



HEALTH & H.O.P.E.

HELP ON PROCESSING EVERYTHING DIALYSIS

Vocational Rehabilitation

Studies say that dialysis patients who work have a better quality of life. These patients are often driven to take an active role in their care because stable health is often needed to keep their jobs.

The purpose of vocational rehabilitation is to help patients return to and/or keep their job, keep their independence, and in the end

better the patient's quality of life. The Social Security Administration supplies patients with a program called "Ticket to Work". This program supplies news on how to return to work without losing their SSI benefits.

To learn more about the Ticket to Work program, go to <https://choosework.ssa.gov/> or you can



contact the Ticket to Work Help Line at 1-866-968-7842 or 1-866-833-2967 (TTY) Monday through Friday, 8 am to 8pm EST.

May is Mental Health Awareness Month



There are people who fight mental health illness each and every day and then there are people who fight this type of illness off and on. Many people today have their mental wellness being affected by the pandemic. No matter if you fall into either one of these groups, we need to work together as a team on your mental wellness.

Many people will not be truthful about how they are feeling because

of being ashamed. This is because of many things, such as fear of family and friends no longer being part of their life. Others making fun of them, being told to "learn to live with it", or that what you are feeling is not real. So, what can we do to work on your mental wellness?

- Talk with your facility Social Worker or your doctor
- Join a renal support group or peer mentoring program
- Talk with your spiritual leader
- Set daily, weekly, monthly, and yearly personal goals.

There are many agencies who have information for renal patients.

- ESRD Network Coordinating Center ([ESRD NCC](#))

- National Kidney Foundation ([NKF](#))
- The Forum of ESRD Networks ([FORUM](#))
- Alliant Health - ESRD Network of Texas patient portal ([Network14](#))
- Alliant Health – ESRD Network 8 patient portal ([Network 8](#))



Speak Up You are part of your healthcare team!

You have a voice, and we want to hear it. Do not stay silent if you have concerns with the care you receive at your facility. Here are steps you can take to use your voice.

1. Speak with a nurse, social worker, doctor, or anyone you feel comfortable with at your facility about your issue. Ask to have a meeting to talk about your concerns. Make ideas about how your care and the care of others can be improved.
2. If you are unhappy after speaking with the support staff at your facility (ex: doctor or

facility manager), follow your facility's grievance procedure. The information should be posted in the waiting area of your clinic.

3. Were your concerns not resolved? Do you not feel comfortable talking with your facility staff? Contact the ESRD Network or your State Survey Agency. We are here to help.

Patients and family member should never feel afraid to voice their concerns. Facilities must follow their company policies as well as



the rules of the Federal and State government. They should NEVER retaliate against a patient, family member, or caregiver for voicing a concern. YOU SHOULD FEEL SAFE. If patients or family members are afraid of retaliation, they can make an anonymous grievance with their ESRD Network or state agency.

For patients in Alabama, Mississippi, or Tennessee, Network 8's patient hotline is 877-936-9260.

Alabama Department of Public Health
800-356-9596

www.adph.org/healthcarefacilities/

Mississippi State Department of Health
800-227-7308

[www.msdh.state.ms.us/msdhsite/ static/30,0,83.html](http://www.msdh.state.ms.us/msdhsite/static/30,0,83.html)

State of Tennessee – Office of Healthcare Facilities
877-287-0010

<https://www.tn.gov/health/health-professionals/hcf-main.html>

For patients in Texas, Network 14's patient hotline is 877-886-4435.

Texas Health and Human Service Commission
Patient Quality Care Unit
1-888-973-0022

www.dshs.state.tx.us/facilities/complaints.aspx

SELF-CARE DIALYSIS

What is self-care dialysis?

Self-care dialysis is where you are taught how to carry out some or all of your own dialysis treatment in a dialysis centre. It can involve learning more about living with kidney disease and staying healthy. It can also prepare you to move to a Home Dialysis program.

Why it might be right for you

- You will have more control over your treatment and greater independence.
- You can save yourself time - if you do self-care dialysis you don't need to wait for nursing assistance.

- Self-care can offer you more flexibility about when and where you dialyse. This might allow you to return to work or have more leisure time.
- If your self-care you can consider one of the home dialysis choices which may suit your lifestyle better.
- Learning to self-care on dialysis often leads to a greater understanding and management of CKD. This can benefit you in the long-term and improve your quality of life.

Why it might not be right for you

- At first you might not feel ready to do your own dialysis. Sometimes people start learning once they have been dialysing for a while.
- You might not be fit or well enough to consider self-care dialysis.



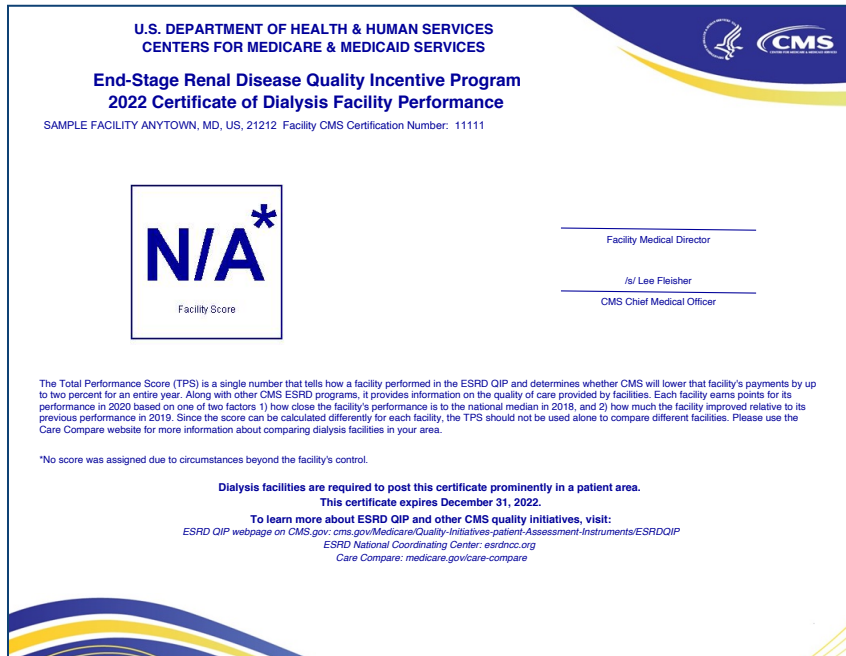
CMS ESRD Quality Incentive Program

Did you know that your dialysis facility is graded on how well it provides quality services to its patients?

The Centers for Medicare & Medicaid Services (CMS) manages the End-Stage Renal Disease Quality Incentive Program (ESRD QIP) to encourage high-quality services in renal dialysis facilities.

The first of its kind in Medicare, this program changes the way CMS pays for the treatment of patients who receive dialysis by connecting a portion of payment directly to how a facility delivers quality of care to its patients. These types of plans are known as “pay-for-performance” or “value-based purchasing” (VBP) programs.

CMS publicly reports facility ESRD QIP scores and payment changes and facilities **MUST** display their Performance Score Certificate (PSC) (in English and Spanish) in a place in which patients and visitors can view. The PSC is released in January of each year and must be posted until the end of the year.



Example of Performance Score Certificate

Please note that “N/A” or “Not Applicable” will display in place of a score or payment reduction for Payment Year (PY) 2022. There were no payment reductions applied for PY 2022 due to technical issues with the ESRD Quality Reporting System (EQRS) and the impact of COVID-19 on some of the PY 2022 ESRD QIP measures.

Review your facility’s PSC and if you do not see PSC in your facility, ask your facility’s Clinical Manager or Facility Administrator for its location. If they do not have the facility’s PFC, they can call the ESRD Network for assistance.



Reducing Hospitalizations

There are many reasons a dialysis patient may not be able to achieve and maintain optimal health results. Health issues may be related to health conditions, including chronic complications such as diabetes, high blood pressure, and heart disease. But it can also be affected by other factors such as missing other doctor appointments, diet,

and even transportation. Your dialysis care team needs to know if anything in your life is affecting your wellbeing or ability to complete your dialysis plan of care. Please review the “We’re Not Being Nosy – We Care!” resource below and make sure to alert your care team of any issues you may have.



Resource:

We're Not Being Nosy:

WeCare!org/content/assets/72339be2095d4906ba06b538680d531c/nw15_notbeingnosy_final_508.pdf

Are you interested in joining a Network Patient Advisory Committee (PAC)?



Attention patients, family members and care partners:

The ESRD Network is in the process of recruiting a few good men and women to serve on the Network Patient Advisory Committee (PAC). The PAC is comprised of ESRD patients and/or caregivers to ESRD patients that represent the ethnic diversity, geographic distribution and treatment modalities of the ESRD population. PAC members work with the Network staff and Medicare to improve the quality of care and quality of life for ESRD patients. If you are interested in serving on the PAC and becoming a voice for the ESRD community, please contact Tausha Rawls for Network 8 (Alabama, Mississippi, and Tennessee) at 1-877-936-9260 or Debbie O'Daniel (Texas) at 1-877-886-4435.

To file a grievance, contact the following agencies:

ESRD Network 8 - Phone: 1-877-936-9260; Email: nw8info@allianthealth.org; Mail: 775 Woodlands Pkwy, Suite 310, Ridgeland, MS 39157; Website: www.esrdnetwork8.org – For patients and facilities in AL, MS, TN

ESRD Network of Texas Inc. (Network 14) – Office: 972-503-3215; fax: 972-503-3219; Toll-free: 877-886-4435; Email: nw14info@allianthealth.org Mail: 4099 McEwen Rd, Suite 820 Dallas, TX 75244; Website: www.esrdnetwork.org - For patients and facilities in TX

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