



Western Pacific Renal Network, LLC

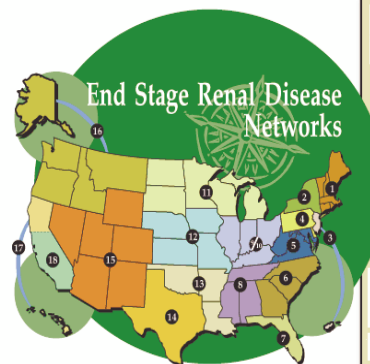
What is ESRD Network #17?

On July 26, 2006 ESRD Network #15 was awarded the 3-year contract for ESRD Network #17 by the Centers for Medicare & Medicaid Services (CMS). As a result, **Western Pacific Renal Network, LLC (WPRN)** is now functioning under Intermountain ESRD Network, Inc. (Network #15).

The mission of the **Western Pacific Renal Network** is to facilitate improvement of quality of care provided to ESRD patients.

The Networks have been established in order to **improve** the quality of health services and quality of life for ESRD beneficiaries (dialysis and transplant patients), and to **improve** data reporting, reliability, and validity between providers, networks and CMS.

The strategic goals include: 1) **Improving** quality and safety of dialysis related services, 2) **Improving** independence, quality of life and rehabilitation through transplantation, use of self-care modalities, and in-center self care, and 3) **Improving patient perception** of care and experience of care as well as resolving patients' complaints and grievances.



Network 1 Network 2 Network 3 Network 4 Network 5 Network 6 Network 7 Network 8
Network 9 Network 10 Network 11 Network 12 Network 13 Network 14 Network 15
Network 16 Network 17 Network 18

Website homepage of www.esrdnetworks.org.
Network 17 serves Northern California, Hawaii, American Samoa, Guam and the Mariana Islands.

FISTULA FIRST
National Vascular Access Improvement Initiative

Please click on the map to find out more about the FistulaFirst Project in your area. For background information on the project, click here.

ESRD Outpatient Medications Project Report

DECREASING DIALYSIS PATIENT PROVIDER CONTACT

ATTENTION RENAL HEALTH PROFESSIONALS

REGISTER HERE FOR SURVEY

Pandemic Flu

"Achieving Improvement In Kidney Care Quality"

Meet the Network #17 Staff..bios inside >>>>>

Darlene Rodgers
Network #17
Executive Director

"I am very excited about the opportunities the new Network organization has before it.

We are looking forward to working with you to continuously improve the quality of care for the patients in Network #17."



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Do you share the **Core Values** of Network #17?

Open Communication
Making a Difference
Commitment • Ethics
Respect • Caring • Fun

Career Opportunities at NW17:

- **Director of Quality Improvement** — Registered Nurse with at least 5 years of experience in Nephrology Nursing
- **Quality Improvement Coordinator** — Registered Nurse with at least 3 years of experience in Nephrology Nursing
- **Community Outreach Coordinator** — Personal or professional experience with kidney disease, college degree helpful

Check out the details inside!! >>>>>>>

DATA COLLECTION: CMS Facility Survey in Process

The Network Data Department is responsible to CMS for registration of all chronic ESRD patients and for continuing to track them over time. This is done through the monthly Patient Activity Reports (PARs) as well as the CMS-2728 Medical Evidence Form and CMS-2746 Death Notification Form. We also maintain current information on all of our Network dialysis facilities and transplant centers (as well as their personnel) for use in national listings such as Dialysis Facility Compare.

The department is currently conducting the annual CMS Facility Survey, a summary of patient activity for 2006. The survey provides a snapshot of patient census by modality taken on December 31st, 2006. It also summarizes all patient events during the year 2006, vocational rehabilitation and employment status, treatment counts, and any staffing changes. The patient census and vocational rehabilitation pieces of the survey were mailed to all facilities on January 20th, 2007.



Another recent activity was the distribution to all dialysis facilities of the annual **CMS Forms Compliance Reports**. We were pleased that 55% of our units met the CMS threshold of 90% of forms being returned accurate and on time. Another 18% were very close to meeting the CMS standard (within 5%). In order to reach our goal of increasing those numbers we are planning **data workshops** that will be held at the Network office or online in the coming months.

Watch for announcements from the Network and **if you are interested in scheduling training, please call (415) 897-2400 x106.**

QUALITY IMPROVEMENT: Creating a Network of Caring

This is going to be an exciting year in Quality Improvement for our Network! Our goal is to “Create a Network of Caring Through Quality” and work collaboratively with all of our dialysis providers.

We have several projects that we will be presenting to our facilities starting in February including, but certainly not limited to, the following:

- A standard Quality Improvement Manual,
- Quarterly meetings at the Network office on Fistula First
- A survey readiness toolkit
- Service excellence program

One of the main focuses, of course, will be the National Fistula First initiative. CMS has set the standard for all Networks to achieve a prevalent fistula rate of 66% by 2009. Currently our Network Fistula rate is 50.3% (November 2006 data). That places us in fifth place across the country, so we have a lot of work to do to accomplish our goal. With everyone’s help and participation we will be able to surpass the CMS goal!

*Come give us a
Taste of Your
Quality
-William Shakespeare*

PATIENT SERVICES: The Social Work Quarterly Progress Note

We already apply our own style and supervisory direction to our charting, but what content should actually be included in the Social Worker’s quarterly note? According to California Department of Health Services Health Facility Evaluator Nurse Helene Billeci, RN, CNN, there are **four major components** that she and her colleagues look for when performing a licensing inspection:

- 1) **How the patient is handling dialysis.** Is the patient coming to all treatments? If not, are you providing the patient with resources (such as linkage to transportation services)? State why the patient is missing treatments.
- 2) **Financial concerns.** Are there any insurance issues? State if the patient is able to pay for medications. If unable, what assistance have you provided in applying for coverage (such as Medicare’s Prescription Drug Plan)?
- 3) **Documenting interventions for problems including behavioral issues** (such as usage of foul language). It should be apparent that the social worker is involved in working through the problem and facilitating a behavioral contract if necessary. Also, state how you have been addressing family problems.
- 4) A **summary of all interventions** provided since the previous quarter. Sometimes it is appropriate to chart the statement, “There are no compliance, behavioral or financial issues”.

Given that criteria, Ms. Billici cautions social workers about excluding all other information that might not fit into each category deeming it unnecessary to be reported. “Since the regulations are vague, **be inclusive.** Utilize your social work skills to troubleshoot.”



Network #17 Mission Statement:

“The mission of Western Pacific Renal Network, LLC (Network #17) is to facilitate improvement of quality of care provided to ESRD patients.”



ESRD NETWORK #17 NETWORK GOALS 2007

1. To facilitate optimal care to all ESRD patients working in cooperation with facilities' internal quality improvement programs and through the support of the Centers for Medicare & Medicaid Services (CMS) Health Care Quality Initiative (HCQIP); CMS's definition of quality care under the HCQIP includes access to care, appropriateness of care, desired outcomes of care and consumer satisfaction.
2. To sustain the Network #17 administrative framework to optimally plan, implement and evaluate Network responsibilities and goals and to complete all CMS contract requirements;
3. To maintain a patient-specific medical information system based on the data set required by CMS and to meet and/or exceed all data reporting requirements of CMS; to support CMS goal for the Network program of improving data reporting, reliability and validity between ESRD providers/facilities, Networks and CMS.
4. To promote access to appropriate modalities, including self-care and transplantation;
5. To promote patient knowledge of and involvement in their ESRD care, and to promote patient rehabilitation;
6. To serve as a resource and clearinghouse for information to the renal community including information on patterns, processes and outcomes of care to aid in identifying opportunities for improvement as well as the results of both successful and unsuccessful improvement projects;
7. To assist facilities in developing, implementing, and evaluating intervention strategies to improve patient care and outcomes;
8. To facilitate resolution of patient grievances;
9. To work collaboratively with other organizations to facilitate the improvement of care of ESRD patients; and
10. To promote patient-centered care.

These goals will be approached in a manner, which is patient-centered, safe, effective, efficient, equitable and timely. It is expected that outcomes will be measurable, using valid, evidence-based measures of performance; developed through broad consensus and that have strong correlation to patient outcomes. The Network will embrace cultural change and process redesign.

The Network Council

The Network's contract with the Centers for Medicare & Medicaid Services (CMS) specifies that each ESRD Network across the country have an entity called the "Network Council." This Council:

- Is to be composed of renal providers in the Network area;
- Must be representative of the geography and of the different types of providers/facilities in the area the Network covers;
- Must have at least one patient representative; and,
- Serve as a liaison between the provider membership and the Network.

In order to meet this mandate, the Network #15/17 Board of Directors voted to include every Administrator, Nurse Manager and Medical Director at each facility within the Network as a representative to the Network Council. This mechanism ensures appropriate representation and that the Council membership remains constant even with changes in personnel in those positions.

The Network Patient Leadership Committee will fulfill the requirement for patient representation.

This mailing will serve as notice of your membership in the Network #17 Council and to encourage you to bring concerns, ideas for quality improvement initiatives or other issues to the attention of the Network Staff.

You may reach the Network staff at:

Western Pacific Renal Network, LLC

505 San Marin Drive

Building A, Suite 300

Novato, CA, 94945

Phone 415-897-2400

Fax 415-897-2422

We look forward to hearing from you!

Meet the WPRN Network #17 Staff

Darlene Rodgers, BSN, RN, CNN, CPHQ — Executive Director — began her ESRD experience as a hemodialysis staff nurse in 1981. She has held various positions within the Nephrology nursing arena including hemodialysis, peritoneal dialysis and home hemodialysis education and management. She joined the Network #15 staff (in Colorado) in 1996 as the Director of Quality Improvement and was promoted to Executive Director in August 2003. When the Network #17 contract was awarded to Network #15 in July 2006, Darlene became the Executive Director for Network #17 as well. She is active on the Board of Directors for the Colorado, Montana, Wyoming NKF affiliate as well as the Colorado ANNA Chapter, and is a member of the NKF Nephrology Nursing Council. Darlene is excited about her new responsibilities and is learning the geography of Network #17 with the help of the Network staff.

Allison Kregness, RN, CNN — Director of Operations — has been involved in ESRD care since 1971 as an RN, having spent 4 years as a nursing student working in ICU assisting with the very earliest developmental stages of dialysis from 1968-1971. Her whole career in nursing has been devoted to the care of ESRD patients in both the chronic and acute care arenas. Allison has been very active as a volunteer for the National Kidney Foundation and the Networks over several decades and joined the Network #17 staff in July of 2005 as the Quality Improvement Director.

Susan Tanner — Director of Information Services — has been with the Network since 1983. She has seen the Network grow from less than 50 facilities and 5000 dialysis patients to the current 185 facilities and 18,000 patients, and survived several changes of CMS forms. During that time she has participated in many national workgroups and committees to enhance CMS data reporting, most recently co-chairing the CMS Facility Survey workgroup. When not tracking patients, she spends time birding around the world – most recently the dream of a lifetime trip to Kenya. She also enjoys classical music, particularly opera.

Vernon Silva, MSW — Patient Services Coordinator — just recently moved from Southern California where he spent six years as a social worker in many dialysis clinics. He was recognized by the Council of Nephrology Social Workers' Greater Los Angeles Chapter with the 2006 Outstanding Achievement Award. Originally from New Mexico, Vernon attended school at UCLA. He enjoys following college sports, reading, hiking and, most of all, snorkeling.

Peter Traub — Data Specialist — has been with the Network since November 2005. He's originally from the Philadelphia area and has lived in San Francisco for 13 years. He's married and the loving father of two beautiful young children. After work he likes to play tennis and run Mt. Burdell which is located at the foot of the Network #17 offices. Peter has a Bachelor's degree in Business Administration from Widener University in Chester, Pennsylvania.

Anne Brush — Data Specialist — comes to Network #17 a native of Northern California. She is a graduate of the University of California Berkeley with a BA in Psychology. Anne enjoys hiking, skiing, and spending time with her 8-year-old son. She's a fan of the Golden Bears as well as her son's sports teams.

Sage Ryan — Administrative Assistant — grew up in nearby Fairfax. She began working at the early age of 14 managing a yogurt store in order to help out her parents who are both talented artists, and has been working ever since. Being musically gifted, Sage plays the piano as well as writes, produces, and sings Gospel music, and is the worship leader at church. She has two wonderful children — a daughter in high school and another who graduates from San Diego State University this year.

Available Positions

- **Director of Quality Improvement — Full-time**
Registered Nurse with at least 5 years of experience in Nephrology Nursing. Responsibilities include direction of the agency's Quality Improvement (QI) Program, providing technical assistance to nephrology community partners, assisting in the solution of patient complaints, and development of educational and program materials. Experience in QI and CNN preferred.
- **Quality Improvement Coordinator — Full-time**
Registered Nurse with at least 3 years of experience in Nephrology Nursing. Responsibilities include working with agency's QI Director on the QI program, providing technical assistance to nephrology community partners, assisting with the resolution of patient complaints, and development of educational and program materials. Experience in QI helpful.
- **Community Outreach Coordinator — Part-time**
Personal or professional experience with kidney disease, college degree helpful. Responsibilities include working with agency's Patient Services Coordinator to provide education info and training to ESRD patients, professionals, family members, and renal community.

All positions require some travel, excellent oral and written communication skills, and ability to interact effectively and work in a team environment. Familiarity with Microsoft Outlook, Work, Excel and PowerPoint preferred.

*Please send resume with salary requirements to:
Search Committee
c/o Intermountain ESRD Network
1301 Pennsylvania St, Suite 750
Denver, CO 80203
or e-mail to info@nw15.esrd.net or fax to 303-860-8392.*



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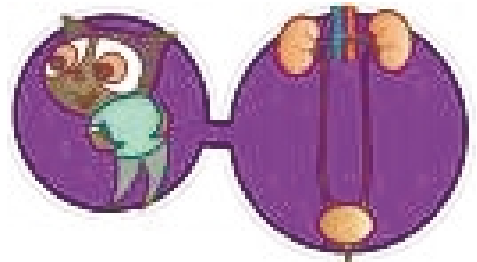
www.esrdnet17.org

Serving Northern California, Hawaii, Guam, American Samoa and Saipan as ESRD Network #17

Education Opportunities

CEUs Continuing Education Units

As per the Network's contract with the Center for Medicare and Medicaid Services (CMS), **Western Pacific Renal Network** supports all providers by offering education to dialysis and transplant centers in the form of educational materials and live presentations. Each facility receives periodic mailings from the Network which include brochures, flyers, posters, booklets and resources. *****Facilities are encouraged to call Network #17 to request educational materials*****



Seminars offered include the following:

- **Network #17 Update** - A training for all staff to increase the understanding of the role and structure of Network #17. Includes a brief introduction to the DPC program (Decreasing Dialysis Patient-Provider Conflict) and information regarding patient complaints and grievances. **(1 hour)**
- **Decreasing Dialysis Patient-Provider Conflict (DPC)** - Introducing the DPC toolbox for training your staff about patient-provider conflict. Discussion of strategies for resolving conflict situations. **(1 1/2 hours)**
- **The Social Worker in All of Us** - In-service teaching and encouraging all staff to apply social work principles in their everyday interaction with patients. Great for Patient Care Technicians and Nurses! **(1/2 to 1 hour)**
- **The Social Worker in All of Us [Training]** - Training for Social Workers to conduct in-service for staff. **(1 hour)**
*****Facilities are encouraged to call Network #17 to arrange in-center educational seminars*****

Supported by the Centers for Medicare & Medicaid Services Contract #HHSM-500-2006-NW017C.
The opinions and conclusions expressed are those of the authors. They do not necessarily reflect CMS policy.