

HEALTH & H.O.P.E.

HELP ON PROCESSING EVERYTHING DIALYSIS

Happy Valentine's Day!

Will you be our Valentine?

ESRD Network Patient Advisory Committee

The ESRD Network is lucky to have a special group of patients and caregivers on our Patient Advisory Committee (PAC) to be your voice. These individuals help the ESRD Network make educational resources. They also help us in other parts of our work. We want to say thank you to these special people. We have listed their names and the state they live in.



ESRD Network 8



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You and Your Heart

Did you know that having too much fluid in your body can hurt your heart? The ESRD Network PAC has made a helpful guide that shows you what can happen if you don't follow your treatment schedule, renal diet, or control how much you drink. This guide is on our website under "You and Your Heart." It's in [English](#) and [Spanish](#).

Dialysis Facility Compare (DFE) Five-Star Rating Program

The Dialysis Facility Compare (DFC) Star Program is a way for patients to compare their dialysis clinic with others in their area. Each dialysis clinic gets a rating of one to five stars. For more information or to use the dialysis compare tool, visit [Medicare.gov](https://www.medicare.gov). Click on Dialysis facilities and enter your zip code.

A lower star rating does not mean that the facility gives bad care. The rating system is based on data and not on cleanliness, staff care, or if the patient is happy with their care. Also, patients in different areas may have different health issues, which can affect a facility's rating.

Patients and their families should use the star rating as one of several reasons when choosing a dialysis facility. To learn more about dialysis care and facilities, visit the [National Kidney Foundation website](https://www.kidney.org). Also, it's a good idea to set up a visit with any facilities you're considering and make a list of questions to ask during the visit.

Ticket to Work

The Ticket Program is a free service that helps people with disabilities earn money through work. If you want to know more about the Ticket Program, call the Ticket to Work Help Line at 1-866-968-7842 or 1-866-833-2967 (TTY) between Monday and Friday, from 8 a.m. to 8 p.m. EST. You can ask the agent for a list of service providers or find them yourself by using the Ticket Program [Find Help](#) tool.



TICKET
to **Work**

Why is Coming to Dialysis Important?

Dialysis removes extra fluid and waste from your blood when your kidneys stop working correctly. Usually, dialysis treatment is done three times a week, and each time takes around four hours. Healthy kidneys work 24/7, but if you don't get enough dialysis treatments, you might feel sick, weak or tired.

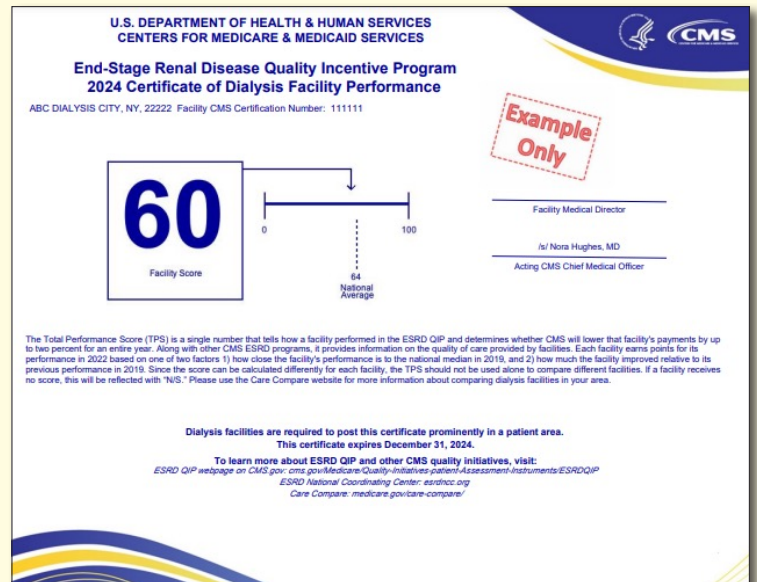
Even if you don't have these warning signs, your body is still being harmed. If you shorten three or more treatments in a month, it could be dangerous or cause you to die. You could also get infections and other illnesses. Shortening or missing treatments could make it hard to get a new kidney in the future. Missing one treatment per week is like missing four months of treatments in a year. That can take years off your life.

So, if you think cutting a few minutes of treatment won't matter, it's important to think again!

Minutes Lost Per Treatment	Minutes Lost Per Year	Hours Lost Per Year
10 minutes	1,560 minutes	26 hours
15 minutes	2,340 minutes	39 hours
20 minutes	3,120 minutes	52 hours
30 minutes	4,680 minutes	78 hours

CMS ESRD Quality Incentive Program

Did you know your dialysis facility gets a grade for how good it is? The End-Stage Renal Disease Quality Incentive Program (ESRD QIP) helps dialysis facilities do a better job. It changes how the Centers for Medicare & Medicaid Services (CMS) pays for the treatment of people who get dialysis. CMS publicly reports facility ESRD QIP scores and payment changes. Facilities must put their Performance Score Certificate (PSC) in English and Spanish where patients and visitors can see it. If you do not see a PSC in your facility, please ask your facility's clinical manager or facility administrator for its location. They can call the ESRD Network if they do not have one.



Example of
Performance
Score
Certificate

Chinese Corn Soup – AKF Kidney Kitchen

Makes:
4 servings

Serving Size:
(1 ½ cups)

low phosphorus
low potassium
low protein
low sodium



Ingredients:

2 ½ cups vegetable broth, low sodium

2 ½ cups water

1 can (15.25 ounce, 432 grams) sweet corn, no salt added, drained (after drained, weighs 281 grams)

¼ cup butter

1 stalk (52 grams) celery, chopped

1 small (70 grams) onion, chopped

1 ½ tablespoons unbleached flour

1 teaspoon nutmeg, ground

½ teaspoon five-spice powder

2 teaspoons (8 grams) ginger, minced

1 small (56 grams) egg, beaten

½ teaspoon ground black pepper

Instructions:

1. Heat vegetable broth, water, and corn in a saucepan over medium heat. Bring to a boil and reduce heat to a simmer.
2. Melt butter in a skillet over medium-low heat. Add celery and onion and cook for 5 minutes.
3. Add flour and cook for 2 minutes, stirring frequently. Transfer to the saucepan.
4. Add nutmeg, five-spice powder, and ginger. Simmer for 2 to 3 minutes, stirring occasionally.
5. Stir the soup and slowly pour the beaten egg into the soup. Simmer for 2 to 3 minutes, stirring occasionally.
6. Serve in bowls and sprinkle with black pepper on top.

Cooking Tip: Substitute five-spice powder, nutmeg, and ground black pepper with other spices for different flavors.



Help Stop Medicare Fraud



Medicare fraud is when someone uses your Medicare information to charge Medicare for things you didn't actually receive or ask for. This kind of fraud causes a loss of millions of dollars each year. To avoid being a victim of fraud, be careful and follow these steps:

- Don't believe anyone who uses force or scare tactics to sell you medical equipment, supplies, or health insurance.
- Never give your Medicare number to strangers.
- Do not accept medical supplies from door-to-door salesmen.
- Do not believe anyone who claims to be from Medicare and offers to sell you products or services. Medicare does not sell products or services.
- If you think someone is doing something wrong, talk to your doctor or call Medicare. They can help you.

Medicare Fraud Hotline
800-447-8477

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: <https://quality.allianthealth.org/topic/esrd-nw8/> - For patients and facilities in AL, MS, TN

ESRD 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: <https://quality.allianthealth.org/topic/esrd-nw14/> - For patients and facilities in TX

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