



Best Practices for Decreasing Involuntary Discharges

Midwest Kidney Network gathered the following strategies from dialysis providers who have shared what they are doing to decrease involuntary discharges.

Strategies other dialysis facilities are using to avoid involuntary discharges

- Resolve patient issues or conflicts as they arise.
- Address behavior concerns right away.
- Use patient care conferences to address concerns with both patients and staff present.
- Collaborate with multidisciplinary team.
- Try to gain an understanding of the patient's situation, utilizing empathic listening skills, and set the precedence that involuntary discharges would not be customary practice.
- Use clinical social workers to provide therapeutic interventions, behavior modification, education, and support to the staff on how to address patient care when it can be challenging and help staff understand effects of mental health and trauma histories so they can understand the "why".
- Psychosocial assessment/interventions to address pertinent issues.
- Follow up letter of concern to patient.
- Talk with risk management, keep them aware and ask for help when needed.
- Make patient care plan unstable and monitor closely.
- Involve patient, family, MD, and IDT in plan of care.
- Frequent discussions with patients.
- Review patient rights and responsibilities with patient.
- Be upfront with expectations and communication.
- Staff education on how to handle certain behaviors, boundaries, and professionalism.
- If the patient is from a SNF (Skilled Nursing Facility), have frequent check-ins between patient, dialysis unit, and SNF.
- Behavior contracts. Continuous contact with IDT (Interdisciplinary Team) team regarding psychosocial stressors/implications.
- Nephrologist involvement and support.