

4 Steps to Creating a **PRO-TRANSPLANT CULTURE**

1

Engage all facility staff in helping patients access a kidney transplant

All facility staff play a role in getting patients a kidney transplant. All staff can:

- promote transplant
- listen to patient concerns
- communicate barriers and questions to the rest of the team.

2

Get the conversation started

Transplant is not a once-a-year discussion by one person, it takes a team. All staff can ask:

- What have you been told about kidney transplants?
- What concerns do you have about getting a kidney transplant?
- What have you been told about deceased donors? The waiting list? The wait time? The benefits of transplant compared to dialysis?
- What have you been told about living donor transplants? The benefits of living compared to deceased? The wait time?

3

Keep the conversation going

When a patient is added to the kidney transplant waitlist the work doesn't stop. All staff can ask now that you're on the waitlist:

- How are you feeling? If you were to get a call, what do you think will be the biggest changes?
- When is your next follow up with the transplant team?
- Is the voicemail box on your phone set up? Does it have space? Don't forget that a call will likely come from an unknown number

4

Share successes

Celebrate patients who receive an offer for a transplant or who identify a living donor.

- Dedicate a bulletin board to highlight patients who receive a kidney transplant.
- Invite patients with transplants to visit the facility and speak with patients.