

THE RAM PAGE

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OVERVIEW OF RAM

The first Renal Advisory Meeting (RAM) was held in April 2006. From this meeting both consumers and members of the renal executive were involved in the development of the terms of reference, structure and the selection process for consumer representation and other membership.

- ◆ The group meets on the first Tuesday of every month with teleconferencing facilities available.
- ◆ Membership is sought from each of the following areas:-
 - Renal staff specialist (chair)
 - Clinical Nurse Consultant from each renal service area
 - Clients from each of the renal services (Transplant, Acute Haemodialysis, Canberra Community Dialysis Centre, Northside Dialysis, Peritoneal Dialysis and Home Haemodialysis).
 - A Carer
 - Kidney Health Australia
 - Greater Southern Health Service
 - Renal Dietetics
 - Renal Social work
 - Pastoral Care
- ◆ Nominations forms and a letter seeking representatives are sent to all patients in the services who are receiving renal replacement therapy including transplantation
- ◆ Consumers are invited to attend the ACT Health Care Consumer Association Representative Training



If you would like to read the monthly RAM minutes please see the minute notice board located at each dialysis unit.

YOUR CONSUMER REPRESENTATIVES

They Represent You on the Renal Advisory Committee

John Scott
CO-CHAIR OF RAM

Evelyn Edge
ACUTE HAEMODIALYSIS

Mary Kilpatrick
CANBERRA COMMUNITY DIALYSIS CENTRE

John Kelly
CARERS

Nick Clarke
HOME HAEMODIALYSIS

Joe Seminara
NORTHSIDE DIALYSIS

Currently Vacant
PERITONEAL DIALYSIS

Robert Little
TRANSPLANTATION

The representatives are your vehicle to ensure that your voice is heard in the Renal Unit. If you think things need changing, please get in contact with your representative.

Contact details for all the representatives are available on a leaflet that should be at Renal Outpatients and in every dialysis centre.

AIM OF RAM

The aim of this group was to provide a forum where mutual information, advice and assistance could be provided to both the consumers and staff with in the service.



The forum aims to:-

1. Understand the needs of all patients, carers and staff in the renal service
2. Develop a partnership between healthcare providers and consumers to identify and prioritize initiatives that may improve care and well being
3. Provide a forum to allow open communication which can result in problem resolution in an informal setting
4. Improve the services provided by ensuring that they are driven and focused



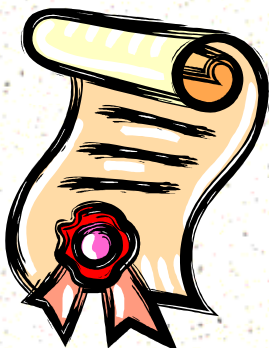
THE RENAL
ADVISORY
COMMITTEE WAS
THE CATEGORY
WINNER FOR
CONSUMER
PARTICIPATION
AT THE 2009
ACT QUALITY IN
HEALTHCARE
AWARDS

ACHIEVEMENTS OF RAM SINCE 2006

The Renal Advisory Group is now firmly established and has been instrumental in the development of a strong collaboration between consumers and the service.

Outcomes of the RAM include:-

1. Implementation of the Renal Resource Room at the Canberra Community Dialysis Unit
2. Consumer representation and active contribution to Renal Service Planning Days which provides an invaluable connection to what are our consumer's needs
3. Consumer representation and participation in Renal Service Presentation to the 2009 Accreditation Surveyors
4. Consumer feedback is sought on changes in clinical practice – an example is the introduction of a prescription for home dialysis clients which was aimed at reducing the variation in dialysis practice between individual self-care clients
5. Removal of all hardcopies of medical records from renal service for scanning to electronic medical records to provide continuity of care throughout the hospital for all renal clients attending the service
6. Streamlined care for transplant clients attending the accident and emergency department
7. Streamlined transport requirement for NSW clients attending Canberra Hospital Renal Service
8. Commenced the provision of pastoral care services to clients at the Acute Haemodialysis Unit and Canberra Community Dialysis Service.
9. Streamlined the process of accessing private patient medical records when they attend the Canberra Hospital.
10. Discussions with the Angiogram Department in regards to care of patients having Fistulogram and Angioplasty procedures.
11. Developing a "Patient Summary Record" to provide up to date relevant information for patients attending the service.



GOOD NEWS FOR HOME DIALYSIS PATIENTS

On Monday 26 July 2010 the Minister for Health announced an initiative to assist Home Haemodialysis patients through the ACT Government Concessions Program. People in need of home dialysis will be entitled to access up to \$1,200 per annum to assist with the water cost required to operate home haemodialysis.



OPEN SPACE EVENT REPORT

On Sunday, 18 March 2010 approximately 45 people gathered at the Federal Golf Club in Narrabundah, Canberra to consider how the experience of living with dialysis in the ACT and surrounding region might be improved. A wide range of people were invited and attended. The group included dialysis patients, carers, transplant patients, nurses, doctors, allied health professionals and administrators.

The group identified seven key areas that the Renal Service could improve on

1. Identify a primary point of contact for each satellite and home dialysis patient to whom questions and requests for assistance will be directed on the understanding that 'there is no wrong door' for the patient and/or carer when seeking information or assistance;
2. Create a separate education stream for carers within the larger existing education program;
3. Create a network of existing patients and carers who would be prepared to have new patients and carers referred to them;
4. Initiate a program of simple exercises for dialysis patients to enable them to better maintain their strength and sense of wellbeing;
5. PATIENTS: Create a program in the satellite dialysis centres to promote discussion between patients;
6. CARERS: Create a program in the satellite dialysis centres to promote discussion between carers;
7. Examine the situation of isolated renal patients on short stays in the Canberra Hospital to see what can be done through the Hand of Friendship. This should be seen as the first step on our journey to better support dialysis patients and avoid isolation and the depression that too often accompanies dialysis.

Following the Open Space Meeting, John Scott, Co-Chair of RAM organised follow up conversation on each key area raised at the SHOUT Board room, Building 1, at the Pearce Centre during April and May 2010 to proceed with how best to move forward with each of the key issues raised.

Members of RAM have been working on each of the priorities over the last six months and continue to make great progress.

SUPPORT GROUP FOR ACUTE ISOLATED RENAL PATIENTS

At times it is necessary for patients who are having dialysis treatment and live in the Greater Southern Area of New South Wales to stay in the TCH residences. They may stay from one week to many weeks. During this time patients may feel isolated and suffer from emotional stress as a result of being separated from their family, friends and their home. Many discussions took place at RAM in relation to ways the Renal Service could assist these patients. Gai Marshall (Pastoral Care Practitioner) and John Kelly (Carers rep & Canberra Region Kidney Support Group rep) kindly offered to form a small support group with the aim of providing support to isolated renal patients if they so wish. Members of the support group have volunteered their names to the relevant nurse supervisor (CNC) so as to offer a "hand of friendship" that can be offered to isolated renal patients. The support group can offer to take isolated patients on an outing around Canberra and/or phone them once a week. All these arrangements are negotiable between the patient and support volunteer. All volunteers are required to undergo a police check.

The Renal Service would like to say a special Thank You to the support group volunteers for their great work.



EXPRESSION OF INTEREST NORTHSIDE & CCDC REP

**Are you currently dialysing at the
Canberra Community Dialysis Centre (CCDC)
or are you a Peritoneal Dialysis patient?**

**Would you like to be a voice for the people around you?
Would you like to make changes?**

*If you answered yes to these questions then we would love
to hear from you!*

We are currently seeking a representative from Peritoneal Dialysis and another representative from the Canberra Community Dialysis Centre (CCDC) as the service is expanding.

If you are interested, please contact

Rachel Bouwman

Ph: 6244 2920

Email: Rachel.Bouwman@act.gov.au

CURRENT PROJECTS

◆ RENAL PATIENTS PRESENTING AT THE EMERGENCY DEPARTMENT

The Renal Service has been negotiating with the Emergency Department (ED) in relation to improving the triaging of Renal patients that present at ED.

◆ ELECTRONIC MEDICAL RECORD SYSTEM

The Renal Service is in the process of choosing a vendor to provide a new Electronic Medical Record System (EMR) to improve efficiencies within the service.

◆ END OF LIFE: RESUSCITATION SHEET

RAM has been discussing the manner in which the renal service can approach patients who have not already discussed their end of life resuscitation wishes with their treating team.

◆ OPEN SPACE PRIORITIES

Members on the Renal Advisory Committee have completed one of the seven issues that were raised the Open Space meeting and continue to work on the other six priorities.

◆ NOTIFICATION OF DEATHS

The Renal Advisory Committee have been in discussions in relation to the concern some patients have about not being notified when patients have passed away. RAM are looking at ways patients can be notified without breaching confidentiality. There is currently a notice board at CCDC that has death notices from the newspaper.

RENAL RECIPE

SPICY MANGO GLAZED PORK CHOPS



Recipe from Renal Recipe Bank CD— Perfection Fresh

Potassium (mg) 437
Phosphorus (mg) 185

INGREDIENTS - Serves 4

- 1 ripe mango, peeled and pureed (use Kensington Pride or Pearl mango)
- Pork chops
- 1 ½ cups red wine vinegar
- 1 sprig rosemary
- ½ cup sugar
- 1 tsp sliced red chilli

METHOD

1. In a medium saucepan over medium heat, combine vinegar, sugar, chilli and rosemary.
2. Cook, stirring occasionally, until thick and caramelised.
3. Remove from heat and strain into bowl. Cool to room temperature.
4. Stir in the pureed mango.
5. Cook pork chops in frypan until golden brown on both SIDE DISHES and just cooked through.
6. Brush chops generously with glaze.

Tip: Spicy mango glaze can be served with roast pork or game meats and is also delicious with grilled fish. Serve with steamed green beans and oven roasted capsicum.

PASTORAL CARE REPORT

GAI MARSHALL 6 JULY 2010

For 18 months, since I started with the Pastoral Care Support Service in CCDC, I have experienced the privilege of journeying with those CCDC clients, clients' families and staff, who wished to invite me into their space. I have done this by meeting each individual emotionally and spiritually where he/she has been at that time, on that day. Over time, Pastoral care/client/staff relationships have developed with each individual in unique ways building on trust, respect and known confidentiality with all personal belief systems being held in respect. These relationships began with the majority of clients appearing to gain comfort and release from expressing a full range of emotions and feelings which had accumulated, often since early development of kidney disease and which had rarely or never been expressed out loud. With the skills of "sacred listening" and appropriate responses, I have endeavoured to enable the clients to self empower more, thereby regaining a little control of their inner self and life. In January this year Helen Palmer was welcomed on board this service and ultimately Helen will rotate through the different groups as I do, allowing interchange ability.

To close I would like to say that whatever successes Pastoral Care has had in CCDC, they would not have been possible without Anne Maguire's inclusiveness in her team. It is a privilege to be working in CCDC.

DO YOU NEED SUPPORT?

WE ARE HERE TO HELP YOU

RENAL SOCIAL WORKER

Toni Heazlewood

Phone: 6244 2310

Email: toni.heazlewood@act.gov.au

PASTORAL CARE

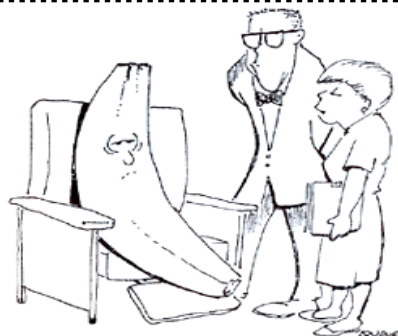
Phone: 6244 3849

Manager: 6244 3743

DOCTOR DOCTOR

PATIENT Doctor, Doctor My little boy has just swallowed a roll of film!

DOCTOR Hmmmm. Let's hope nothing develops.



We're a little concerned about your potassium levels.