

SMART Communications

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“ No testimony is sufficient to establish a miracle . . . ”



First Principles

- What is dialysis?
- What are dialysis devices?
- What are the foundations of your work?
- How do we describe reality?

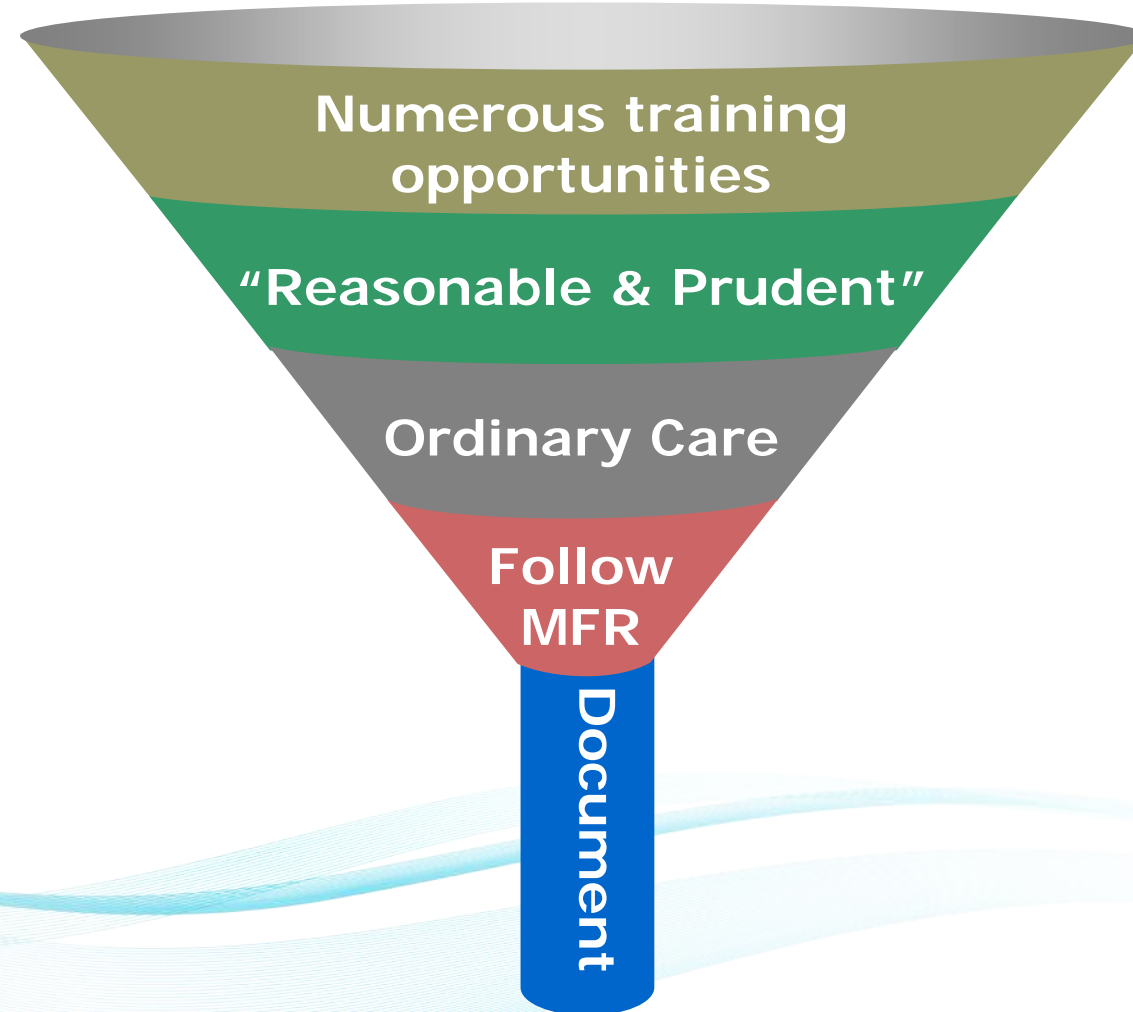


SMART

- **S**imple
- **M**eaningful
- **A**ctual
- **R**ead
- **T**each



Policy and Procedure



Communication Goals

Doc

=

Not

Not

Done

Compliance with P & P
Memorialization of Reality

Problem
Observed
Reported

Data
Parts
Date
Time

Analysis
Procedure
Root cause

Solution
Action
taken
Validation



Typical Communication Outlets

- Medical Record
 - Electronic
 - Hard Copy
- Technical
 - Logs
 - Maintenance
 - Repair
 - Purchasing
- Personnel
- Oversight
 - Governing Body
- Regulatory



Email



"Mystery" Bonus Category!



Potential Issues

- Absent
- Incomplete
- Altered
- Erroneous

Direct

Indirect

P & P

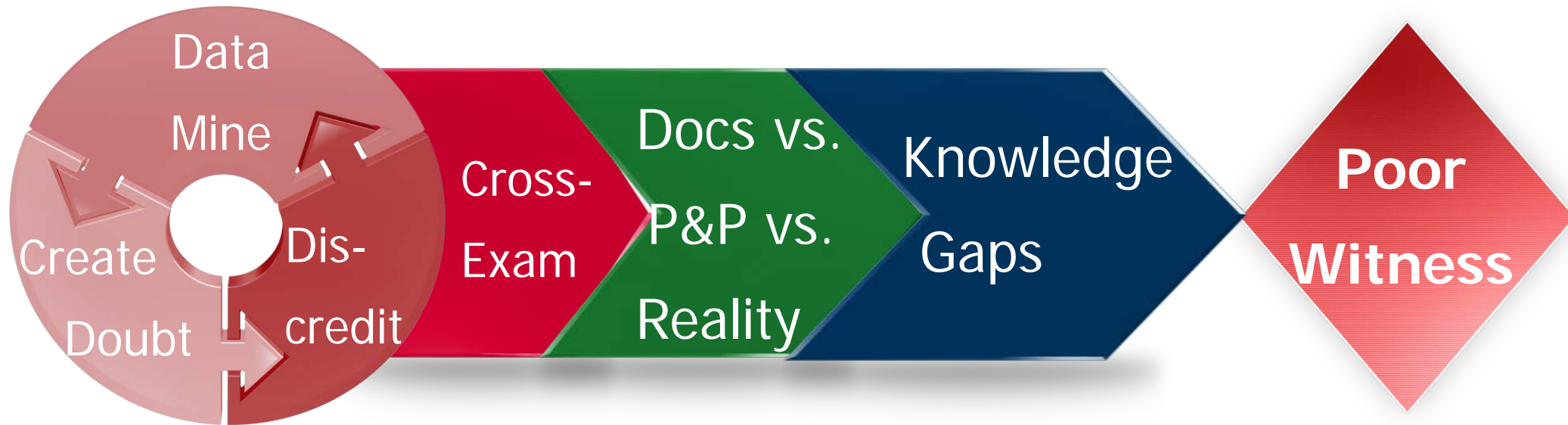
Electronic

Labeling

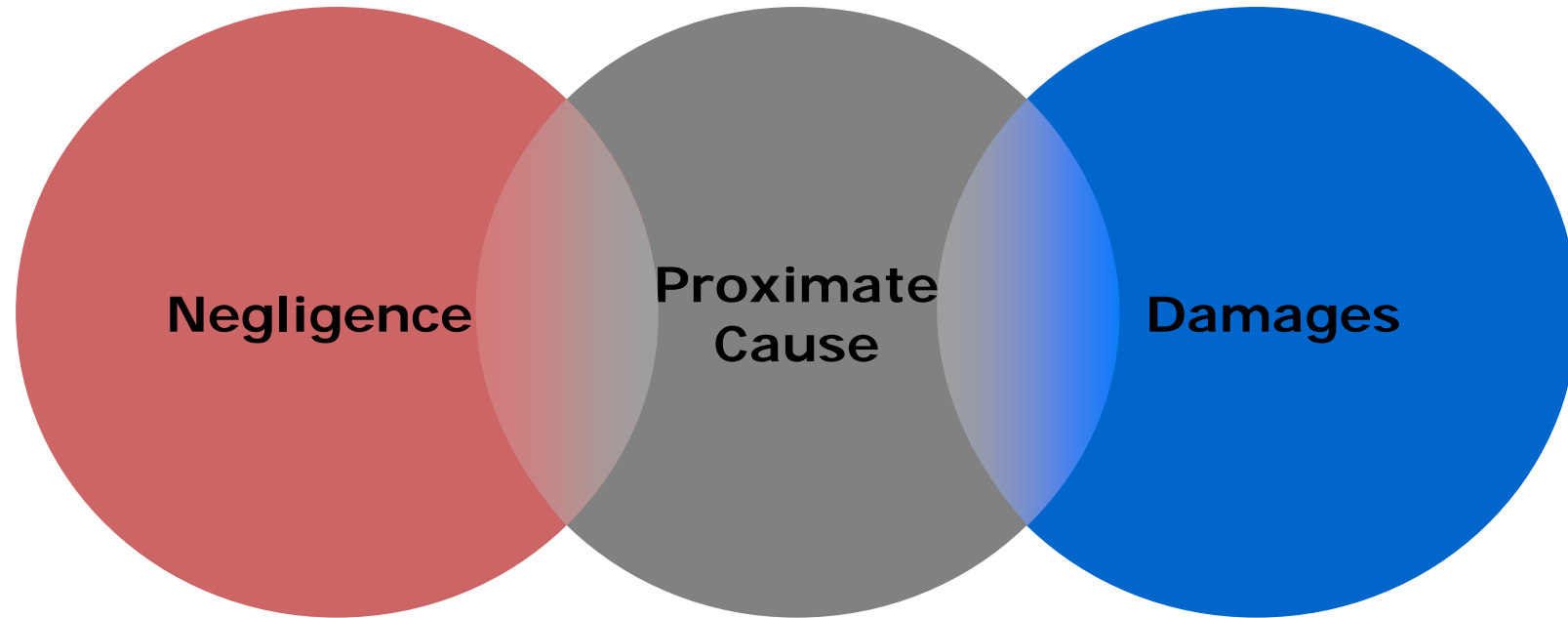
• "Other" Docs



Opposition Goals



Elements of Liability



Exemplar 1

Service Requested: Machine leaking. Received second service request from RN that stated machine leaked only after being hooked up to dialysis machine.

Findings: [REDACTED] could find no leak with machine running even though water found internally on casing. [REDACTED] Leaking from motor casing.

Work Performed: Ran machine for 1hr w/o being able to locate a leak. Machine was disinfected after inspection. Returned on this date to inspect again. With WRO hooked up to dialysis machine, found leaking at motor housing. Due to cost the acute director wishes to hold off on the repair at this time.



Exemplar 2

Service Requested: conductivity low high temperature and not consistent.

Findings: the cables for the conductivity cells were unserviceable affecting the conductivity and temperature readings.

Work Performed: The [REDACTED] tech support told me to order the cables for both the temperature and the conductivity cells.



Exemplar 3

Service Requested: tmp wont stabilize and said filling program over and over wouldn't go into test

Findings: bad check valve on aicd leaks on air seperator and v43 not working, bad membrains

Work Performed: So I checked the tmp and Dialysate pressure and recalibrated test and The results were still high conductivity and positive TMP So then I went on to the renal web and checked in they had said sometimes I CardMaster pumps do it and to check if there's any leaks so I changed all the O-rings in the ass by car in the Hansons a change the room check the flow motor which had carbon buildup in it and needed to be replaced so I did so also could be fair brushes were almost all gone so I replace them then I check the calibration of the dear the flow and the loading pressure also checked and changed incoming water pressure so I put the machine back in Dilcy and still positive tmp and we're not going to test with high conductivityat 14.9. I did the valve check on the bouncing chamber So I changed the membranes in the bouncing chamber. Re-tested and no longer did I have high conductivity but my TMP still wasn't fixed still positive so I change the daisafe filter I also did a positive pressure holding test and found a leak at the flow pump pressure regulator 78 and fix that and called FMC he told me to check the air separator and do a positive pressure holding test and look at file 43. I change the air separator and then had a small leak at the top of the air separator by the tubing and put a zip tie on it which thinks that. He also said to read check and calibrate the D air,flow, loading pressure which I did. And after all of that my problem was fixed I did a heat disinfect hey rents and a bleach



Exemplar 4

Service Requested:

Fluid removal in question

Findings:

Found evidence of a leak around the UF check valve and damaged blood pump rotor during visual inspection. Performed an induced positive pressure test and confirmed an active leak at the check valve. Out of box failure of replacement rotor.

Work Performed:

Replaced UF check valve and blood pump rotor X 2. UF calibration and post verification completed. Verified conductivity, temp, venous and arterial pressure. Pressure holding test performed. Machine disinfected and meets specifications.



Expertise

Actions vary prescription

Flow, time, alarm, calibration

Self-Qualifying as an "Expert"

Opinions vs. empirical data

Giving medical/clinical opinion

Substituting your judgment

Guessing

Usually starts with, "I think"

Advertising Ignorance

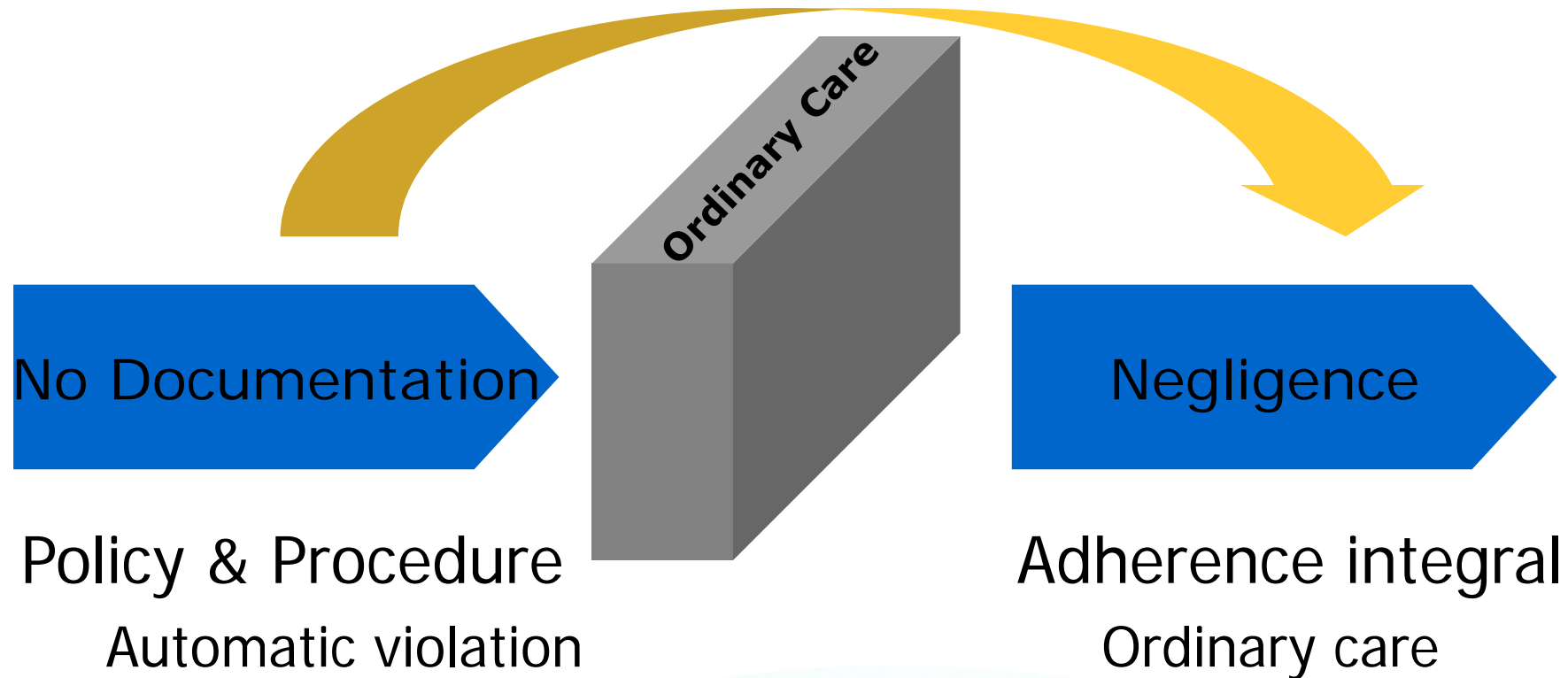
Unknown or not reviewed

Not credible

Not
admissible

Not helpful

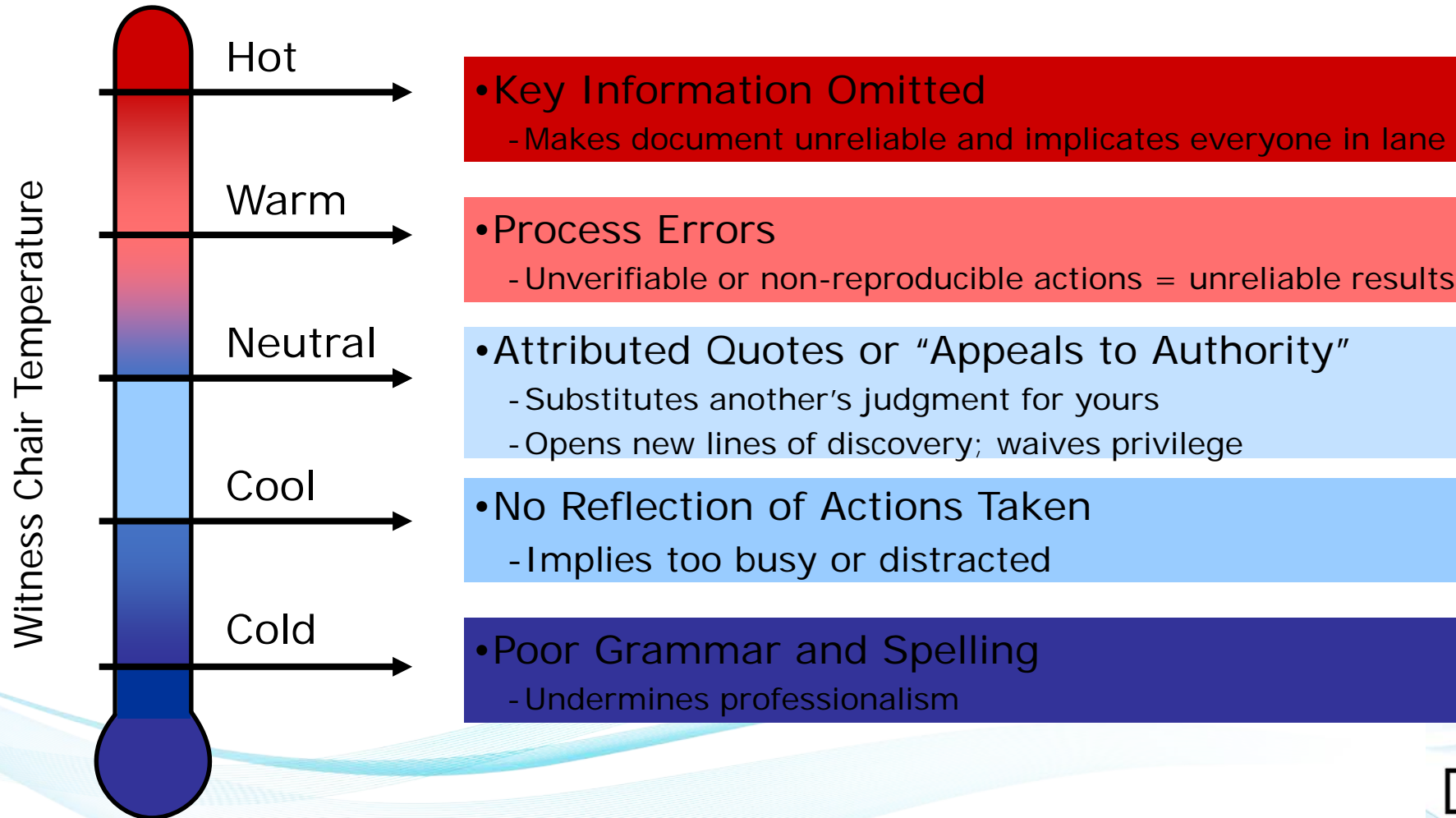
No Documentation



Not documented means it was not done!



Poor Documentation



Emails

- Volume
- Desire to be responsive
- Location
- Easy to be too casual
- Easy to omit context
- Virtually indestructible



Bonus Categories . . .

- Presentations
- Spreadsheets
- Metadata
- Location Data
- Search Data
- Photos
- Videos
- Tags
- Facial Recognition
- Browsing Data
- Purchasing History
- Text messages
- Instant Messages
- Voicemails
- **Social Media**



Social Media Guidance

- TMI?
- There is no anonymity or privacy
- Never misrepresent yourself
- Assume your private speech is public
- Assume everything you say is permanent
- The mob is fickle
- No one will stop to learn what you meant
- Context is never understood later



Be SMART

- **S**how it to the WSJ, Your Boss, Your Spouse, Your Kids?
- **M**aking an emotional or rushed statement
- **A**ssuming facts or conclusions?
- **R**e-read before sending
- **T**elephone?

