

HEALTH EDUCATION AND RENAL OPTIMIZATION FOR EMPOWERED SELF-CARE

H.E.R.O.E.S.

By: Dr. Norkasih Ibrahim

The H.E.R.O.E.S. program was successfully conducted at the Orion Consortium Dialysis Centre in Masjid Tanah, Melaka, on 23–24 May 2025. This initiative was a collaborative effort between UITM's three faculties—Pharmacy, Health Sciences, and Medicine—in partnership with Orion Consortium Dialysis Centre Sdn. Bhd. (OCSB), a national healthcare company specialising in dialysis services. The program was funded by OCSB under a 12-month community grant aimed at enhancing patients' knowledge and confidence in managing their medications and renal diets through culturally sensitive, interactive learning sessions.



The working committee was led by Dr. Norkasih Ibrahim, with significant contributions from Mr. Ahmad Fauzi Dali and Dr. Janattul Ain Jamal (Faculty of Pharmacy), Dr. Shahrul Bariah Abdul Hamid (Faculty of Health Sciences), Dr. Muhammad Iqbal Abdul Hafidz (Faculty of Medicine), Mdm. Radhiah Azman (post-graduate student) and a dedicated team of dialysis nurses from OCSB. The technical support throughout the program was provided by Rhazes Telehealth.

Day one featured a Continuous Nursing Education (CNE) session for nurses, including lectures and discussions on promoting medication safety and renal diet adherence. On the second day, a 3-hour patient workshop began with the ice-breaking game "Pilih Mana Satu", followed by two engaging talks: "Tips Kebahagiaan Pengobatan" and "Apa NAK Makan?". Participants then took part in hands-on card games designed to boost confidence in managing medications at home and making informed dietary choices. The session concluded with a focus group discussion where patients shared their wish list for an ideal dialysis education program. All patients actively participated and responded positively to the simple language, relatable content, and open discussion format. Pre- and post-assessments showed improved understanding of treatment goals and self-care. Many expressed interests in becoming peer supporters, and feedback highlighted the value of such programs—with calls for follow-up sessions and caregiver inclusion.

Overall, the H.E.R.O.E.S. program successfully empowered patients through education and strengthened collaboration between patients and healthcare providers. Based on its success, the program is recommended for expansion to other dialysis centers and has the potential to serve as a foundation for continuous clinical support services in private dialysis facilities.