



End-Stage Renal Disease
Network Program

Patient Facility Representative (PFR) Alliance Meeting

December 2, 2021

Patient and Family Engagement Program Team



Danielle Andrews,
MPH, MSW, GCPH
Community Outreach
Coordinator



Agata Roszkowski, LMSW
Patient Services Director



Jeanine Pilgrim,
MPH, PMP, CPHQ, CHES, CPXP
Program Director

TODAY'S AGENDA



**Meeting
Reminders**



PFR Check-In



**Quality Improvement
Education**



**Enjoying the
Holidays**



**Staying Safe for
the Holidays**



**Closing
Remarks**

Meeting Reminders

- All phone lines are muted upon entry to eliminate background noise/distractions
- We will be monitoring our WebEx Q & A throughout the webinar for questions or comments
- All slides will be shared within a week of completion of the meeting



Welcome to Our December Meeting!



Danielle Andrews, Community Outreach Coordinator



Mission Statement

The IPRO End Stage Renal Disease Network Program includes four ESRD Networks:

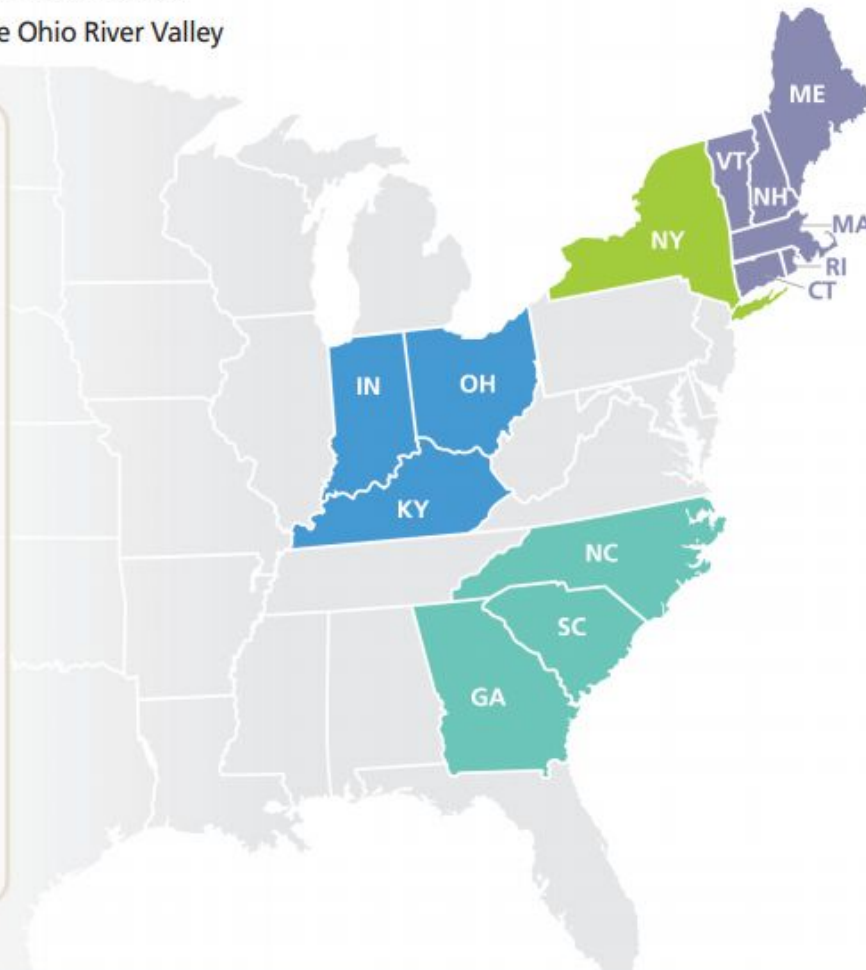
Network 1: ESRD Network of New England

Network 2: ESRD Network of New York

Network 6: ESRD Network of the South Atlantic

Network 9: ESRD Network of the Ohio River Valley

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



Network Check-in

Which Network are you from?

- a) Network 1 (New England)
- b) Network 2 (New York)
- c) Network 6 (NC, SC, GA)
- d) Network 9 (IN, KY, OH)





Network Check-in

What upcoming holiday are you most excited about?

- a) National Pie Day
- b) Christmas
- c) Hanukkah
- d) New Year's Eve
- e) Kwanzaa
- f) Boxing Day

Getting Involved in Quality Improvement



Agata Roszkowski, Patient Services Director

Quality Improvement and PFR role

The Network conducts Quality Improvement Activities in the following quality measures:

- Behavioral Health Improvements
- Peer Mentorship Promotion
- Patient and Family Engagement
- Transplant Coordination
- Home Therapies Promotion
- **Vaccination Promotion - Tonight's Featured Topic**
- Hospitalization Reduction
- **Care Transitions Coordination - Tonight's Featured Topic**



QIA Project Feature: Vaccination Importance

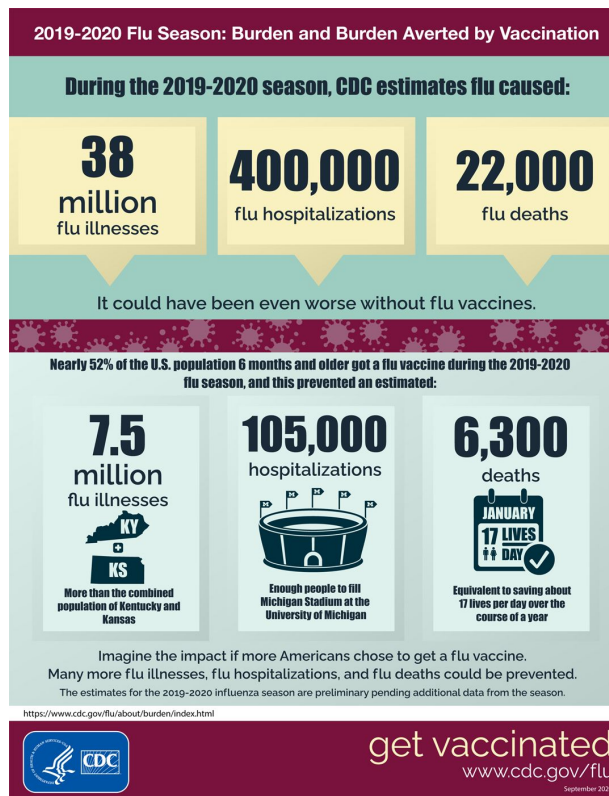


Anna Bennett, Quality Improvement Coordinator

Time for a Live Poll!

Have you had your flu shot?

- a) Yes
- b) No
- c) I'm planning on getting it





Vaccination QIA Goals

CMS Vaccination Goals <i>(Base Year final re-measure April 30, 2022)</i>		
Virus	Timing	Goal
COVID-19	Initial vaccination	>80% patients fully vaccinated
Influenza	Annual vaccination	>85% patients
Influenza	Annual vaccination	>90% dialysis staff
Pneumonia	PCV-13	>10% increase of patients receiving
Pneumonia	PPSV 23	As age appropriate >87% patients
Pneumonia	PPSV 23	>80% patients over 65 receiving
Pneumonia	PPSV Booster	10% increase (from 2020) in patients receiving booster
Monthly Data Source NHSN & EQRS		

Vaccination in the ESRD Community Saves Lives



COVID-19

- **>375,940 chronic dialysis patients***
 - 4.2% Cumulative identified as COVID-19+
 - 50.50% Hospitalized with primary or secondary COVID-19 diagnosis

Influenza

- **>1000 deaths per year****
- *"While ILI may not be the direct cause of death in ESRD patients, it may contribute to other causes of death; for example, patients with ILI may experience a state of acute inflammation, making them vulnerable to other infections or cardiovascular events."*

* Medicare fee-for-service (FFS) as the payer source between January 1, 2020 and June 30, 2020

**"Excess Deaths Attributable to Influenza-Like Illness in the End-Stage Renal Disease Population," , Journal of the American Society of Nephrology (2019). DOI: 10.1681/ASN.2018060581

Vaccination in the ESRD Community Saves Lives



Pneumococcal disease causes several different illnesses**

- Pneumonia
 - Pneumococcal pneumonia causes death in 5 to 7 percent of people who get it.
- Sepsis
- Myocarditis
- Meningitis

*“Adults with specified immunocompromising conditions who are eligible for pneumococcal vaccine should be vaccinated with PCV13 during their next pneumococcal vaccination opportunity.” **

You can get pneumococcal disease from a person who appears healthy**

**CDC Guidelines for vaccinating Patients with Chronic Kidney Disease:*

<https://www.cdc.gov/vaccines/pubs/downloads/dialysis-guide-2012.pdf>

*** NKF CKD and Pneumococcal Disease: Do You Know the Facts?*

<https://www.kidney.org/atoz/chronic-kidney-disease-and-pneumococcal-disease-do-you-know-facts>

Patient Facility Representative



VACCINES AND DIALYSIS

What You Need to Know



Are there practices promoting vaccination that YOU can share from:

- Churches
- Local Community Activities
- Clubs Employers
- Patient Support Groups

Available Educational Resources



IPRO End-Stage Renal Disease Network Program

**Protect yourself.
Get the
Vaccines
You Need!**

Vaccination is a safe, effective way to protect yourself from serious illness.

Vaccines recommended for dialysis patients:

- Annual Flu Vaccine
- Pneumonia Vaccine
- Hepatitis Vaccine

IPRO End-Stage Renal Disease Network Program
(800) 238-ESRD (3773)
esrd.ipro.org

IPRO End-Stage Renal Disease Network Program

**Protéjase.
¡Obtenga las
vacunas que
necesita!**

La vacunación es una forma segura y efectiva de protegerse contra enfermedades graves.

Las vacunas recomendadas para los pacientes en diálisis son:

- Vacuna anual contra la influenza (Flu)
- Vacuna contra la neumonía
- Vacuna contra la hepatitis

IPRO End-Stage Renal Disease Network Program
(800) 238-ESRD (3773)
esrd.ipro.org

IPRO End-Stage Renal Disease Network Program

**GET VACCINATED.
SAVE LIVES!**

For more information or to file a grievance, please contact us:

IPRO End-Stage Renal Disease Network Program
(Networks 1, 2, 6, and 9)

Corporate Office:
1979 Marcus Avenue
Lake Success, NY 11042-1072

Toll-Free: (800) 238-3773

Website: esrd.ipro.org

IPRO, the End-Stage Renal Disease Organization for the Network of New England, Network of New York, Network of the South Atlantic, and Network of the Ohio River Valley, prepared this material under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. CMS Contract Number: 75FCMC1900029. CMS Task Order Numbers: 75FCMC21F0001 (Network 1), 75FCMC21F0002 (Network 2), 75FCMC21F0003 (Network 6), 75FCMC21F0004 (Network 9).

8/03/2021

IPRO End-Stage Renal Disease Network Program esrd.ipro.org

My Vaccination Record


with adult vaccination recommendations for persons with kidney disease and those on dialysis*

Name _____

*As recommended by Centers for Disease Control and Prevention (CDC)

VACCINES AND DIALYSIS
What You Need to Know



 National Kidney Foundation[®]

www.kidney.org

<https://esrd.ipro.org/patients-family/patient-education/vaccinations/>

Questions or Comments?



QIA Project Feature: Patient Safety/Care Transitions



Elena Kusmenko-Balovlenkov, Quality Improvement Director



2021 QIA Goal Focus Areas

- 1. Improve Behavioral Health Outcomes**
- 2. Improve Patient Safety and Reduce Harm**
 - Improve Health Outcomes and Access to Care in Vulnerable Populations
 - Decrease home dialysis infections in nursing homes (catheter and peritonitis)
- 3. Improve Care in High Cost/Complex Chronic Conditions**
- 3. Reduce Hospital Admissions, Readmissions and OP Emergency Visits**
- 4. Improve Nursing Home Care in Low-Performing Providers**
 - Decrease the rate of blood transfusion in ESRD Patients dialyzing in a SNF
- 6. Improve Patient/Family Engagement at Facility-level**



Preventing Access Infections

No matter what, clean hands count. Studies show some healthcare providers practice hand hygiene less than half of the times they should.

- Dialysis care providers need to clean their hands frequently.
- **Don't be afraid to ask staff to wash their hands or change their gloves.**

Graft or Fistula: wash your hands and your access

- Wearing gloves is not a substitute for hand hygiene.
- Dirty gloves can soil your hands. Always clean your hands after removing gloves
- It's also important to change gloves and perform hand hygiene after removing a dressing or bandage
- When gloves are have contaminated fluids on them (e.g., spent dialysate)



Preventing Peritonitis

How to prevent peritonitis

- Wearing gloves is not a substitute for hand hygiene.
- Thoroughly wash your hands, including the areas between your fingers and under your fingernails, before touching the catheter.
 - Always clean your hands after removing gloves
 - It's also important to change gloves and perform hand hygiene after removing a dressing or bandage and when gloves are have contaminated fluids on them (e.g., spent dialysate)
- Wear a mouth/nose mask during exchanges, and perform the proper sterile exchange technique.
- Apply an antibiotic cream to the catheter exit site every day (if allowed)

Happy Birthday Dear...Handwashing: 20 Seconds to Success



What are the 7 Steps of Hand Washing?

- ❑ Step 1: Wet Hands. Wet your hands and apply enough liquid soap to create a good lather. ...
- ❑ Step 2: Rub Palms Together. ...
- ❑ Step 3: Rub the Back of Hands. ...
- ❑ Step 4: Interlink Your Fingers. ...
- ❑ Step 5: Cup Your Fingers. ...
- ❑ Step 6: Clean the Thumbs. ...
- ❑ Step 7: Rub Palms with Your Fingers.



Time for a Live Poll!

If you're on peritoneal dialysis long enough, you're bound to get a serious infection sooner or later.

- a) True
- b) False



Why is understanding anemia important?

- “Anemia” is very common in people on dialysis.
- Anemia happens when you do not have enough red blood cells.
- Kidneys don't make enough of erythropoietin (EPO), which your body needs to make red blood cells.
- Your body also needs iron to make red blood cells. If there is not enough EPO or iron, you make fewer red blood cells, and anemia develops
- In kidney disease, anemia is very common in people on dialysis.
- You don't want a transfusion unless it's absolutely necessary!



Symptoms to report to the nurse:

Although not everyone has the same symptoms, anemia can cause you to:

- Have little energy for your daily activities
- Look pale
- Feel tired or weak
- Are more irritable
- Have cold hands and feet
- Have brittle nails
- Feel dizzy or have headaches
- Feel short of breath, Have a rapid heartbeat
- Have trouble thinking clearly
- Feel depressed or "down in the dumps"



Time for a Live Poll!

Why is it important to let the nurse know if you have any of the symptoms?

- a) My labs are only drawn once a month
- b) They may have to adjust my EPO or give me iron
- c) I don't want to feel bad till my next blood draw
- d) I don't want my blood count to get so low I need a blood transfusion
- e) All of the above

Available Educational Resources



esrd.ipro.org

Kidney Chronicles

IPRO END-STAGE RENAL DISEASE NETWORK PROGRAM

How to Have a Healthy Vascular Access

HELPFUL TIPS TO EMPOWER ESRD PATIENTS AS CONSUMERS



A healthy vascular access is important to help you get the best results with your dialysis. Whether your access is a fistula or a graft, you **MUST** check it every day. These checks will help catch any problems early and will help prevent your access from failing.

Once you learn these steps and practice them, it should take only one minute each day to complete the check:

1. Look at the skin over your access and compare it to the skin around your access. It should all look the same (over time, you may have some scarring where needles have been inserted).
2. Listen to the sound (known as the bruit) of your access by placing it next to your ear. The sound should remain the same from day to day.
3. Feel the vibration or buzz (known as the thrill) and the beating along the full length of the access. The thrill and beating should be the same every day.
4. If you notice any changes in the look, sound, vibration or beating of your access, report them to your healthcare team (physician, nurse, or technician).



Listen



Feel



For more information on checking your dialysis access, you can ask your health care team, go to <http://www.esrdnc.org/en/fistula-first-catheter-last/fid-resources/patients> or contact the Network.

continued on page 2

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.

esrd.ipro.org

PAC Speaks

A NEWSLETTER FOR PATIENT ADVISORY COMMITTEE REPRESENTATIVES



About Me: Dawn Edwards, PAC Advisor New York, Peer Mentor

Cleanliness in the Clinic: How Speaking Up Can Prevent Infection

As told by Dawn Edwards, New York City, NY.

My name is Dawn Edwards, and I live in Queens, New York with my mother and 27-year-old daughter. I have been living with kidney failure and receiving dialysis for 25 years. I am a retired Post Office worker and currently work for Next Stage Dialysis as a patient advocate in community outreach. I am also a Patient Advisory Committee (PAC) Advisor for the IPRO End-Stage Renal Disease (ESRD) Network of New York and a national Subject Matter Expert (SME) for the ESRD Network National Coordinating Center (NCC). I have been an involved patient advocate for 23 years.

During my 25 years on dialysis, I have had many infections. I have come to accept infections as part of my treatment because I have a catheter. Having a catheter makes me very vulnerable to bacteria caused infections. I use a catheter because I ran out of areas on my body to create a dialysis access. I have been on various types of treatments for so long, I ran out of places to put any more accesses! In 2010, I got Methicillin-Resistant Staphylococcus Aureus (MRSA) that I contracted once I returned to in-center dialysis after a failed transplant. This was the worst infection I have had. My infection affected not only my own life, but also the lives of my family members. I was unconscious for weeks putting incredible pressure on my mother, my daughter, and my church family. This is what drives my passion for infection prevention; infection affects not only the quality of life for the patient, but for those who love the patient as well.

Aside from MRSA, my other infections have been minor and easily resolved with antibiotics. I have since chosen to use a catheter, which allows me to do nocturnal dialysis from home. Having a catheter made it very hard to find a dialysis facility that would let me do at-home treatment. By holding myself accountable for my own treatments, I didn't worry as much about infections. By being in charge of my own treatments, I am in control of how hygienic I am. People on dialysis are like germ sponges, because of the lowered immune system of that comes with kidney failure. It is our responsibility to make sure we do not contribute to the spread of infections and disease and that we work with our fellow patients and healthcare team to ensure that they are being clean too! Taking responsibility can take many forms. It may mean learning how to wash your hands and access before sitting down in your seat, reminding other patients to wash their hands before sitting down, speaking up when you notice your healthcare team neglecting to wash/rub their hands or follow aseptic procedure. There is no need to be confrontational or rude to give other patients, and healthcare team members a friendly reminder and there is no such thing as being ashamed to ask for cleanliness. No one should be ashamed to ask for safety and a better quality of life!



About Me: Stephanie Dixon, PAC Chair New York

My Life is in Your Hands: Please Wash Them!

As told by Stephanie Dixon, Brooklyn, New York

My name is Stephanie Dixon, I am from New York City and I am a mother and grandmother. I have been on dialysis since 2002. After going to the Emergency Room for a suspected heart attack and spending the night in ICU, with my daughter who at the time was 14-years-old, the doctors diagnosed me with kidney disease. I have been a member of the Patient Advisory Council (PAC) for 10 years & the National Coordinating Center (NCC) for 3 years. I am active on many kidney related committees including Healthcare Acquired Infections (HAI), both locally and nationally. As a member of the New York State Chronic Kidney Disease Champions, I endeavor to educate, encourage and empower patients to be active members of their healthcare team.

In 15 years, I have done both in-center and peritoneal (PD) hemodialysis. While receiving in-center dialysis, I have had two infections that luckily were minor and went away easily with antibiotics. While I was on PD, I was very thorough with my cleaning and hand hygiene; I have never given myself an infection. I believe that breaks in aseptic techniques were responsible for both of my infections.

Now that I am in-center, I am very vocal about how staff and patients should wash their hands. Before my infections, I was not bold enough to speak up when I saw things such as my nurse or staff member not washing their hands. Once I made a direct connection between my infections and something simple, like washing hands, it became clear to me that in order for me not to get sick, I had to speak up and take an active role in the quality of my healthcare.

Many of my fellow patients and friends have had major infections that caused additional complications or even led to hospitalization. Infections have a major impact on your health, and avoiding them can be the difference between life and death. Patients need to know basic techniques to their care, for example, clinic staff must change their gloves and wash their hands in between caring for each patient.

Most clinics are set up where many patients are being cared for by one facility staff member. This person can easily forget to wash their hands or change gloves in between patients. This can unintentionally promote the spread of bacteria that will lead to infections.

Today, I have gone as far as to make a sign that says, "Employees must wash their hands," as a gentle reminder for my care team at the facility to make sure they have performed the proper hand hygiene protocols before working with me. There are staff members that get offended by my sign, but there is nothing rude or insensitive about asking a facility staff member to follow aseptic techniques.

As people living with kidney failure, we have weakened immune systems. We must hold those caring for us and ourselves accountable for administering lifesaving care such as dialysis. Be a part of your healthcare team, and remind people that your life is in their hands.

<https://esrd.ipro.org/patients-family/patient-education/infection-prevention/>

Questions or Comments?



Finding Joy and Staying Balanced During the Holidays



Danielle Andrews, Community Outreach Coordinator

We want to hear from you!

What brings out your holiday spirit?

- a) Spending Time with Family
- b) Holiday Food
- c) Holiday Movies
- d) Games with Family/Friends
- e) Gift Giving/Volunteering
- f) Days off from work or treatment
- g) Other...share with your peers!



Finding the Holiday Spirit

The COVID-19 pandemic has created distance and spaces of isolation for different people because of safety regulations.

How can we find the holiday spirit during the pandemic:

- Keep your expectation modest: understand the holidays will look different and don't make comparisons to previous years, and previous feelings. **Stay in the moment and enjoy the moments as they come.**
- **Do Something Different:** Different circumstances can call for new traditions. Make a new dish, watch different christmas movies, or even a christmas lightings



Finding the Holiday Spirit

- **Focus on things in your control:** You can't control external situations, evolving world issues, but you can focus on:
 - Your enjoyment
 - Your Behaviors
 - Your family and friends
 - Things and activities that make you happy
- **Find Positive Ways to stay in contact with others:**
 - Create Zoom-Time Dinner: This can promote a feeling a togetherness with family members that are separated by distance or illness
 - Long Distance Gift Exchange
 - Virtual Christmas/Holiday Karaoke
 - Host a virtual party



Self-Care and the Holidays

The World Health Organization (WHO) defines self-care as the ability of individuals, families and communities to promote health, prevent disease, maintain health and to cope with illness and disability with or without the support of a healthcare provider

- Self-care incorporates aspects of:
 - Self-reliance
 - Self-empowerment and autonomy
 - Self Efficacy



Self-Care Tips during the Holidays

- Schedule times to engage self-care activities, ensure that these activities are conducted around the same time daily
- Become self-aware: tune into your current feelings regardless if they are negative or positive. Acknowledge and process them
- Monitor your stress: take notes of situations that are occurring that are increasing your stress levels. Limit engagement in these activities or in some cases people. **Focus on what you can control**



Self-Care Tips during the Holidays

- **Practice gratitude:** Our environment is ever changing, and the pandemic has put limitations on our ability to engage with our family. Practice in gratitude for the people that you have and your current environment can help place a positive spin to our “Holiday Season”
- **Take care of your physical health:** Maintain your renal diet, adhere to your dialysis treatment and your medical regiment.
- **Practice Mindfulness and meditation:**
 - Mindfulness is a moment-by-moment awareness of thoughts, feelings and sensations. The idea is to allow thoughts, feelings and sensations to come and go, without judgement or the need to do anything with them.



How to practice Mindfulness During the Holidays

- **Find a quiet place:** Take a few minutes get comfortable close your eyes and focus solely on your breathing (5 mins). Listen to the sound of your breath and notice how your body feels during this time.
- Take time to acknowledge what you are thankful for each day
- Take a walk and focus on your senses (sight, taste, hearing, touch, and smell)
- Include the family-make a game out of mindfulness

Questions or Comments?



Kidney Friendly Holiday Recipes



Danielle Andrews, Community Outreach Coordinator



Kidney Friendly Recipe

Leached Mashed Potatoes with Roasted Garlic (Low Potassium)

Ingredients

- 2 large potatoes peeled and diced
- 1 head garlic
- 1 Tbsp olive oil
- 1 Tbsp butter
- 1/4 cup milk
- black pepper to taste
- chives for garnish
- parsley for garnish



Instructions

1. Preheat oven to 400° F.
2. Place potatoes in pot and fill with cool water and bring to a boil.

[Link to Full Recipe](#)

Kidney Friendly Recipe

Caramel-Filled Butterscotch Cookies



Ingredients

- ½ cup (1 stick) unsalted margarine
- 1 cup light brown sugar
- 3 tablespoons granulated sugar
- 3 Tbsp of Egg alternative (or one large egg)
- 2 teaspoons vanilla extract
- 1-¾ cups all purpose flour
- ½ teaspoon baking powder
- ½ teaspoon baking soda
- 1-½ cups butterscotch morsels
- ½ bag of caramel cubes

[Link to Full Recipe](#)



Kidney Friendly Recipe

Cranberry Christmas Cake

Ingredients

- 3 eggs
- 2 cups sugar
- 3/4 cup butter, softened
- 1 teaspoon vanilla
- 2 cups all-purpose flour * see note below for gluten-free alternative
- 12 oz fresh cranberries

* Gluten-Free Substitution: 1 1/4 cup brown rice flour + 1/2 cup potato starch + 1/4 cup tapioca starch + 1 teaspoon xanthan gum may be substituted for the amount of all-purpose flour listed in the ingredients above.

[Link to Full Recipe](#)



Kidney Friendly Hanukkah Recipe

Zucchini Latkes

Ingredients

- 2 medium zucchini
- 1/2 cup green onion
- 2 large eggs
- 2 tablespoons all-purpose white flour
- 2 tablespoons olive oil

Preparation

1. Grate zucchini and chop green onion.
2. In a medium bowl, beat eggs and add flour, mixing well.
3. Add the zucchini and green onion and stir into the flour/egg mixture until well mixed.
4. Add olive oil to a frying pan and heat. Drop a spoonful of the mixture into the oil, making 16 equal portions.
5. Using a spatula, flatten the latkes and fry until brown on both sides.
6. Drain on a paper towel to soak up extra oil.
7. Serve hot and enjoy!



[Link to Full Recipe](#)

Kidney Friendly Kwanzaa Recipe

Louisiana Shrimp and Crab Gumbo



Ingredients

- 1 medium green bell pepper
- 1 medium onion
- 1 garlic clove
- 1 stalk celery with leaves
- 4 green onion tops
- 1/4 cup fresh parsley
- 1/4 cup canola oil
- 6 tablespoons all-purpose flour
- 3 cups water
- 4 cups low-sodium chicken broth
- 8 ounces shrimp, uncooked
- 6 ounces crab meat
- 1/4 teaspoon black pepper
- 1 teaspoon Tabasco® hot sauce
- 3 cups cooked rice



[Link to Full Recipe](#)

Questions or Comments?



Staying Safe from COVID During the Holidays



Danielle Andrews, Community Outreach Coordinator



CDC's Tips for A Safer Holiday

- Protect those not yet eligible for vaccination such as young children by getting yourself and other eligible people around them vaccinated.
- Wear well-fitting masks over your nose and mouth if you are in public indoor settings if you are not fully vaccinated.
 - Even those who are fully vaccinated should wear a mask in public indoor settings in communities with substantial to high transmission.
 - Outdoors is safer than indoors.
- Avoid crowded, poorly ventilated spaces.
- If you are sick or have symptoms, don't host or attend a gathering.
- Get [tested](#) if you have symptoms of COVID-19 or have had close contact with someone who has COVID-19.

[Click link for full informational](#)



CDC's Tips for A Safer Holiday

- CDC recommends delaying travel until you are able to get fully vaccinated. If you are traveling with children who cannot get vaccinated at this time, follow recommendations for people who are not fully vaccinated and choose the safer travel options described below.
- If you are vaccinated and traveling:
 - Wear a mask over your nose and mouth while on planes, buses, trains and other forms of public transportation
- Self-monitor for COVID-19 symptoms; isolate and get tested if you develop symptoms.
- Follow all [state and local](#) recommendations or requirements.

[Click the link for full article](#)

Questions or Comments?



Next Steps



Danielle Andrews, Community Outreach Coordinator

Patient Virtual Support Group

Join the Network in our virtual monthly patient support group!

- We want to understand your thoughts and experiences as an ESRD patient or Caregiver
- Let us know what could have been done better, and what is working for you

Every 4th Thursday of the month at 5:00pm ET

- Meeting on December 16, 2021 due to Christmas holiday
- Meeting Link:
<https://ipro.webex.com/ipro/j.php?MTID=m6de0a2dc11398746344a8dc525b9e7eb>
 - Call-In: 1-855-797-9485
 - Access Code: 616 535 334

Mark Calendar: Next PFR Meeting

**Thursday, January 6, 2021
at 5:30pm ET**


Upcoming Topics:

- Home Dialysis
- Grievance Process

Things to Think About:

- Are you interested in becoming a peer mentor?
- Have you spoken with your social worker about becoming a peer mentor?
- Have you visited the [NCC Kidney Hub-Peer Mentoring Page](#)

Please join us each month for an IPRO ESRD Network Program-hosted webinar for patients!



Patient Facility Representative (PFR) Alliance Conference Call
First Thursday of Each Month • 5:30 PM–7 PM EST

Please join us in our informative monthly webinars hosted by the Network to help understand quality-of-care expectations for dialysis facilities.

Learn about new goals and priorities and how they will affect ESRD patient care.

Topics include

- Social Determinants of Health
- Peer Mentoring
- Behavioral Health
- Transplant Coordination
- Home Therapies
- Hospitalizations
- Vaccinations
- Care Transitions

Webinar Access: <https://ipro.webex.com/meet/IPROESRD>


Meeting ID: 178 506 9205

Toll-Free Dial-in number: 1-855-797-9485

Access Code: 178 506 9205

For more information, please contact the Network at (516) 231-9767

To file a grievance, please contact:
IPRO End-Stage Renal Disease Network Program (Network 1, 2, 6, & 9)
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Patient Services: (516) 231-9767 • Patient Toll-Free: (800) 238-3773
Email: esrdnetworkprogram@ipro.us • Website: www.esrd.ipro.org



Developed by the IPRO ESRD Network Program while under contract with Centers for Medicare & Medicaid Services. Contract #75FCMC19D0029

Community Awareness Campaigns



December

- National Human Rights Month
- National Handwashing Awareness Week (Dec 1-7th)
- National Influenza Vaccination Week (Dec 6 -12th)



IPRO ESRD Network Patient Facility Representative (PFR) Alliance

🔒 Private group · 263 members

Next Steps

- Follow us on social media
- Join the PFR Alliance Facebook Group
<https://www.facebook.com/groups/IPROESRDPAC>
- Create your IPRO Learn Account <https://learn.ipro.org/>
- **Save the Date of our Next Meeting**
 - **January 6, 2021 at 5:30PM**
- If you're interested in being a peer mentor reach out to the Network for an [application referral](https://www.kidneylearninghub.com/)
<https://www.kidneylearninghub.com/>

Follow Us on Social Media



- [IPRO ESRD Network Program's Facebook Page](#)
- [IPRO ESRD Patient Facility Representative \(PFR\) Alliance Group](#)



- [IPRO ESRD Network Program's Twitter Page](#)



- [IPRO ESRD Network Program's LinkedIn Page](#)



- [IPRO ESRD Network Program's Instagram](#)



Season's greetings!

We've had a memorable year and we were so happy
to share it with you all!

-IPRO ESRD Network Program



Thank You!



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Program Director, Patient Services
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