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Develop New Services: Hemodiafiltration Services as Therapy option in end stage kidney Disease at PELNI Hospital, Indonesia

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INTRODUCTION

PELNI Hospital is a type B hospital that has hemodialysis (HD) services with 100 machine units and continuous ambulatory peritoneal dialysis (CAPD). In 2019 Hemodiafiltration (HDF) was introduced in Indonesia as a new therapeutic modality for patients with kidney failure. Hemodiafiltration according to the literature Daugirdas et al (2014) provides better outcomes when compared to other dialysis therapies such as being able to remove substances in the body of various molecular sizes that cannot be removed by hemodialysis, cleaning electrolytes such as phosphate, minimizing the causes of decreased appetite, increasing response to erythropoetin. PELNI Hospital, which serves 590 patients dialysis per month, seeks to improve service quality by providing the latest dialysis service option, namely hemodiafiltration. We studied in making this new service from the preparation stage until HDF services can operate under supervised by nephrologist. After we started the services, we also measures the level of patient satisfaction using hemodiafiltration

AIM

To increase number of patient satisfaction and improving the level of patient experience with hemodiafiltration services

METHOD

Using a descriptive method related to how PELNI Hospital started building hemodiafiltration services and also measuring patient satisfaction who had undergone hemodiafiltration services. Together with equipment vendors, we started by conducting training for doctors and nurses in using HDF machines, creating clinical pathways with our nephrologist, setting up facilities for HDF measures including medical supplies, compiling rates and starting to introduce this service to patients with chronic kidney failure from inside or outside the PELNI Hospital. We also measure patient satisfaction with qualitative methode in using hemodiafiltration services from patients who have undergone more than 3 times in the period August - December 2022. The aspect assessed is the effect after the HDF procedure.

CONCLUSIONS

In creating a new service, clear planning was needed and still guided by existing guidelines. Hemodiafiltration services at PELNI Hospital have a positive impact on chronic kidney failure patients

ACKNOWLEDGEMENT

Patient Satisfaction, Hemodiafiltration

REFERENCES

Just highlight this text and replace with your own text.

Can be Vancouver style i.e. 1 **Meyer J-P et al.** The treatment of high grade superficial bladder cancer and carcinoma in situ wwith BCG – a questionnaire survey of Consultant practice in England and Wales. *Urol Oncol* 2002; 2,: 77-80

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RESULTS

From this research, it was found that in creating a new service, clear planning was needed and still guided by existing guidelines. And from the customer satisfaction assessment of the effect felt by the patient after having performed HD at least 3 times, 90% said they felt their appetite better and the body felt fresher

CUSTOMER SATISFACTION ASSESSMENT	AUGUST	SEPT	OCT	NOV	DEC
HDF Schedule : Hemodiafiltration treatment schedulling	80%	84%	85%	88%	89%
HDF Effectiveness : felt appetite better and body felt fresher	85%	87%	89%	90%	90%
HDF employee services :Doctor and nurse service	80%	81%	84%	83%	85%
HDF facilities : Facility of the treatment	60%	60%	60%	65%	65%

