



### DESCRIPTION

To bolster program-wide kidney transplant rates, Humber River Health's (HRH) Nephrology Program aimed to increase patient education and support related to the kidney transplant process. The goal was to increase patient knowledge, confidence, self-efficacy, and attitude towards the kidney transplant process, particularly for those newly entering dialysis at HRH. With early and continuous education, we empower patients to make informed decisions, navigate any challenges, and remain actively engaged throughout the often lengthy journey.

### OBJECTIVE

Increase the availability and selection of resources to support patients through the kidney transplant process, to meet the needs of HRH's diverse population.

### ACTIONS TAKEN

- Dialysis Nurses were trained to become Nurse Transplant Champions who provide at least 30 minutes of 1:1 patient education, utilize evidence-based resources, and initiate referrals if applicable. Pre- and post-intervention surveys were developed to support continuous quality improvement based on feedback.
- Partnership fostered with a provincial peer support program that helps patients navigate the kidney transplant process. HRH Transplant Liaison recruited HRH patients and family members to become program ambassadors, delivering individual or group peer support to their community.
- Access to kidney transplant information increased by airing educational videos on televisions in patient waiting areas and integrating information into standard materials for new patients.
- Interdisciplinary committee initiated to solicit stakeholder feedback and identify areas of opportunity for further improvement.

#### Transplant Champion Pre-Intervention Survey

**Instructions:** Is it possible for you to participate in a voluntary evaluation survey regarding the education you have received about Kidney Transplant and the process involved? Your responses will help us evaluate the effectiveness of the teaching session. When completed, please place each survey into the provided envelop and seal. Then, submit the envelope into the boxes provided near any WRDU scale.

Confidence:

**Prior to the teaching session, how confident were you in your ability to actively engage with the transplant preparation process?**

- Not at all confident
- Slightly Confident
- Somewhat Confident
- Fairly Confident
- Completely Confident

Self-efficacy:

**Prior to the teaching session, I felt prepared to manage the transplant preparation process effectively.**

**Would you:**

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

Knowledge:

**Prior to the teaching session, I was knowledgeable about the transplant preparation process. Would you:**

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

Figure 1. Pre-Intervention Survey.

Figure 2. Waiting Room Kidney Transplant Education Video.



### SUMMARY OF RESULTS

The benefit of collaboration and knowledge sharing was seen as the HRH Transplant Liaison mentored the Dialysis Nurses to become Transplant Champions. Further, with support from the provincial peer support program, a holistic approach was provided that enhanced the initiative. In the future, Transplant Champions may also provide education to other HRH staff, building capacity across the team.

### LESSONS LEARNED

Supporting patients through the kidney transplant process requires a focus on education, emotional support, and strengthening patients' decision-making processes through interventions which meet their diverse needs.

