Home Therapy Navigator Role Overview

What are the specific responsibilities of the Home Therapy Navigator Role?

The Home Therapy Navigator will be responsible for the following tasks but not limited to:

- Educating patients and family/caregivers about home modality options
- Get to know the patients; what are their goals and lifestyle needs? Does home dialysis align with the patients’ goals and lifestyle needs? Is s/he interested in pursuing home dialysis?
- Provide updates and on-going education to other team members about home treatment options through regular conversations or through In-Services/ Lunch & Learns or similar activities
- Support the Project Lead in Home Dialysis QIA related activities such as lobby days, distributing printed educational material, hosting interactive activities and educational games, etc.
- Collaborate with the selected PAC Patient Facility Representative in areas of patient education about home treatment options
- Assist in the day to day Home Dialysis QIA activities, such as referrals, reminding patients of upcoming appointments, calling or faxing sister facility/home program about patient interest, etc.
- Provide updates and report progress of activities during monthly Quality Improvement Meetings (QAPI) to align with internal quality performance metrics by the organization or CMS, when possible
- Assist with the development, planning and organization of Support Groups as applicable
- Attend continued education calls, webinars and/or seek continued home treatment options education from available resources
- Complete Home Dialysis QIA related surveys from the Network as requested
- Maintain open communication with the Project Lead and the ESRD Network as needed

Other Home Therapy Navigator responsibilities/duties as project lead and/or leadership deems appropriate/suitable:

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V 2.0 – Last Revision 1/7/20
2020 Home Dialysis QIA Outline – Home Therapy Navigator Activities

The following outline has been created specifically for the activities required by the Home Therapy Navigator during the 2020 Home Dialysis QIA. The Home Therapy Navigator is responsible to communicate with the Project Lead and facility leadership for the planning and execution of these activities. Keep in mind that if changes to the schedule are made, the ESRD Network will communicate these changes via email to the Project Lead and Home Therapy Navigator as applicable.

For any questions or concerns regarding the Home Dialysis Quality Improvement Activity, please contact the Network project lead, Michelle Lewis at [http://help.esrd.ipro.org/support/tickets/new](http://help.esrd.ipro.org/support/tickets/new) or call at 919-463-4510.

### 2020 Home Dialysis QIA Project Outline – Home Therapy Navigator

<table>
<thead>
<tr>
<th>Month</th>
<th>Activities</th>
<th>Important Dates*</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>[ ] You are invited <em>(not required)</em> to attend the NCC Home Modality LAN Call (offers 1 CEU for CCHTs, RNs, SWs and RDs); this call will be recorded and the link is available approximately 10 business days after the call</td>
<td>Date: 1/14/20 @ 3pm</td>
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<tr>
<td></td>
<td>[ ] Complete <em>Coaching Fundamentals</em> Module &amp; Quiz *(Module</td>
<td>Slides</td>
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<td></td>
<td>[ ] Review the following resources:</td>
<td>Note: Due date extended until 2/5/20</td>
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<tr>
<td></td>
<td>• Home Dialysis Resource Toolkit Link</td>
<td>DUE Date: 1/31/20</td>
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<td>Utilize resources to complete at least one (1) of the following Lobby Education Initiatives by working with the Project Lead and Patient Facility Representative:</td>
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<td></td>
<td>• Host a Lobby Day</td>
<td>Note: Picture Submission for Lobby Day/Education Station will be Due by 3/31/20.</td>
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<td></td>
<td>• Create an Education Station on Home Treatment Options</td>
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<td></td>
<td>• Create a Bulletin Board</td>
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<tr>
<td>Month</td>
<td>Activities</td>
<td>Important Dates*</td>
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<tr>
<td><strong>February</strong></td>
<td>□ Assist the Project Lead with <strong>1st Quarter</strong> Assessment of all patients for home dialysis interest using the Treatment Options Interest Form <a href="#">Link</a></td>
<td>DUE Date: 2/10/20</td>
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<tr>
<td></td>
<td>□ Complete &quot;Home Dialysis as a Treatment Option&quot; Module &amp; Quiz</td>
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<td></td>
<td>(Module</td>
<td>Slides</td>
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<tr>
<td></td>
<td>□ Work with the Project Lead and Patient Facility Representative to print and distribute to patients the Home Dialysis Central “Dialyze to Live” – Real stories about living on home dialysis <a href="#">Link</a></td>
<td>DUE Date: 2/28/20 On-going activity until 3/31/20</td>
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<tr>
<td></td>
<td>□ Continue working with Education Station/Lobby Day Initiative if not completed in January.</td>
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<tr>
<td><strong>March</strong></td>
<td>□ You are invited (<strong>not required</strong>) to attend the NCC Home Modality LAN Call (offers 1 CEU for CCHTs, RNs, SWs and RDs); this call will be recorded and the link is available approximately 10 business days after the call</td>
<td>Date: 3/10/20 @ 3pm Monthly on-going activity</td>
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<td></td>
<td>□ Assist Project Lead with inviting a patient to the March QAPI meeting</td>
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<td></td>
<td>□ Work with Project Lead and Patient Facility Representative to create an education station/bulletin board and celebrate with hosting an educational interactive lobby day</td>
<td>Picture DUE by PL by 3/31/20</td>
</tr>
<tr>
<td><strong>April</strong></td>
<td>□ Assist Project Lead with inviting a patient to the April QAPI meeting – invite family members and/ or care partners this month!</td>
<td>Monthly on-going activity</td>
</tr>
</tbody>
</table>
Work with the Project Lead and Patient Facility Representative to print and distribute the following resources:
- “Have you thought about Dialysis at Home?”
- Home Hemodialysis/Peritoneal Dialysis Word Search Puzzles (assist patients as needed with finding words)

Assist the Project Lead with 2nd Quarter Assessment of all patients for home dialysis interest using the Treatment Options Interest Form [Link](#)

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| April cont’d | Work with Project Lead and Patient Facility Representative to print and distribute the following resources:  
- “Have you thought about Dialysis at Home?”  
- Home Hemodialysis/Peritoneal Dialysis Word Search Puzzles (assist patients as needed with finding words)  
- Assist the Project Lead with 2nd Quarter Assessment of all patients for home dialysis interest using the Treatment Options Interest Form [Link](#) | **DUE Date: 4/30/20** |

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| May | You are invited (not required) to attend the NCC Home Modality LAN Call (offers 1 CEU for CCHTs, RNs, SWs and RDs); this call will be recorded and the link is available approximately 10 business days after the call  
Work with the Project Lead and Patient Facility Representative to print and distribute to patients the educational resources:  
- Uncovering Myths About Home Dialysis (ESRD NCC Tool)  
- Home Dialysis Central – Care Partner Tips  
Assist Project Lead with inviting a patient to the May QAPI meeting | **DUE Date: 4/30/20** |

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| June | Assist Project Lead with inviting patients to a support group meeting  
You are invited (not required) to attend to the Home Dialysis QIA Project Mid-Point Webinar | Monthly on-going activity  
Pending date, please check with the PL for date (Placeholder: 6/24/20 @2pm) |
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<td>June</td>
<td>- Work with the Project Lead and the Patient Facility Representative to host an educational Bingo Game for patients</td>
<td><strong>DUE Date:</strong> 6/30/20</td>
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<td></td>
<td>- Project Lead, Home Therapy Navigator, and Patient Facility Representative host a mid-point educational session or lobby day on Home Dialysis Treatment Options. <em>(This activity can be incorporated into the monthly support group meeting.)</em></td>
<td>Note: Completion of mid-point educational session/ lobby day activity will be Due by 7/31/20</td>
</tr>
<tr>
<td>July</td>
<td>- Assist Project Lead with inviting a patient to the monthly QAPI meeting and/or planning a Support Group Meeting</td>
<td><strong>Monthly on-going activity</strong></td>
</tr>
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<td>- You are invited <em>(not required)</em> to attend the NCC Home Modality LAN Call (offers 1 CEU for CCHTs, RNs, SWs and RDs); this call will be recorded and the link is available approximately 10 business days after the call</td>
<td><strong>Date:</strong> 7/14/20 @ 3pm</td>
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<tr>
<td></td>
<td>- Project Lead, Home Therapy Navigator, and Patient Facility Representative host a mid-point educational session or lobby day on Home Dialysis Treatment Options <em>(if not completed in May or June).</em> <em>(This activity can be incorporated into the monthly support group meeting.)</em></td>
<td><strong>DUE Date:</strong> 7/31/20</td>
</tr>
<tr>
<td></td>
<td>- Assist the Project Lead with 3rd Quarter Assessment of all patients for home dialysis interest using the Treatment Options Interest Form <a href="#">Link</a></td>
<td><strong>DUE Date:</strong> 7/31/20</td>
</tr>
<tr>
<td>August</td>
<td>- Assist Project Lead with inviting a patient to the monthly QAPI meeting and/or planning a Support Group Meeting</td>
<td><strong>Monthly on-going activity</strong></td>
</tr>
</tbody>
</table>
### August cont’d

- Work with PL and PFR to host an In-Service or Lunch & Learn about the professional and patient perspectives about Home Modality Options for all staff members

  **DUE Date: 8/31/20**

- This month distribute your organization’s home modality educational resource of choice to patients. If organization does not have branded educational material, please visit the Network’s website for resources: [Link](#)

  **DUE Date: 8/31/20**

### Month | Activities | Important Dates*
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**September**

- You are invited *(not required)* to attend the NCC Home Modality LAN Call (offers 1 CEU for CCHTs, RNs, SWs and RDs); this call will be recorded and the link is available approximately 10 business days after the call

  **Date: 9/8/20 @ 3pm**

- Assist Project Lead with inviting a patient to the monthly QAPI meeting and/or planning a Support Group Meeting

- Coordinate with the Project Lead an initiative to celebrate patients who have transitioned to a home modality during the project cycle at your facility. (You may use the *NCC – Let’s Celebrate Home Dialysis Poster*, if you have prior authorization from patients with a *Health Status Release Form* or you may choose to anonymously place a specific color balloon at the patient’s previous chair/station to symbolize them transitioning to a home modality

**Monthly on-going activity**

### Notes:

- All activities and due dates are subject to change
- All requested surveys or quizzes are due by 6pm on the day indicated
- Acronyms
  - PAC PFR – Patient Advisory Committee – Patient Facility Representative (Patient Role)
  - HTN – Home Therapy Navigator (Staff Role)
  - PSG- Patient Support Group
  - QAPI – Quality Assurance and Performance Improvement
**Helpful Tips for Success in the Home Dialysis QIA:**

- Keep a notebook to document your facility’s progress at QAPI meetings, keep notes, or jot down questions or concerns that may arise
- Talk with your Facility Leadership to develop your approach to educating patients about home treatment options
- Co-Host a lobby day activity with the Project Lead and PFR (invite a home patient)
- Actively participate in scheduled webinars and collaborative calls as applicable to share ideas, brainstorm through the barriers and celebrate successes
- Stay connected with your team and the ESRD Network for support
- Be patient with yourself and the patient(s)
- Know that you may not be able to reach every patient, and that is OK!
- Be proud of trying to make a difference
- Ask the healthcare team to assist the patient when needed
- Talk with your facility administrator or point of contact to think through challenges and brainstorm ideas on how to improve your approaches

**For additional resources:**

- ESRD National Coordinating Center – [https://esrdncc.org/](https://esrdncc.org/)
- American Association of Kidney Patients (AAKP) – [https://aakp.org/](https://aakp.org/)
- Home Dialysis Central: [https://www.homedialysis.org/](https://www.homedialysis.org/)
- MEI: [https://meiresearch.org/](https://meiresearch.org/)
- Home Dialyzors United: [https://www.homedialyzorsunited.org/](https://www.homedialyzorsunited.org/)

Consider becoming an ESRD Network Certified Patient Health Coach, for more information visit our website at: [https://network6.esrd.ipro.org/home/provider/qia/patient-health-coach/](https://network6.esrd.ipro.org/home/provider/qia/patient-health-coach/)