

APPENDIX B – INFORMATION PROVIDED IN 2004

Network staff responded to many individual requests for information from patients, providers and other interested parties in 2004. Topics addressed are listed below.

- ❖ AAMI water quality testing requirements.
- ❖ Adequacy of hemodialysis and peritoneal dialysis.
- ❖ Advance directives and end of life care.
- ❖ Advantages of AV Fistulas.
- ❖ Aging with Dignity – “Five Wishes”.
- ❖ Algorithms for access management.
- ❖ Annual CPM Project Reports and Supplemental Special Population Reports.
- ❖ Cannulation techniques and setting up buttonhole programs.
- ❖ CDC guidelines re: Hepatitis B vaccination.
- ❖ CDC infection control recommendations.
- ❖ Certificate of Need requirements for Network states.
- ❖ Changes in the organization of federal, state, and local government agencies.
- ❖ Chloramines/chlorine testing.
- ❖ CMS ESRD Program Summary Statistics.
- ❖ CMS website links and resource materials.
- ❖ CMS’s pamphlet "Medicare Coverage of Kidney Dialysis and Kidney Transplant Services".
- ❖ Consulting resources for planning facilities.
- ❖ Contact names and numbers for patient concerns (Network, State Agencies and other oversight organizations).
- ❖ Contact numbers for CMS’s Medicare Beneficiary Services.
- ❖ Contacts at patient support groups.
- ❖ Continuous quality improvement resource materials.
- ❖ Coping with kidney disease.
- ❖ Demographic data.
- ❖ Descriptive information on the Network and its role in the ESRD community.
- ❖ Dialysis Facility Compare website.
- ❖ Dialysis scheduling.
- ❖ Dialysis technician certification and training requirements.
- ❖ Directories of ESRD providers in Network 16.
- ❖ Disaster planning and emergency preparedness resource materials.
- ❖ Doppler Duplex scanning support for AVFs.

- ❖ Education for pre-dialysis patients.
- ❖ End of Life Care.
- ❖ EPO and iron administration protocols.
- ❖ Exercise.
- ❖ Facilities accepting traveling patients, and how to arrange for a visitor's slot.
- ❖ Facility, Network and national mortality data and how to calculate mortality rates.
- ❖ FDA Safety Alerts.
- ❖ Federal policy re: designation of provider numbers.
- ❖ Federal reimbursement policies for ESRD services.
- ❖ Federal standards and guidelines for the delivery of ESRD services, and information about proposed revisions to the Conditions of Coverage.
- ❖ Findings of Clinical Performance Measures Projects.
- ❖ Foreign language materials for patients and translation services.
- ❖ Forum of ESRD Networks' and other medical records models.
- ❖ Funding for special needs.
- ❖ Health planning and patient profile data.
- ❖ Home Dialysis Central and the link: www.homedialysis.org.
- ❖ Home hemodialysis, home peritoneal dialysis and transplantation treatment options.
- ❖ Hospice coverage while on dialysis.
- ❖ How to calculate dry weight and information on fluid balance.
- ❖ Immigration issues.
- ❖ Impact of the Medicare Modernization Act of 2003 (MMA).
- ❖ Increasing the use of AV fistulas.
- ❖ Information on diabetes.
- ❖ Information on the consequences of missed dialysis.
- ❖ Insurance coverage and supplemental insurance.
- ❖ Insurance coverage for prescriptions.
- ❖ *It's Your Life...Know Your Number* (CMS).
- ❖ Jurisdiction of federal agencies over facilities.
- ❖ KDOQI guidelines.
- ❖ Life Options Rehabilitation Advisory Council publications, Kidney School modules and website resources.
- ❖ Links to Websites and other resources of interest to patients & family members.
- ❖ Location of facilities for travelling dialysis patients.
- ❖ Management consultants for facility HR issues.
- ❖ Meaning of dialysis machine alarms.

- ❖ Medical records models and sample forms, and federal regulations for medical records and the transfer of records.
- ❖ Medical records requirements for visiting patients.
- ❖ Medicare coverage of dialysis and transplantation.
- ❖ Methodology for Calculating “Running” SMRs.
- ❖ National Kidney Foundation (NKF) and American Association of kidney Patients (AAKP) contact numbers and educational resources.
- ❖ Network grievance procedures.
- ❖ Network state-specific demographic data.
- ❖ New billing codes for ESRD services.
- ❖ New technology & vascular access related products.
- ❖ NKF kidney camps and camp directories.
- ❖ Patient and/or spouse support group resources.
- ❖ Patient involvement in long term planning and advance directives.
- ❖ Patient newsletters from the Network, NKF, AAKP and other organizations.
- ❖ Patient population growth rates.
- ❖ Patient safety initiatives and medical errors.
- ❖ Patient satisfaction surveys.
- ❖ Patients’ rights and responsibilities statements.
- ❖ Pending legislation of interest to ESRD providers and consumers.
- ❖ Planning for travel to other areas.
- ❖ Policies for allowing visitors during dialysis.
- ❖ Pre-dialysis education resources.
- ❖ Pre-renal diets.
- ❖ Prior year Network Annual Reports.
- ❖ Professional standards and guidelines for: nephrology nursing; nutrition services; social services, and quality improvement programs.
- ❖ Region-specific lists of facilities.
- ❖ Rehabilitation resources within our region.
- ❖ Reimbursement for immunosuppressive drugs.
- ❖ Renal Physicians Association (RPA) recommendations on frequency for nephrologist/patient contact and components of physician accountability.
- ❖ Requirements for documentation of patient care.
- ❖ Requirements for the establishment of a new dialysis facility.
- ❖ Resource materials on addressing challenging patient situations.
- ❖ Role of renal dietitians.
- ❖ Roles and responsibilities of Medical Directors.

- ❖ Sample treatment agreements and behavior agreements.
- ❖ Services provided by Network transplant centers.
- ❖ Sources of data on transplant waiting lists.
- ❖ Staffing coverage recommendations.
- ❖ Standardized Mortality Ratio Reports. (Network and USRDS).
- ❖ State Agency contacts and hotline numbers.
- ❖ State Medicaid program coverage changes.
- ❖ State Surveyor guidelines.
- ❖ Status of dialysis services planned for new locations in the Network.
- ❖ Stenosis monitoring.
- ❖ Supplemental financial resources.
- ❖ Techniques for improving communication.
- ❖ The Health Insurance Portability and Accountability Act of 1996 (HIPAA) updates.
- ❖ Transferring care from one facility to another.
- ❖ Transplantation and regional transplant centers and selection criteria.
- ❖ Treating transient patients.
- ❖ Treatment modalities and rehabilitation.
- ❖ Types of accesses, and care of accesses.
- ❖ Units accepting visitors.
- ❖ Vascular access tracking tools and reference articles.
- ❖ Vein mapping.
- ❖ Vocational rehabilitation.
- ❖ Water quality testing protocols and reference materials.
- ❖ Web sites of interest.
- ❖ Withdrawal from dialysis.