

COMMUNICATING WITHOUT YOUR DIALYSIS GOGGLES

Nicole Martinez, CHT



Objectives

- ▣ Define Dialysis Goggles
- ▣ Discuss the Goggle “Effect”
- ▣ Demonstrate “Goggle-Related” scenarios
- ▣ Discuss Goggle Barriers
- ▣ Discuss Goggle removal for more effective care

Your Daily Prescription

- ▣ Butterscotch
- ▣ Lifesaver
- ▣ Gum
- ▣ Andes Mint
- ▣ Starburst

What are *Dialysis Goggles*?

- ▣ *Dialysis Goggles – Invisible goggles acquired over the span of a dialysis professionals career that may begin to affect the clarity of daily patient related situations, therefore hindering the ability to give optimal patient centered care*



What is the Dialysis Goggle Effect?

- ▣ *Dialysis Goggle Effect - A skewed view of any patient/dialysis related situation due to the presence of dialysis goggles. The degree to which any particular situation is skewed, may vary at any time.*



Goggle Example #1

The High Maintenance Patient

- ▣ “I am so sorry you have Mrs. Miller today! She whines all the time about everything! First she wants her chair a certain way, then the trash can, and then she wants you to open up her blanket and fluff the pillow! Do I look like housekeeping? Don’t even get me started if you put her in one of the chairs with no tv! Ugh! You must have made the nurses mad to get that pod!”



Goggle Translations

▣ What we think:

- Why can't they just sit in the chair quietly?
- Annoying!
- They do realize they are not my only patient right?

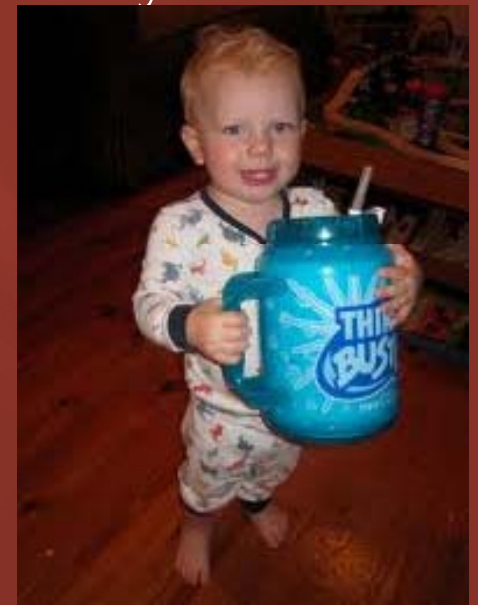
▣ What they think:

- Is it really an unreasonable request to be comfortable for the next 4 hours?
- Rude!
- I know I'm not the only patient, but I am important too.

Goggle Example #2

The Fluid Abuser

- ▣ “My patient ALWAYS puts on too much weight. It’s like they hook the hose up to their mouth at night and then expect me to take it all off when they come to treatment?! Honestly! Sodium modeling can only do so much you know. It’s a dialysis machine, not a dehydrator!”



Goggle Translations

▣ What we think:

- Just ice does not add up to 4kg in two days!
- Dollar store, Calculator please?
- Does she not realize one more thirst buster could equal a weekend stay at the hospital?

▣ What they think:

- Let's see you stick to 32oz. Daily.
- How can I live if all I'm doing is calculating fluid ounces?
- You know these limitations go beyond just my fluid.

Goggle Example #3

The Rebel Dieter

- ▣ “John your phosphorus is up again this month and I see you still brought your usual 2 bologna sandwiches, banana, potato chips, and diet cola. Is there really nothing else that you like to eat that would be better for you?”





News.com



Goggle Translations

▣ What we think

- How hard is it to put the bologna down?
- A banana.....really?
- Are those Cheeto's phosphorus free?

▣ What they think

- I have to eat what I can afford. Would Spam work?
- I don't get to pick the produce in the food box.
- It's ok, I've got a binder chaser.



What's in a typical Food Box?

- ▣ Rice
- ▣ Green Beans
- ▣ Baked or pinto beans
- ▣ Milk powder
- ▣ Packaged meal
- ▣ Orange juice
- ▣ Apple juice
- ▣ Canned tomatoes/ tomato paste
- ▣ Canned soup
- ▣ Ramen
- ▣ Peanut butter
- ▣ Processed meat
- ▣ Raisins cookies
- ▣ Spam

Goggle Example #4

To medicate, or not to medicate?

- ▣ “Sometimes I wonder if these teaching tools really sink in. Every month we talk to these patients about their medications and the impact on their lab values, and every month they still don’t take them!”



Goggle Translations

▣ What we think

- ▣ Sort them....Take them....Hard?
- ▣ Do they realize what they are doing to their body?
- ▣ Every month same thing!

▣ What they think

- ▣ I can barely remember to get here!
- ▣ Do they realize how expensive these pills are?
- ▣ Great I'm in the donut hole now!

Goggle Example #5

Hey Big Spender!

		Receipt No.:	
<u>Paid by:</u> Underinsured Jones		<u>Paid to:</u> Poor Man's Pharmacy 1234 Pennyless Lane Broketown, USA	
Description: Medications			
Renagel 30 Day Supply	@\$200.00		
Metoprolol 30 Day Supply	@\$60.00		
Effexor 30 Day Supply	@\$87.00	SUBTOTAL	\$1289
Lasix 30 Day Supply	@\$50.00	DISCOUNT(S)	Yeah right!
Lantus/Humalog 30 Day Supply	@\$892.00	(8.5%)TAX	\$109.57
		TOTAL	\$1398.57
Date:		Received by:	



Single Income Budget For Two Person Household

Description	Balance	Amount
Direct Deposit of Disability from U.S.Treasury	+1123.29	\$1123.29
Rent (Efficiency apartment w/basic utilities)	-\$475.00	\$648.29
20% Medicare Co-insurance for medications	-\$279.71	\$368.58
Groceries (USDA estimate for thrifty budget for 2 people)	-\$347.50	\$21.08

Other Expenses Not Included

- ▣ Transportation
 - Public or Private
 - Insurance & Gas
- ▣ Phone
- ▣ Clothing
- ▣ Personal care Items
- ▣ Medical care
 - Co-insurance

Goggles Vs. Dignity

The Barriers

- ▣ Practical vs. Emotional
- ▣ Recommended vs. Feasible
- ▣ Perceptions vs. Realities
- ▣ Sympathy vs. Empathy
- ▣ Lecturing Vs. Active Listening

Why should we take off our goggles?

- ▣ We may be the biggest barrier to better care.
- ▣ Fostering open communication is dually beneficial.
- ▣ Empowered patients are healthier.

