and responsibility for their healthcare should be increased.
2. CMS encourages providers to actively engage persons and families in discussions about their healthcare self-management, taking both preventive measures and active steps to improve their health.
3. It is essential to regularly ask individuals about their priorities and experiences to identify any obstacles related to self management

CMS Integration of Patient and Family Engagement

Communication, Preferences, and Values

Collaboration Engagement Accommodate for different person/family literacy levels and disabilities (e.g., vision, dexterity issues, hearing).

Experiences from patient surveys are utilized to improve communication, engagement, and quality of care received. Increase collaboration and sharing opportunities among coordinators, group leaders, and staff.

Creation of PFE emerging best practices inventory containing over 350 tools and resources.

From Coverage to Care: National initiative to support consumers with low health literacy and limited English proficiency.

Improve access to integrated community prevention efforts. Provide schools, families, and communities with tools for promoting healthy living. Identify patient centered measures.

Create and expand the development of a wide variety of resources available in multiple languages. Treat family members with respect, provide emotional support for values and preferences.

Patient to Staff Relationships



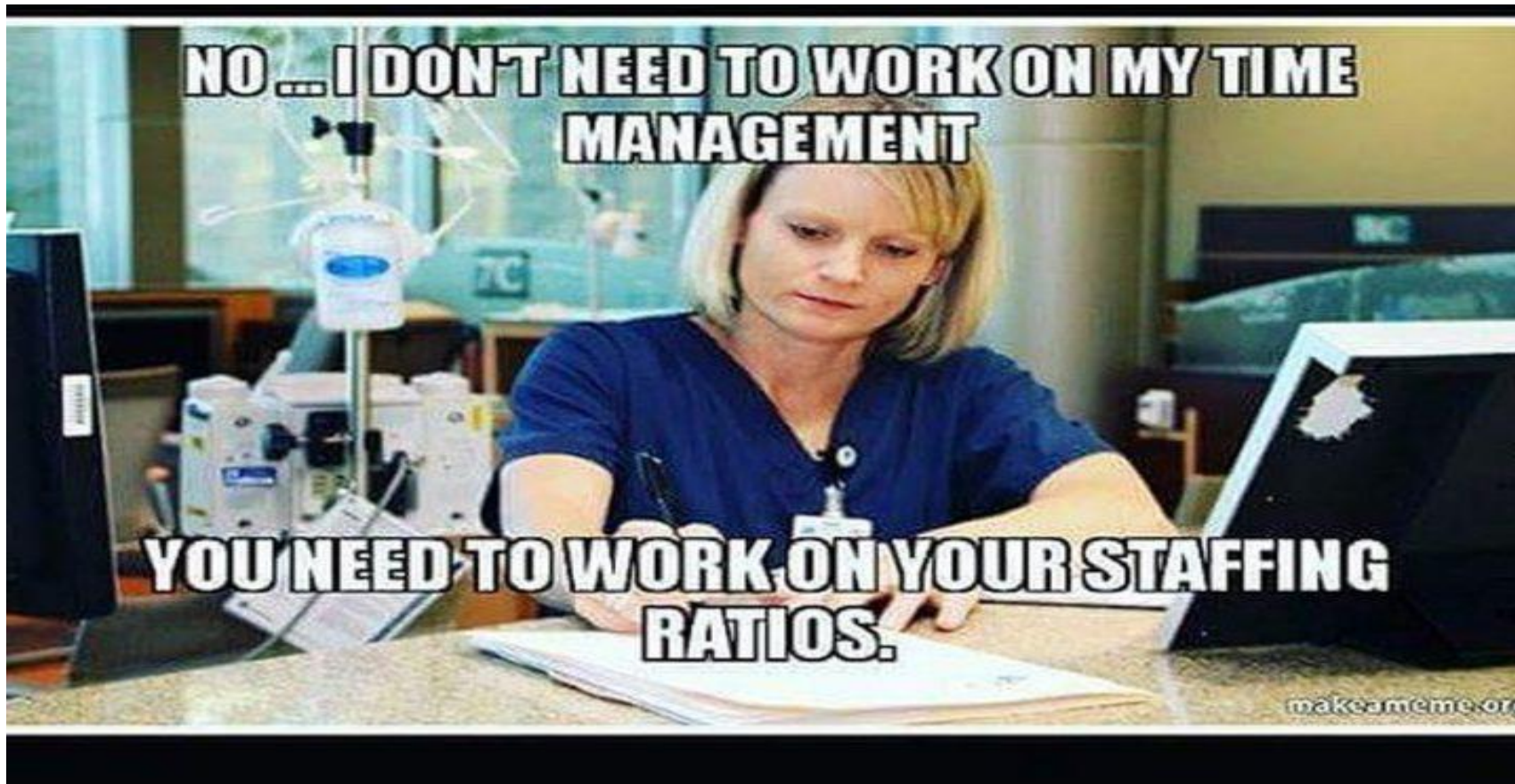
- ▶ Healthcare providers across the continuum of care attend educational programs on improving person and family/caregiver experience, as well as form partnerships to develop and achieve person-directed health and wellness goals.
- ▶ Recipients of care and their family/caregivers have information, resources, and education on how to partner with providers in co-designing and managing health and wellness goals.
- ▶ Providers, persons, and families have the culturally and linguistically appropriate information and resources needed to participate in pertinent health prevention and care management initiatives.
- ▶ Encourage persons, and families have information and education on resources to complete advance directives that align with the person's wishes concerning end-of-life treatment and care.

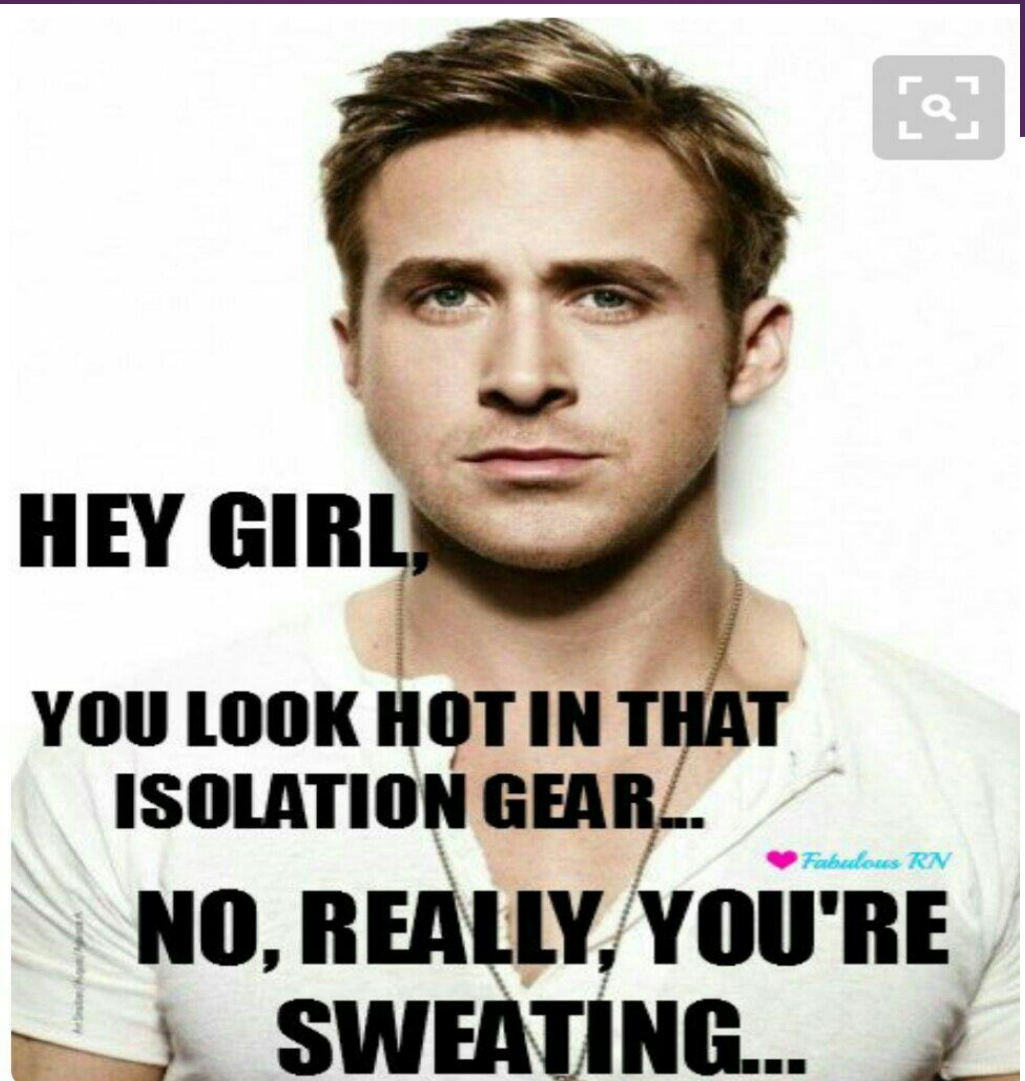
**WHO SAYS
NURSING IS STRESSFUL?**



I'M 39 AND I FEEL GREAT!!

What are the conflict Staff to staff face?





HEY GIRL,
YOU LOOK HOT IN THAT
ISOLATION GEAR...
♥ Fabulous RN
NO, REALLY, YOU'RE
SWEATING...

Building Great Staff to Staff Relationships

- ▶ Foster an improved patient-staff working relationship
- ▶ Prevent escalation of conflict to maintain a safe workplace
- ▶ Provide you with skills to intervene successfully in a conflict
- ▶ Increase employee and patient satisfaction with the dialysis experience
- ▶ 1. Clarify what is the source of conflict
- ▶ 2. Find a safe and private place to talk
- ▶ 3. Listen actively and let everyone have their say
- ▶ 4. Investigate the situation
- ▶ 5. Determine ways to meet the common goal
- ▶ 6. Agree on the best solution and determine the responsibilities each party has in the resolution
- ▶ 7. Evaluate how things are going and decide preventative strategies for the future

DCP Project

- ▶ A coordinated, national effort by the ESRD community about conflict in dialysis facilities
- ▶ Providing resources to understand, educate, and cope with conflict
- ▶ Foster an improved patient-staff working relationship
- ▶ Prevent escalation of conflict to maintain a safe workplace
- ▶ Provide you with skills to intervene successfully in a conflict

Resolution Model

- ▶ **C** -Create a Calm Environment
- ▶ **O**-Open Yourself to Understanding
- ▶ **N** -Need A Nonjudgmental Approach
- ▶ **F**-Focus on the Issue
- ▶ **L**-Look for Solutions
- ▶ **I**- Implement Change
- ▶ **C**-Continue to Communicate
- ▶ **T**-Take Another Look

Create an environment that is calm

“In order to effectively address a conflict, you need to be aware of the physical surroundings, as well as the thoughts and feelings you are experiencing because of the conflict”



Open Yourself to an understanding of Others

“When addressing a conflict, it is important to acknowledge the perspective and feelings of the other individual(s) involved”



LIP GLOSS FOR
GOSSIP-ERS



“As a dialysis professional, it is important for you to maintain an objective and professional approach as you address the conflict. Keep in mind that words exchanged in the heat of an argument are often not intended as personal attacks.”

**WHEN A PATIENT SHOWS
UP 15 MINUTES LATE**



 *Kara RDH*

**WITH A FRESH CUP
OF STARBUCKS**

YOU LIVE
ONCE
SO THINK
TWICE.

- ▶ What is the Issue?

“When conflict occurs, there is a tendency to lose sight of the issue that started the disagreement. What starts out as a concern about starting dialysis on time can quickly become a disagreement about the facility staff, the clinic operations, or the physician care.”

Look

Look for Solutions

"Not all conflicts can be resolved nor are all conflicts based on valid complaints. But working in collaboration with the patient will improve the likelihood of a positive outcome."

- ▶ 1. Clarify what is the source of conflict
- ▶ 2. Find a safe and private place to talk
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***Every time you
get upset at something,
ask yourself if you
were to die tomorrow,
was it worth wasting
your time being
angry?***

Robert Tew

Implement

“If you take the time to work through the conflict, it is likely that you will reach a stage of agreement when changes will need to be put into action.”

**Stop judging people like
you don't have a struggle.
Just because you hide
yours well doesn't make
you any better. Love heals,
not hate. [#REHABTIME](#)**

Communication has to continue

“Effective resolution of a conflict requires follow up communication. This allows you to monitor the progress being made. And demonstrates to the patient and coworkers your commitment to resolving the conflict



Take another look

“Handling a conflict, like successfully performing dialysis related tasks, requires practice, understanding, education, and monitoring. Regardless of whether a conflict is minor or major, reviewing the steps used in addressing the conflict will be beneficial.”

Sometimes

it is better to be kind than to be right. We do not need an intelligent mind that speaks, but a patient heart that listens.

On a serious note..



Change

Sometimes,
there are things in our life
that aren't meant to stay.
Sometimes, change may not be
what we want.
But sometimes, change is
exactly what we need.
CHANGE IS A GOOD THING.

The image shows a woman in a dark jacket and pants, floating in the air and holding onto the end of the word "Change" which is written in a large, black, cursive font. The background is a light yellowish-green gradient.

She's Wrapping Up this Presentation!!

What did we learn today??

Use Resolution Tools

Safe Dialysis Facilities- Create a calm environment

Improved Staff/ Patient relationships



Incredible.
A day without
laughter
is a day
wasted.



Incredible.

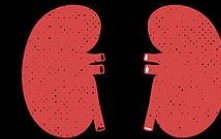
Resources

<https://www.cms.gov>.

<https://www.esrdncc.org/en/network-5>



Dialysis
TECHNICIAN



MY MONDAYS,
WEDNESDAYS AND
FRIDAYS ARE
all in vein

Find your village you can trust, no gossip or judgement

Clarica Douglas- Ajayi

risa4kidz@yahoo.com

My cell is 443-965-1514 – Text me, I will text you back !!

Remember...

I'm at work or doing homework or probably sleeping

Remember...

I'm at work or doing homework or probably sleeping

Connect with me:

Or on Facebook/Instagram- [risa4kidz_MrsAjayi](#)



**Thank you,
dialysis
technicians.**



Thank You

NANT Presents: DialysisTechConneXion22

NANT is pleased to present the only educational program designed BY technicians FOR technicians.

March 22 – 25, 2022 Tropicana Hotel, Las Vegas

This year, we are multi-access: you can attend

- in person in Las Vegas
- virtually/ on demand that you can access – at YOUR convenience – all the presentations through April 30.
- After that, you can view from the NANT Learning Library.

When CMS lifts the pandemic waiver regarding recertification, technicians will need between 30 – 40 contact hours to meet their recertification requirements.

DTX22 offers **35 contact hours** if all sessions are viewed.

You can earn another **7.8 contact hours** by attending our in-person-only pre-conference workshops.

Thanks to my Four children and Grandson



My Husband Olumuyiwa Peter Ajayi



Rest in Peace
Wade Miller

1980-2021

