

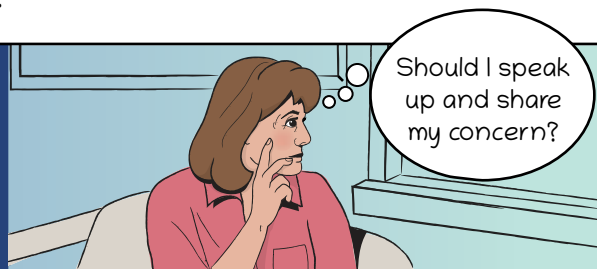
ENGAGING PATIENTS IN THE INFECTION PREVENTION CONVERSATION

TIPS FOR STAFF

INFECTIONS ARE SERIOUS AND SOMETIMES LIFE-THREATENING.



MANY PATIENTS EXPERIENCE ANXIETY, FEAR, AND UNCERTAINTY RELATED TO THEIR DIALYSIS TREATMENT.



AIM TO CREATE AN ENVIRONMENT WHERE PATIENTS FEEL SAFE:

ENCOURAGE PATIENTS AND CAREGIVERS TO ASK QUESTIONS AND SPEAK UP IF THEY HAVE CONCERNS ABOUT THEIR DIALYSIS TREATMENT AND PREVENTING INFECTIONS.



LET PATIENTS KNOW YOU ARE OPEN TO THEM TAKING AN ACTIVE ROLE IN THEIR CARE.



I can try to answer any questions you may have.

START THE CONVERSATION BY ASKING IF THEY HAVE ANY QUESTIONS OR CONCERNS, AND CHECK IN AT MULTIPLE TIMES DURING THE DIALYSIS TREATMENT.



IT IS IMPORTANT THAT ALL STAFF AND LEADERSHIP BE COMMITTED TO, AND TRAINED ON, PATIENT ENGAGEMENT AND INFECTION PREVENTION.

WHEN A PATIENT DOES SPEAK UP:

ACT AND FOLLOW UP WITH THE PATIENT TO CLOSE THE LOOP SO THEY KNOW THEIR CONCERN IS BEING, OR HAS BEEN, ADDRESSED. IF THE CONCERN CANNOT BE ADDRESSED, EXPLAIN WHY.



HAVE A DISCUSSION WITH PATIENTS AND CAREGIVERS. REMEMBER, NONVERBAL CUES, LIKE BODY LANGUAGE AND FACIAL EXPRESSIONS, ARE IMPORTANT.



You can find resources and learn more about CDC's work to reduce infections at www.CDC.gov/dialysis. "Speak Up: Making Dialysis Safer for Patients" video is available at www.CDC.gov/dialysis/patient/speak-up-video.html.

