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## Centers for Medicare & Medicaid Services (CMS) Aims

Network 18 is tasked by CMS to promote positive change relative to the CMS Aims as outlined in the National Quality Strategy (NQS) and CMS priorities. The Aims are defined as follows:

*AIM 1:*

*Better Care for the Individual through Beneficiary and Family Centered Care*

*AIM 2:*

*Better Health Care for the ESRD Population*

*AIM 3:*

*Reduce Costs of ESRD Care by Improving Care*

## Patient Engagement

Network 18 is committed to enhancing the patient's voice in the activities of the Network and the renal community as a whole. Towards this end, the Network is engaged at two levels of patient care:

Engagement at the dialysis facility level to foster patient and family involvement; and Development and implementation of a beneficiary and family centered care focused Learning and Action Network (LAN) to promote patient and family involvement at the Network level.

Both levels of engagement are important and work together to promote beneficiary and family engagement to improve quality of care.

## Have a concern or grievance about your ESRD care?

To file a grievance about the care you are receiving at your dialysis facility, contact ESRD Network 18 at 1-800-637-4767.

## Emergency Preparedness

In its role as an End Stage Renal Disease (ESRD) Network, Network 18 is responsible for preparing the Southern California ESRD community for emergencies before they occur. Living with a chronic illness that requires ongoing life sustaining treatment makes being prepared of the utmost importance. Keeping our patients, providers, and community informed ensures the continuation of care for all involved. For more information and resources to help you to get prepared and stay connected in the event of an emergency or natural disaster, please visit our Emergency Preparedness page.