

Kidney *Chronicles*

IPRO END-STAGE RENAL DISEASE NETWORK OF NEW YORK

JANUARY 2016

HELPFUL TIPS
TO EMPOWER
ESRD PATIENTS
AS CONSUMERS



Improving Healthcare
for the Common Good®

Introducing the IPRO ESRD Network Program

The Centers for Medicare & Medicaid Services (CMS) oversees 18 regional End-Stage Renal Disease (ESRD) Network organizations across the country. Each Network works to improve the quality of healthcare services and the quality of life for patients with ESRD. The IPRO ESRD Network Program serves all individuals with ESRD in...

- The states of Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont (IPRO ESRD Network of New England—Network 1);
- New York State (IPRO ESRD Network of New York—Network 2); and
- The states of Indiana, Kentucky and Ohio (IPRO ESRD Network of the Ohio River Valley—Network 9).

The mission of the IPRO ESRD Network Program is to promote healthcare for all ESRD patients that is safe, effective, efficient, patient-centered, timely and equitable.

Your IPRO ESRD Network works to...

- Empower and engage patients to become educated consumers and partners in their healthcare;
- Improve quality of care for all ESRD patients;
- Collect data from dialysis and transplant facilities to measure quality of care;
- Assist you, your family members and care partners, and ESRD facility staff in understanding the CMS ESRD Quality Incentive Program;

How the Network Serves You

- Advocates for you;
- Answers your questions about treatment, modality choices or other issues;
- Develops and provides educational materials for you and your family;
- Works with renal professionals to improve the care given to you;
- Helps keep you informed and updated to support your involvement in your care and treatment options; and
- Evaluates and resolves grievances.

**In an emergency,
if you can't reach
your facility,
contact us.**

Introducing the IPRO ESRD Network Program *continued from page 1*

- Provide technical assistance and information to individuals with ESRD and to dialysis facility and transplant center staff; and
- Resolve grievances that cannot be resolved at the dialysis facility level.

We need YOUR input: Volunteer with your Network.

Volunteering your time can be a very rewarding experience - and a great addition to your resume. If you are an ESRD patient, family member or care partner, please consider volunteering with your Network as a Patient Advisory Committee representative in any of the following ways:

Facility PAC Representative (PAC Rep) - Facility Level

- Serve as a volunteer at your dialysis facility;
- Promote positive communication among patients and staff;
- Inform patients about the ESRD Network, its programs and resources; and
- Serve as a link between patients and the ESRD Network.

Network Regional PAC Chairperson (PAC Chair) - Network Level

- Help to oversee PAC activities in your region; and
- Answer patient and provider questions regarding Network activities.

Network and National Patient Subject Matter Expert (SME) - Network and National Levels

- Assist the Network in guiding quality improvement and educational activities at both the Network and national levels.

If you are interested in helping the dialysis community and are willing to serve as a volunteer in any of the roles listed here, please visit our website at <http://esrd.ipro.org> for more information OR contact your Network at...

IPRO End-Stage Renal Disease Network of New York
1979 Marcus Avenue, Lake Success, NY 11042
Toll-Free Patient Line: (800) 238-3773
Fax: (516) 326-8929 • Email: info@nw2.esrd.net

The Mission of the Patient Advisory Committee (PAC)

The Patient Advisory Committee, through its representatives in dialysis and transplant units, provides a link between patients and unit staff and opens opportunities for statewide communication for those in the renal community.



To file a grievance, please contact:

End-Stage Renal Disease Network of New York

1979 Marcus Avenue, Lake Success, NY 11042-1072

Main: (516) 209-5578 • Patient Toll-Free: (800) 238-3773 • Fax: (516) 326-8929

E-mail: info@nw2.esrd.net • Web: esrd.ipro.org



Improving Healthcare
for the Common Good®

Developed by IPRO ESRD Network of New York while under contract with Centers for Medicaid & Medicare Services. Contract HHSM-500-2016-00020C