

AN ALPHABET OF PATIENT-CENTERED END-STAGE RENAL DISEASE CARE

- A** Arrangement of chairs fostering patient interaction
Autonomy of patient respected
Alarms attended to promptly with explanation to patient
Assertiveness of patient is encouraged
- B** Bulletin board for patients (properly maintained)
Blankets provided or allowed
- C** Chairs are comfortable
Cultural sensitivity
Curtains for privacy
Confidentiality upheld
Collaborative approach used
- D** Doors easy to open
“Dumb” questions are encouraged
- E** Education about disease/treatment promoted
Evidence-based care from clinicians
Empathy for patient’s situation
- F** Family/friends considered as important part of patient “system”
Finding a common ground for treatment decisions
Flexible treatment times to accommodate work schedules
- G** Grievance protocol posted
Good communication
Golden Rule
- H** *How* staff members speak to patients is as important as *what* they say
Humor is therapeutic
- I** Ice/water available or permitted
Include patient in care planning
Identify barriers to care
Inform of lab results/outcomes
- J** Joint decision-making between patient and staff
- K** Knowledge is a commodity shared with patients

- L** Lobby is inviting
Lifestyle of patient is considered in treatment plans
- M** Medical terminology/explanations tailored appropriately
Machines facing patients, if they desire
Mutual respect between staff and patients
- N** Nametags worn by staff
Negotiation of reasonable goals
Non-judgmental staff attitudes
- O** Options presented to patients
Ownership of the solution to medical problems shared by patients and staff
Opinions of patients sought
- P** Psychosocial needs of patient recognized as integral to good medical management
Parking arrangements convenient
Professionals act professionally
- Q** Questions to patients are open-ended
Questions from patients are answered promptly
- R** Respect and dignity of patients actively promoted
Rehabilitation to pre-treatment level of functioning encouraged by staff
Rule of thumb: "This person could be my relative"
- S** Staff smiling, cheerful, and polite
Solicitation of patient ideas
Service-oriented staff training
- T** Temperature of room comfortable
Televisions/earphones/telephones work
- U** Universal access to educational material, despite language/literacy barriers
Understand the patient perspective
- V** Visitor policies encourage social support during treatment
Values and needs of patients considered
- W** Wheelchair accessibility
Whole-person theory of care (biopsychosocial model)
- X** "X" treme care taken to dispense kindness with every treatment
- Y** Yield from staff members *talking* to staff members *listening*
- Z** Zero tolerance for cookie cutter care