



END STAGE RENAL DISEASE  
NETWORK OF TEXAS

May 2021: Volume Two | Issue Five

# HEALTH & H.O.P.E.

MOTTO: HELP ON PROCESSING EVERYTHING DIALYSIS

## National Stress Awareness

Stress can have several effects on our mind and body. We invite you to view a quick video on how you can help ease your stress.



Figure 1 Click picture to watch.

## Mental Health Life Management Tips for Patients & Dialysis Staff

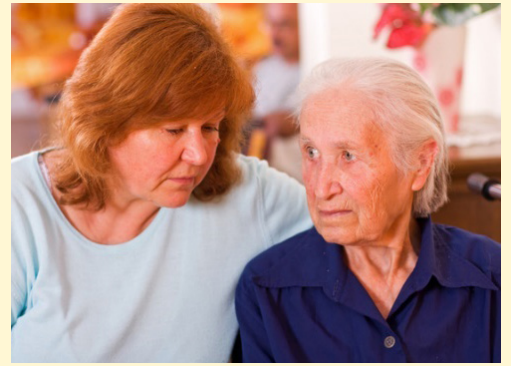
Try these tips to keep your balance, or re-balance yourself.

1. Value yourself: Treat yourself with kindness and respect and avoid self-criticism. Make time for your hobbies and favorite projects. Quiet your mind: Try meditating, Mindfulness and/or prayer. Relaxation exercises and prayer can improve your state of mind and outlook on life.
2. Take care of your body: Taking care of yourself physically can improve your mental health. Be sure to: Get enough sleep, eat nutritious meals, and exercise, which helps decrease depression and anxiety and improve moods.
3. Surround yourself with good people: People with strong family or social connections are generally healthier than those who lack a support network. Make plans with supportive family members and friends or seek out activities where you can meet new people, such as a club, class, or support group.
4. Volunteering: Volunteer your time and energy to help someone else. You will feel good about doing something tangible to help someone in need — and it is a great way to meet new people.
5. Learn how to deal with stress: Practice good coping skills: Try One-Minute Stress Strategies, exercise, take a nature walk, play with your pet, or try journal writing as a stress reducer. Remember to smile and see the humor in life. Research shows that laughter can boost your immune system, ease pain, relax your body and reduce stress.
6. Set realistic goals: Decide what you want to achieve academically, professionally, and personally, and write down the steps you need to realize your goals. Aim high but be realistic and do not over-schedule.
7. Break up the repetitiveness: A little change of pace can perk up a boring schedule. Change your jogging route, plan a road-trip, take a walk in a different park, hang some new pictures, or try a new restaurant.
8. Get help when you need it: Seeking help is a sign of strength. People who get appropriate care can recover from mental illness and addiction and lead full, rewarding lives.

Article Reference: <https://uhs.umich.edu/tenthings>

## Caregiver Fatigue

Caregivers play a very important role to ensure the needs of a family member, patient, or friend is met daily. Often caregivers are heavily involved with others care they may neglect to care for themselves. Caregiver fatigue is common, and we must learn signs of when a caregiver becomes overwhelmed. View the article for more information and how to prevent caregiver fatigue. <https://www.webmd.com/healthy-aging/caregiver-recognizing-burnout#1>



## Grievance Crossword Puzzle: Let's Talk About It

Use the clues to fill in the words above. Words can go across or down.

Letters are shared when the words intersect. No spaces are used in the words.

### ACROSS

2. Who at your facility is the person to contact for resources?

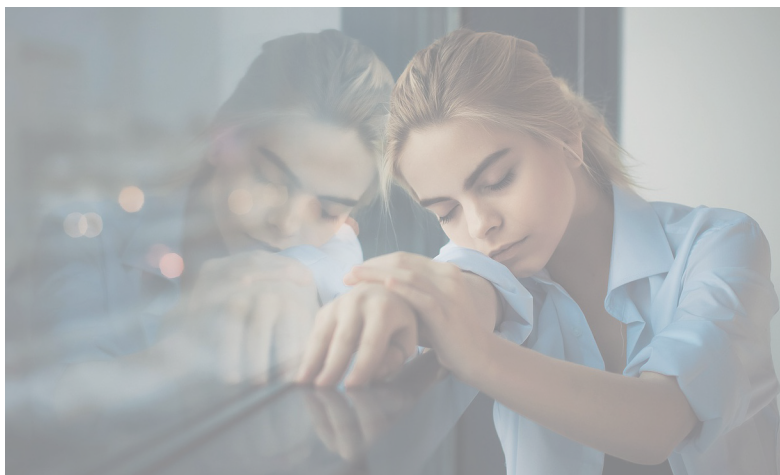
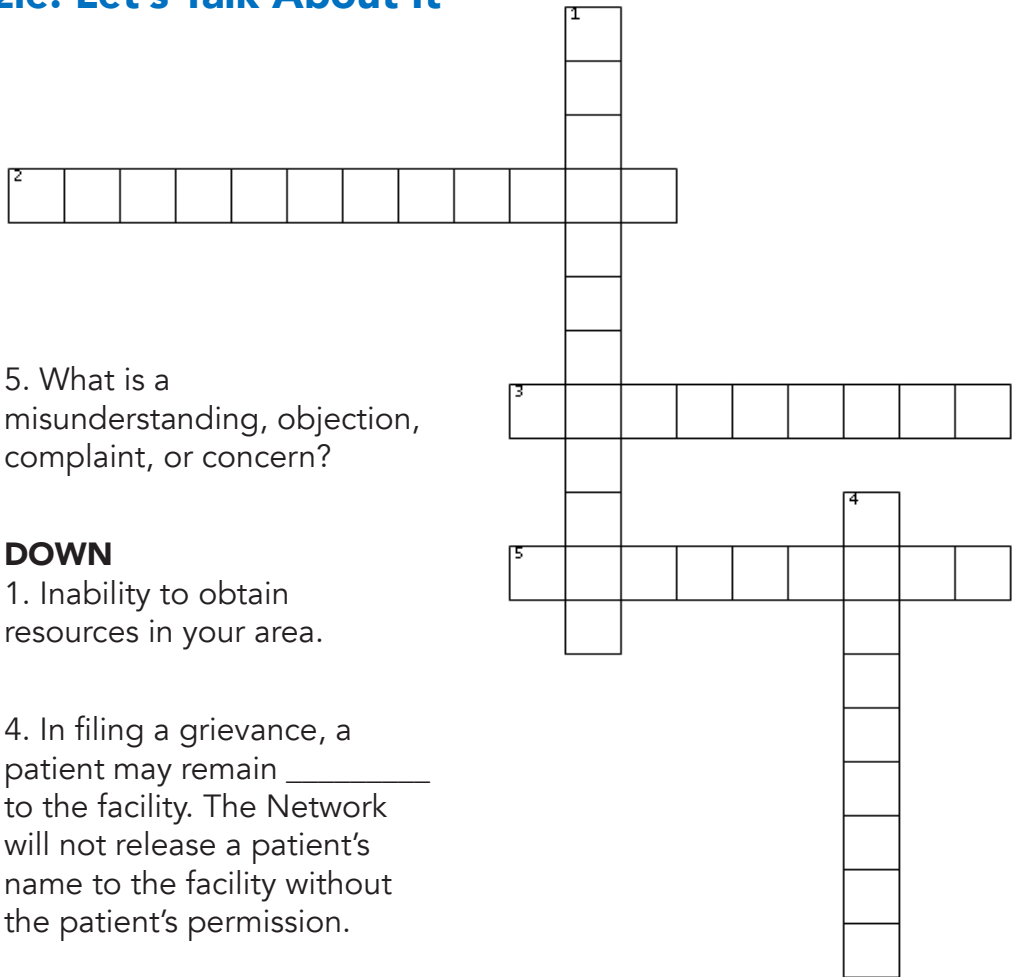
3. Patients who are non-compliant are at higher risk for \_\_\_\_\_. Discharging a patient for "non-compliance" is not an acceptable reason for discharge per the Centers for Medicare & Medicaid Services (CMS) Conditions for Coverage (CfC).

5. What is a misunderstanding, objection, complaint, or concern?

### DOWN

1. Inability to obtain resources in your area.

4. In filing a grievance, a patient may remain \_\_\_\_\_ to the facility. The Network will not release a patient's name to the facility without the patient's permission.



## Emergency Preparedness & Response: Hurricane Season - June 1

[Before a Hurricane Get Weather Ready.](#) Please begin making an emergency plan with your family. Your dialysis facility also has emergency plans during a disaster; speak with your healthcare team to learn more about patient safety at the clinic. For more information on how to [make a Plan](#) visit [TexasReady.gov](http://TexasReady.gov)



Figure 1 Click picture to watch.

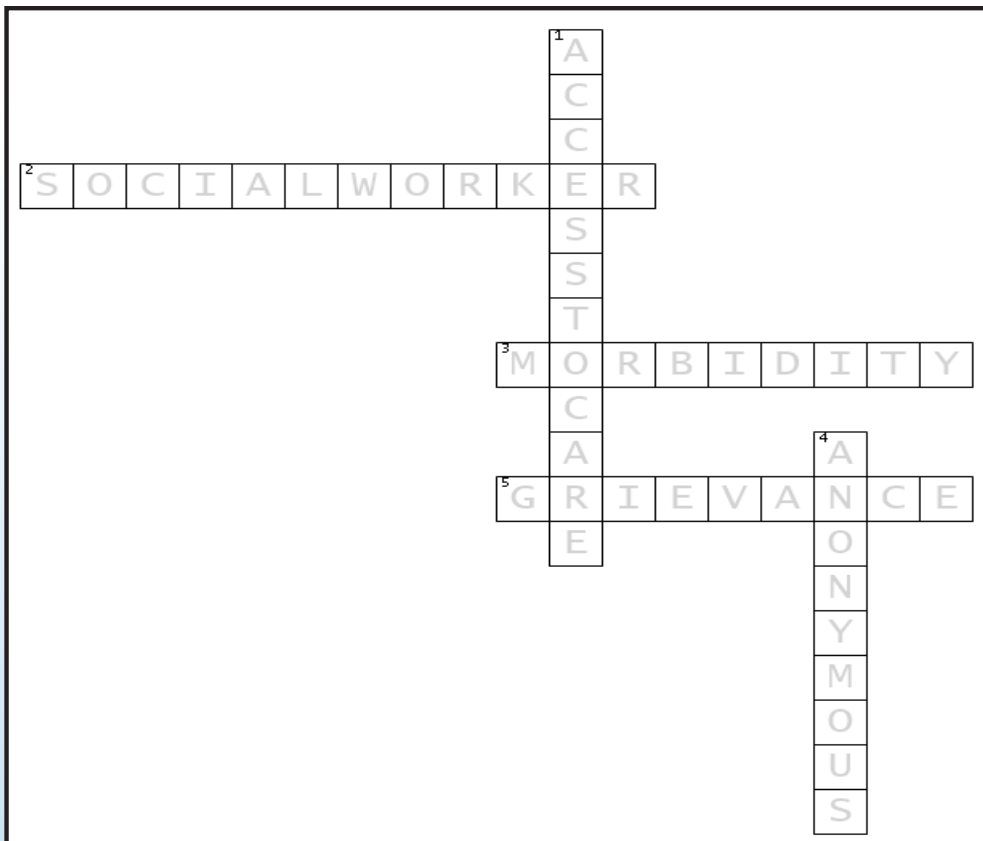


- Emergency Plan Forms - [English](#) | [Español](#)
- Preparedness Activity Book (Teach kids how to get ready) [English](#) | [Español](#)

It is always a great plan to pack an emergency disaster bag. Here is a list for your Disaster Supply Kit - [English](#) | [Español](#)

Ernie "Chuck" Malestrom's [Pop-Up Preparedness Minute: Constellation Field](#) <https://youtu.be/jp0l022bTzY>

### Crossword Questions and Answers:



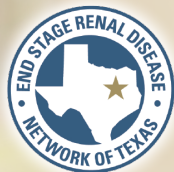
#### ACROSS

- Who at your facility is the person to contact for resources? **Social Worker**
- Patients who are non-compliant are at higher risk for **morbidity**. Discharging a patient for "non-compliance" is not an acceptable reason for discharge per the Centers for Medicare & Medicaid Services (CMS) Conditions for Coverage (CfC).
- What is a misunderstanding, objection, complaint, or concern? **Grievance**

#### DOWN

- Inability to obtain resources in your area. **Access to Care**
- In filing a grievance, a patient may remain **anonymous** to the facility. The Network will not release a patient's name to the facility without the patient's permission.





END STAGE RENAL DISEASE  
NETWORK OF TEXAS

**The Network is on social media!**  
Visit our social media channels

*Contact us:*



Networks 8 and 14 are the End Stage Renal Disease Networks (ESRD) that serve as the Medicare contractor for the states of Alabama, Mississippi, Tennessee, and Texas. We are committed to improving the quality and experience of care for all ESRD kidney patients within our four-state patient services area.

#### Network 14 Office

4099 McEwen Rd, Ste. 820 • Dallas, TX 75244

Phone: 972-503-3215

Email: [nw14info@allianthealth.org](mailto:nw14info@allianthealth.org)

Website: <https://www.esrdnetwork.org/>

Visit our social media channels:

[Connect with us on LinkedIn](#)

[Follow us on Twitter](#)

[Follow us on Facebook](#)

#### PATIENT AND PROVIDER NEWSLETTER



March 2020: Volume 1 | Issue 1

**HEALTH & H.O.P.E.**  
MOTTO: HELP ON PROCESSING EVERYTHING DIALYSED

#### Skin Care: "Love the Skin You're In"

The skin is our largest organ – it protects our bodies, helps us maintain just the right temperature, and gives us the sense of touch. If our skin is irritated or damaged, it can be very painful. A surprisingly large number of chronic dialysis patients suffer from the itchy skin problems of dry skin and itching. Those skin complaints are not life-threatening, but they can be very uncomfortable and distressing, and as a result, can affect your quality of life.

**Why does my skin itch?**  
Itching is a symptom that can be caused as a side effect of your kidney disease or dialysis treatment, although the exact cause of itching in dialysis patients is not always clear. Possible causes

may be high levels of the parathyroid hormone, or high levels of phosphate in the blood. Also, calcium released from the bones can deposit in the blood vessels, joints and skin which may lead to itching. Other possible causes are the retention of toxins, iron deficiency, general inflammation and allergic reactions.

**What can I do?**  
It is extremely important that you monitor your calcium-phosphate balance, follow your nutritionist's advice to ensure low phosphate intake, and be sure to take your phosphate binders as prescribed by your physician. If you do have problems with itching and/or dry skin, make a point to discuss the



problem with your physician. Your doctor may also be able to advise you if there are any suitable creams or lotions you can use or suggest alternative therapies which will help to alleviate the symptoms.

Click [subscribe](#) or scan the QR code to receive the ESRD Network E-newsletter



SCAN ME

The e-newsletter is brought to you by **Constant Contact**



Created under CMS contract number: HHSM-500-2016-0014C

To file a grievance please contact ESRD Network of Texas Inc. (Network 14) at  
4099 McEwen Rd, Suite 820 Dallas, TX 75244.

Office: 972-503-3215, fax: 972-503-3219, Toll-free: 877-886-4435,

Email: [nw14info@allianthealth.org](mailto:nw14info@allianthealth.org), website: [www.esrdnetwork.org/](http://www.esrdnetwork.org/)