Dialysis Patient Experience Report

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A Patient Care America Company

DIALYSIS SURVEY REPORT

Executive Summary

OVERVIEW

In early 2024, a survey was conducted to gather insights from individuals who have experience with dialysis. It was sponsored and promoted by **Renalogic** and **LyfeBulb**. The findings of this survey provide valuable information about the challenges faced by individuals undergoing dialysis care and treatment.

The survey resulted in 138 complete responses and 288 partial responses from dialysis patients.

155 respondents are **currently** on dialysis

39 respondents **were** on dialysis in the **past**

KEY TAKEAWAYS

- Dialysis impacts every aspect of a patient's life. **More than half of dialysis patients who were working at the initiation of dialysis stopped working.**
- Dialysis can be life-saving and extend the lifespan of patients with end-stage renal disease. However, this treatment can also present significant clinical challenges and impose substantial emotional burdens on those undergoing it.
- Patients undergoing dialysis face concerns regarding their treatment and quality of life. Identifying and addressing these issues represent an important opportunity to enhance the overall dialysis patient experience.
- The financial burden associated with dialysis treatment is significant. Not only do many patients find it necessary to cease employment or reduce their work hours, but the out-of-pocket expenses can also be substantial.

DIALYSIS EFFECTS

Dialysis is a demanding treatment regimen that can be physically and emotionally taxing for patients. The vast majority of individuals undergoing dialysis report experiencing fatigue and exhaustion as a result of the treatment process.

Patients say **BEFORE** dialysis they feel:

Patients say **AFTER** dialysis they feel:

KEY TAKEAWAYS

- Dialysis while life-saving/extending is a HARD treatment **clinically** and **emotionally.**
- **Before** dialysis, most patients feel *good, uncomfortable and nervous.*
- **After** dialysis, the majority feel *tired, exhausted and anxious.*
- Most people feel **negatively** heading into dialysis and leaving dialysis.
- Dialysis **impacts every aspect of a patient's life.**

DIALYSIS TREATMENT

Dialysis patients face significant physical and emotional burdens in managing their treatments.

1 in 7 U.S. adults have chronic kidney disease but 90% don't know that they have it. Not surprisingly, when you combine that lack of awareness and kidney failure from late-stage CKD, dialysis as a treatment is often initiated in an emergent fashion. Our survey found that **62% of dialysis treatments were unplanned.** This is a worrisome finding that highlights the **importance of early detection and proper management of chronic kidney disease** to avoid the progression to kidney failure.

To receive dialysis treatment, individuals need to go for regular sessions, multiple times a week, with each session lasting a few hours each time. **While life-saving and extending, dialysis patients experience many risks and challenges during treatment including serious medical events (e.g. strokes, cardiac arrests) as well as sufficient care coverage during treatment.**

During dialysis treatments:

have concerns about how staff treats patients in the dialysis center

have witnessed another patient experience a serious medical event during a dialysis session

are NOT satisfied with the amount of time the staff at the dialysis center takes to manage patients effectively

are NOT satisfied with the care coordination between their nephrologist, PCP & dialysis provider

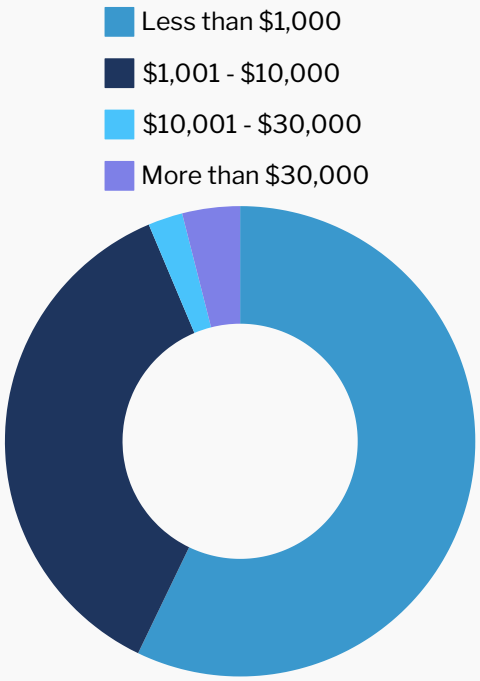
COSTS & RESOURCES

With limited insurance coverage and high out-of-pocket expenses, the economic impact of kidney dialysis can create immense hardship and uncertainty for those affected. On top of these expenses, over half of these patients also had to quit work while receiving dialysis.

Nearly 50% of the people we surveyed said the following:

- Their total household income is below $35,000
- They don't have support groups or online communities related to kidney disease
- They rely on public transportation, taxis, ride share or someone else to get them to their dialysis appointments
- They are not well informed about insurance and dialysis billing

How much patients paid out of pocket for dialysis and supplies in the last year:



When you consider that 50% of these patients have visited the ER or been admitted to the hospital in the last 12 months, the financial burden is even more significant.

WORKPLACE IMPACTS

In addition to the substantial financial burdens that dialysis patients and their families face, the treatment also has a significant impact on the workplace. **Over half of the patients we surveyed had to quit working.**

Many dialysis patients find it necessary to reduce their work hours or leave the workforce entirely in order to accommodate the demands of their treatment. **Employees with these conditions may require frequent medical appointments and dialysis treatments, which can result in increased absences from work**. This can disrupt productivity and put additional strain on the company's resources. Moreover, the physical limitations and fatigue associated with kidney disease and dialysis may affect an employee's ability to perform their job duties at full capacity.

KEY FINDINGS

Out of all the people we surveyed:

54%

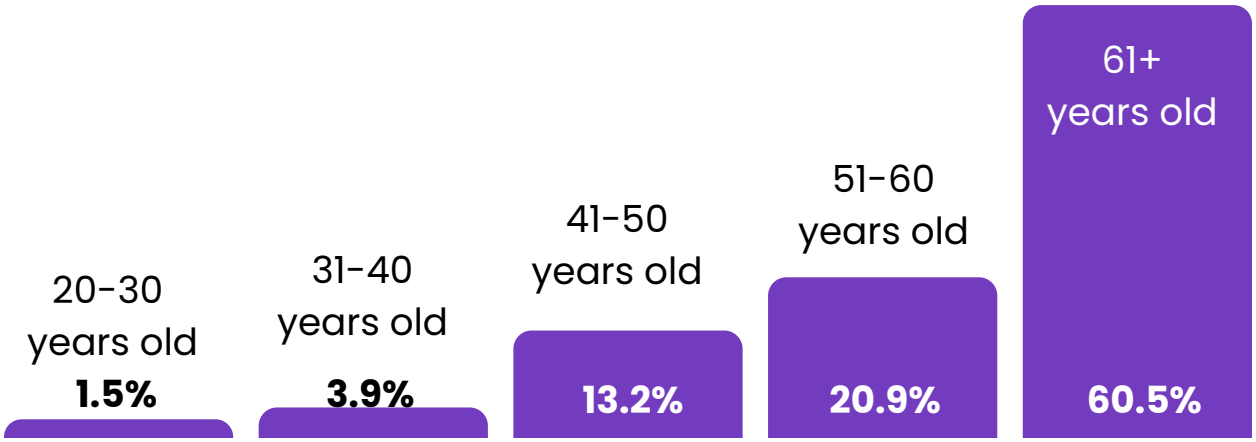
Had to stop working when put on dialysis

28%

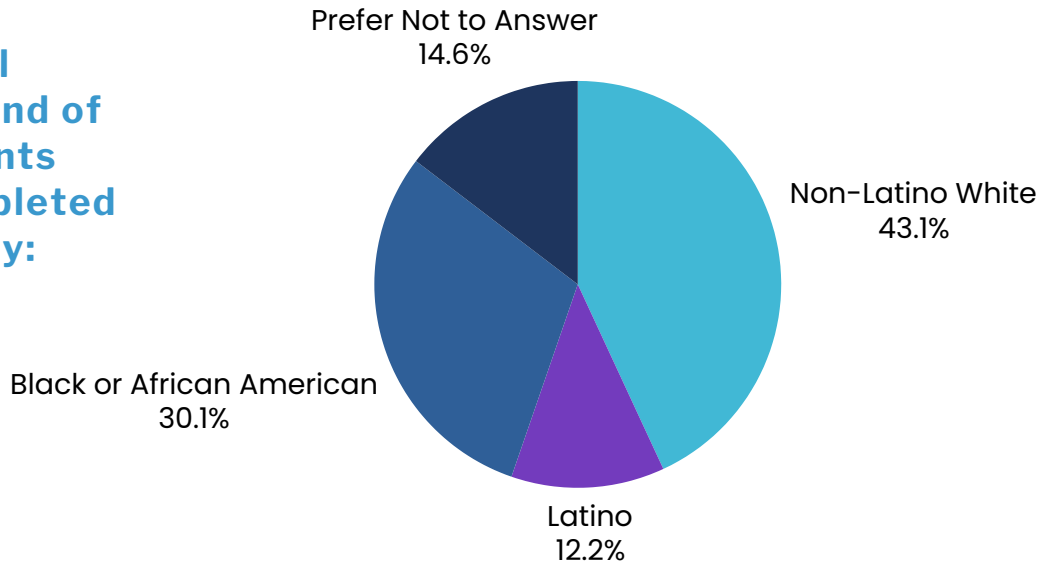
still work at the same employer with the same hours (part-time or full-time) from when they started on dialysis.

DEMOGRAPHICS OF PATIENTS SURVEYED

The age of the patients that completed our survey:



The racial background of the patients who completed our survey:



NATIONAL AVERAGES

50% of dialysis starts are unplanned compared to the 62% from our survey.

14% are using home dialysis compared to the 25% from our survey.

Source: USRDS

CONTACT US

If you would like to learn more about these survey results or see how Renalogic or Lyfebulb can help you, please reach out:

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