

PATIENT SAFETY-CENTRIC DIALYSIS TECHNOLOGY SUPPORTS NURSING STAFF RETENTION, ENGAGEMENT, AND EFFICIENCY

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INTRODUCTION

- Health systems continue to face high staff turnover and low job satisfaction.
- Launching an insourced dialysis program with conventional technologies can add significant strain to new and existing staff.
- Standardizing acute dialysis to a single, flexible platform can reduce training burden and may improve efficiency, job satisfaction and nurse engagement.
- West Henderson Hospital, a 150-bed acute care facility, insourced dialysis December 2024 with the Tablo Hemodialysis System (Tablo) across all levels of care.

OBJECTIVE

- Report the experience at West Henderson insourcing dialysis with the Tablo Hemodialysis System on:
- Nursing retention and engagement
- Onboarding and training time
- Treatment efficiency and clinical performance

METHODS

- Retrospective analysis
- Compare nurse onboarding, training time, and procedure time: outsourced dialysis vs. insourced
- Report Tablo Clinical Performance
- Treatment and Ultrafiltration (UF) Achievement were defined as percent achieved vs prescribed.
- Disinfection success was defined as successful automated disinfections performed vs attempted
- Report on Insourced Nurse Retention, Engagement and Leader index

Data Sources:
Tablo system performance data
Press Ganey Engagement Surveys
Department turnover reports

NURSING TEAM COMMENTS

“My work life balance has improved significantly.” C.V., E.S., L.L, RNs

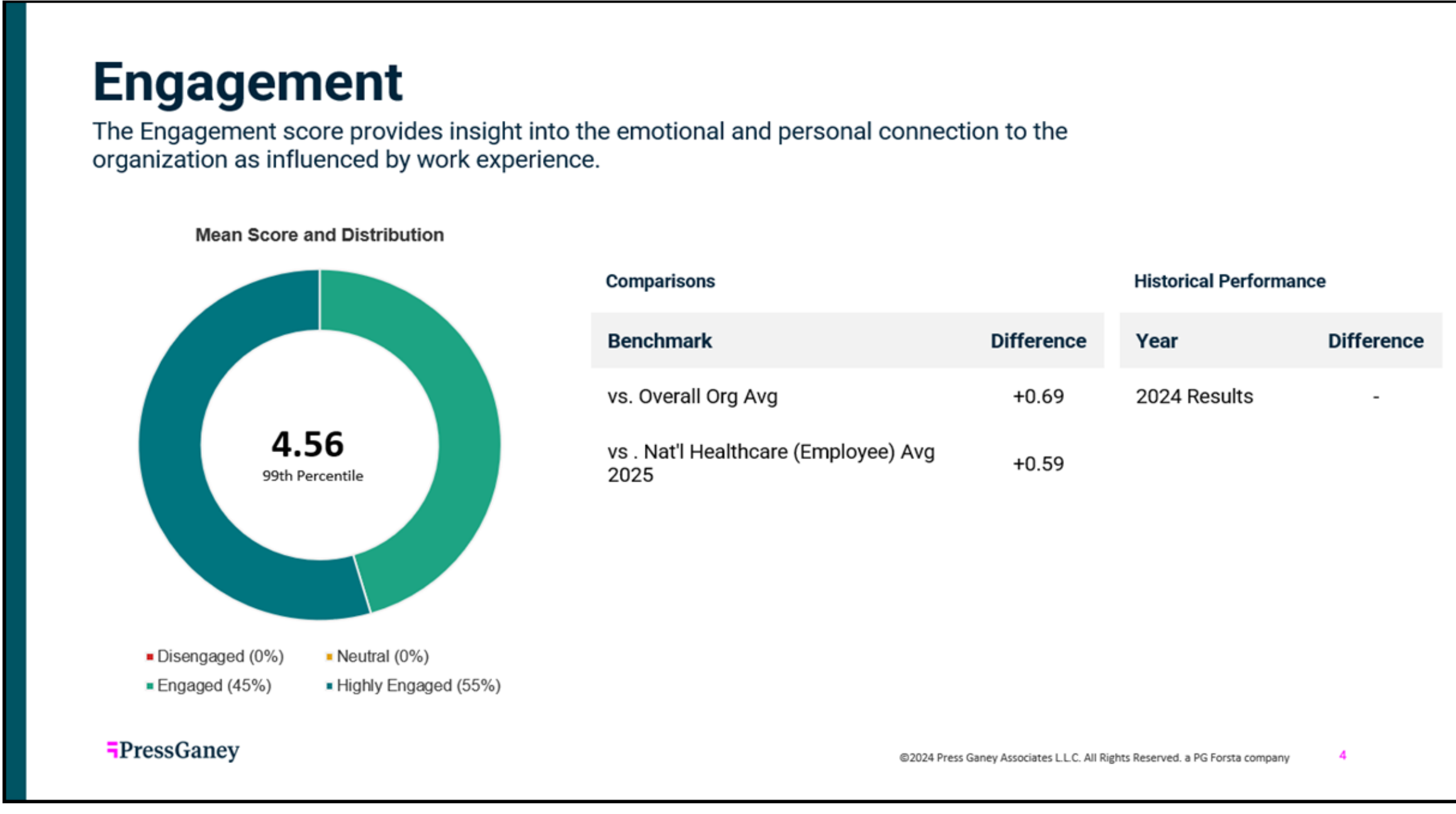
“The biggest improvement is being accepted by my peers and not seen as a contractor” K.A, RN

“Tablo is by far the safest machine I have used to perform dialysis” L.L., RN

“My employer provides structured scheduling, support and communication, positively affecting morale and my decision to stay here.” R.R., RN

RESULTS

- In the first twelve months of insourcing, West Henderson delivered approximately 1000 treatments:
 - 98% Disinfection Success
 - 94% Treatment Accuracy
 - 92% UF Achievement.
- Compared to Outsourced:
- Onboarding and training was reduced by 82%
 - Total procedure time decreased by approximately one hour.
- Nurse Engagement:
- 100% survey participation
 - The program achieved 100% voluntary nurse retention
 - Engagement Score of 4.56 (96th percentile nationally).
 - Leader Index score was 4.66. Outperforming both organizational average and national benchmarks.



Metric	Outsourced Provider	Insourced with Tablo
Nurse Onboarding & Training Time	396 hours	72 hours
Total Procedure Time (including setup and cleanup)	5.5-6.5 hours	4.5-5 hours
Voluntary Nurse Retention Rate	NA	100%
Press Ganey Dialysis Department Participation Rate	NA	100%
Press Ganey Department Satisfaction	NA	>96th Percentile

Clinical Performance (12 months)	~1000 Treatments
Disinfection Success	98%
Treatment Accuracy	94%
Ultrafiltration Achievement	92%

KEY TAKEAWAYS

- Insourcing with Tablo greatly reduced onboarding and training time
- Insourcing at West Henderson was associated with higher nurse satisfaction and retention.
- Insourced nursing led Tablo dialysis metrics showed high achievement of treatment goals

CONCLUSION

- Insourcing dialysis can effectively address health system challenges with staff turnover and engagement and achieve reliable, high quality clinical care.

