

Network 18 | Kidney Patient Bulletin

DID YOU KNOW THAT EACH DIALYSIS CLINIC GETS A REPORT CARD?

Your clinic's performance is rated, and you can review how they are doing at providing care. Each year the Centers for Medicare & Medicaid Services (CMS) sets performance standards. The measures used on your facility's Performance Score Report (PSR) card are:

Clinical Measures (focus is on Medical Treatment provided)

- **Dialysis Adequacy** – Looking at how well the clinic cleans patients' blood during dialysis.
- **Hospital Readmission** – How many unplanned readmissions there are within 30 days.
- **Vascular Access Type**– Tracking what percentage of patients have an Arteriovenous Fistulas (or AVFs) and percentage of patients who have catheters.
- **NHSN Bloodstream Infection** – Tracking the number of in-center hemodialysis patients who test positive for an infection
- **Hypercalcemia** – Monitoring patients who have serum calcium greater than 10.2 mg/dl for three months in a row. Serum calcium over 10.2 can lead to higher risk of death.

Reporting Measures (focus is on Medical Treatment provided)

- Monthly reporting of **EPOGEN**
- ICH-CAHPS information (**patient experience of care survey**)
- Monthly reporting of serum calcium and serum phosphorus levels

KIDNEY DICTIONARY

Sepsis

(sep-sis)



Sepsis occurs when bacteria infect the bloodstream. This can be life-threatening if not caught and properly treated.

To file a grievance about your dialysis facility, contact Network 18 at:

1.800.637.4767

U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES CENTERS FOR MEDICARE & MEDICAID SERVICES				
End-Stage Renal Disease Quality Incentive Program Certificate of Dialysis Facility Performance - Part 1				
Facility CMS Certification Number: 000000				
To obtain copies and rates, visit: www.cms.gov (July 1, 2015 - June 30, 2016) or www.cms.gov (July 1, 2017 - June 30, 2018)				
Certificate of Dialysis Performance for SAMPLE FACILITY				
TOTAL PERFORMANCE SCORE		100 out of 100		
National Average		82 out of 100		
This Facility Meets: 4 of 4 Clinical Measures of Quality 3 of 3 Indicators of Quality Care				
CLINICAL MEASURES OF QUALITY				
CLINICAL MEASURE	FACILITY PERCENT	NATIONAL MEDIAN PERCENT	MEETS STANDARD	FACILITY SCORE
Anemia Management - percentage of patients with hemoglobin greater than 12 g/dL (Does not meet a facility-level floor and ceiling on all facility-level measures)	0%	4%	Yes	18 of 10
Dialysis Adequacy - percentage of patients with urea reduction ratio of at least 65% (Does not meet a facility-level floor and ceiling on all facility-level measures)	100%	98%	Yes	18 of 10
Vascular Access Type - two sub-measures				
Treatment with Fistula	86%	50%	Yes	18 of 10
Treatment with Catheter	4%	14%	Yes	18 of 10
INDICATORS OF QUALITY CARE				
INDICATOR	FACILITY MEET REQUIREMENT?	MEETS STANDARD	FACILITY SCORE	
Did the facility report Infection Prevention Practices for Disease Control and Prevention (ICDP)?	Yes	Yes	18 of 10	
Was the patient experience of care survey implemented?	Yes	Yes	18 of 10	
Did the facility confirm that it monitors patient calcium and phosphorus levels?	Yes	Yes	18 of 10	
Facility Name and Address SAMPLE FACILITY FACILITY ADDRESS CITY, STATE, ZIP CODE		Facility Medical Director /s/ Patrick Gomez CMS Chief Medical Officer Director of the Center for Clinical Standards and Quality		

PATIENT ENGAGEMENT

Are you involved in your kidney care? Do you attend meetings with your treatment team to discuss your care plan and treatment goals? Being involved in your care can improve your clinical outcomes as well as improve your overall quality of life. Talk to your treatment team about ways that you can be more engaged. Find out when your next Care Plan Meeting is and plan on attending that meeting. Use your voice and be an active member of your own treatment team.

HealthInsight Mission Statement

Network 18 is a member of the HealthInsight ESRD Alliance a division of HealthInsight which is a private, non-profit, community-based organization dedicated to improving health and health care, operating in nine western states: California, Alaska, Idaho, Montana, Oregon Washington, Nevada, New Mexico and Utah. The HealthInsight ESRD Alliance was formed in 2015 to bring together the strengths of all partners to further integrate quality efforts across the care continuum for patients at risk for kidney disease, those with chronic kidney disease, those on dialysis or receiving kidney transplant care.

PATIENT RIGHTS AND RESPONSIBILITIES

I Have the Right To:

- Be told about my rights and responsibilities.
- Be treated with respect.
- Privacy. My medical records can't be shared with anyone, unless I say so.
- Meet with my whole health care team to plan my treatment.
- See the dietitian for help with food planning and the social worker for counseling.
- Be told about my health in a way that I understand.
- Be told about the treatment options open to me and help to choose my treatment method.
- Be told about any tests ordered for me and the test results.
- Be told about the services offered at the center.
- Be told about the process of dialysis and dialyzer re-use.



Source: <http://esrdncc.org/patients/educational-materials/>

My Responsibilities are To:

- Treat other patients and staff as I would like to be treated, with respect.
- Pay my bills on time. If this is hard for me, I can ask about making a payment plan.
- Tell my health care team if I refuse any treatment or medicine that my doctor has ordered for me.
- Tell my health care team if I don't understand my medical condition or treatment plan.
- Be on time for my treatments or when I see my doctor.
- Tell the staff at the center if I know that I'm going to be late or miss a treatment or visit with my doctor.
- Tell my health care team if I have medical problems, am going to the dentist, am being treated by another doctor, or have recently been to the hospital.
- Follow the rules of the Center.

NETWORK GRIEVANCE PROCESS

If you have a concern or grievance about the care you are receiving at your dialysis facility, the Network recommends that you discuss your concern with your physician, nurse, or facility administrator first. An open discussion with your caregivers may resolve your problem. If your concern is not resolved, contact the Network for assistance at 1.800.637.4767. You can always contact the Network prior to discussing your concerns with the facility staff, and if you are uncomfortable giving your name, you can report a concern to the Network anonymously.

Do you want to receive the Network 18 Patient Newsletters by email?
Contact Eileen Boyte at eboyte@nw18.esrd.net to sign-up today!