



Better healthcare,
realized.

ESRD Quality Care Engage, Innovate, Celebrate!

May 23, 2017

Quality Awards and Best Practices



2017 Quality Awards

Each year the
IPRO ESRD Network of New York
recognizes outstanding
performance
by healthcare providers and
patient representatives across
New York State.

Nominations

- Patient Advocate
- Excellence in Emergency Preparedness

2017 Kathe LeBeau Patient Advocate Award



Kathe LeBeau
1958–2014

Recognizes a single patient's accomplishments in patient advocacy, both within and outside of the dialysis clinic.

Barbara Breckenridge

- PAC Chair Buffalo
- Patient Services Director,
Kidney Foundation of Western NY
- Patient Speaker/Presenter
- Transplant Games
- Pastoral Counselor



photo by Timothy O'Shea Photography

Long Island Bay Shore Dialysis Center

September 9, 2016

- Smell of gas permeated the facility
- Staff complained of lightheadedness
- Stopped treatments and evacuated 24 patients (and emergency supplies) in seven minutes

“The evacuation was flawlessly executed with Clinical Manager Eva Jones expertly deploying the staff. While I have been involved in many fire drills, the real deal was very disconcerting. The quick and professional actions of the entire staff immediately allayed my fears.”

Peter Savage, Patient SME, PAC Chairperson, Suffolk County

**Congratulations to the following facilities
for their commitment to patient engagement and
their ongoing collaboration with the Network in
promoting patient-centered care.**

Best Practice Facilities

Patient Engagement



Quality Award for PAC Engagement



Facility Census 25-99

**Avantus Upper East Side Dialysis,
New York**

**18.75% of the patients are
PAC Representatives**

Quality Award for PAC Engagement



Facility Census > 99

Kings County Hospital Dialysis, Brooklyn

**8.66% of patients are
PAC Representatives**

Quality Award for PAC Engagement

Kings County Hospital Dialysis, Brooklyn

8.66% of patients are PAC Representatives

How they did it:

- **Shift meetings to speak with patients (All Staff)**
 - **Presenting topical education to the group**
- **Bulletin board with patient/community information, events and timely information**
- **Moments of silence**

PAC Engagement > 5%

Facility census 25-99

Harlem Hospital, New York

Lynbrook Dialysis, Lynbrook

Hudson Valley Dialysis Center, Tarrytown

Port Washington Dialysis Center, Port Washington

Mount Vernon Dialysis, LLC, Mount Vernon

Facility census >100

Marjorie Basser Dialysis Center, Far Rockaway

New York Renal Associates, Brooklyn

Queens Dialysis Center, Queens

Avantus Irving Place Dialysis Center, New York

East End Dialysis Management LLC, Riverhead

Quality Award for ICH-CAHPS Score



Facility Census 25-99

Metropolitan Hospital Center Dialysis, New York

**94.65% of ICH-CAHPS answers
were favorable.
(Spring 2016 administration period)**



Our Dialysis Unit staff delivers quality care highlighting best practices for every patient and family experience through:

- ❖ Daily interaction and timely communication with patients' participation in identifying opportunities for continuous improvement in both patient experience & quality care.
- ❖ Onsite interdisciplinary team engaging patients in their treatment plan.
- ❖ Celebration of individual patient milestones.
- ❖ Dedicated staff with high retention and low turnover rates.



Quality Award for ICH-CAHPS Score



Facility Census >99

South Nassau Outpatient Dialysis Center, Oceanside

**93.00% of ICH-CAHPS answers were favorable.
(Spring 2016 administration period)**

Quality Award for ICH-CAHPS Score

South Nassau Outpatient Dialysis Center, Oceanside

93.00% of ICH-CAHPS answers were favorable.
(Spring 2016 administration period)

How they did it:

Commenced on a “journey to excellence” which provided us with the tools and tactics to improve our patient satisfaction scores, including:

- Staff- patient communication using RELATE model and words that work
- Staff engagement
- Patient rounding by leadership
- Standards of performance expected from all/each team member
- Real time service recovery and follow up

Best Practice Facilities

AVF Rates, Long-Term Catheter Rates



Quality Award for Highest AVF Rate



Facility Census 25-99

River Renal Services, LLC, New York

85.33% AVF Rate

Quality Award for Highest AVF Rate



Facility Census >99

Borough Park Dialysis, Brooklyn

87.80% AVF Rate

Quality Award for Reducing LTC Rates



Facility Census 25-99

Brookdale Hospital & Medical Center, Brooklyn

10.01% Reduction in Long-Term Catheters

Quality Award for Reducing LTC Rates



Facility Census >99

Glens Falls Hospital Dialysis, Glens Falls

5.50% Reduction in Long-Term Catheters

Quality Award for Reducing LTC Rates

Glens Falls Hospital Dialysis, Glens Falls

5.50% Reduction in Long Term Catheters

How they did it:

- **Dedication of MDs and staff**
- **Meet with vascular surgeons every two months (great working relationship)**
- **Able to call surgeons directly if a patient needs to be fast tracked. Surgeons have promised to see patients as soon as possible, and they will see patients in the hospital to start the process.**

Long Term Catheters < 10%

Astoria Dialysis Center, Astoria
Avantus Harlem Green Dialysis, New York
Avantus Upper Manhattan Dialysis Center, New York

Bedford Park Dialysis Center, Bronx
Broadway Dialysis Center at Elmhurst Hospital Center, Flushing
Bronx Dialysis Center, Bronx
Bronx River Nephro Care, Inc., Bronx
Brookdale Physicians Dialysis Associates, Brooklyn
Brooklyn Dialysis Center LLC, Brooklyn
Brooklyn Hospital Center II, Brooklyn

Celia Dill Dialysis Center, Carmel
Chinatown Dialysis Center, Inc., New York
Columbia University Dialysis Centers, Inc., New York

Long Term Catheters < 10%

Dialysis Clinic Inc., Bradhurst, Hawthorne
Dyker Heights Dialysis Center, Brooklyn

FMS-Morris Park, Bronx
FMS-Queens Artificial Kidney Center, Jackson Heights
FMS-South Queens Dialysis Center, Jamaica

Garden City Dialysis Center, Garden City

Harlem Hospital Dialysis, New York
Hudson Valley Dialysis Center, Tarrytown
Huntington AKC - Syosset Ext., Syosset
Huntington AKC- Medford Ext., Medford
Huntington Artificial Kidney Center, Huntington Station

Jamestown Dialysis Center, Jamestown

Long Term Catheters < 10%

LIJ Satellite Dialysis Facility, Queens Village
Lincoln Hospital, Bronx

Massena Dialysis Center, Massena
Midwood Dialysis, Brooklyn

Nassau University Medical Center, Uniondale
New Hyde Park Dialysis Center, New Hyde Park
New York Renal Associates, Bronx
Newtown Dialysis Center, Inc., Astoria
North Shore University Hospital, Great Neck

Peekskill-Cortlandt Dialysis Center, Cortlandt Manor
Port Chester Dialysis & Renal Center, Port Chester
Port Washington Dialysis Center, Port Washington

Long Term Catheters < 10%

Premier Dialysis Center, Harriman

Renal Care of Rockland, Inc., Valley Cottage

Richmond Kidney Center, Staten Island

Riverdale Dialysis Center, Bronx

Rogosin Institute Auburndale Dialysis, Flushing

Rogosin Institute-Nephrology Foundation of Brooklyn South, Brooklyn

Rogosin Institute- Queens, Woodside

Rogosin Kidney Center – Brooklyn, Brooklyn

Rogosin West Side, New York

Sheepshead Bay Renal Care Center, Brooklyn

South Bronx Dialysis Center, Bronx

South Brooklyn Nephrology Center, Brooklyn

South Nassau Outpatient Dialysis Center, Oceanside

Long Term Catheters < 10%

Southtowns Dialysis Center, Hamburg
Springfield Dialysis Center, Jamaica
Staten Island Dialysis Clinic/AKC, Staten Island
Stony Brook Kidney Center, DCI, East Setauket

The Dialysis Center at Bethpage, Bethpage

UHS Dialysis – Pennsylvania Avenue, Binghamton
Utica Avenue Dialysis Center, Brooklyn

West Nassau Dialysis Center, Inc., Valley Stream
Westchester Artificial Kidney Center, Elmsford
White Plains Dialysis, White Plains
Yonkers Dialysis Center, Yonkers
Yonkers East Dialysis Center, Yonkers
Yorktown AKC, Yorktown Heights

Best Practice Facilities

Data Submission



Quality Award for Data Submission

Facility Census 25-99

Saratoga Springs Dialysis, Saratoga Springs

Completion of 2728 and 2744

Quality Award for Data Submission

Facility Census >99

Yonkers East Dialysis Center, Yonkers

Completion of 2728 and 2744

Data Submission: 100% 2728/2746 forms for three+ months

Astoria Dialysis Center, Astoria

Bridgewater Center for Dialysis, Binghamton

Bronx Dialysis Center, Bronx

Bushwick Center for Renal Dialysis, LLC, Brooklyn

Carol Molinaro Dialysis Center, Staten Island

Celia Dill Dialysis Center, Carmel

Coram Dialysis Center, Centereach

East Neck Dialysis Center, West Babylon

Eastern Niagara Hospital ESRD, Newfane

Data Submission: 100% 2728/2746 forms for three+ months

Faxton St Luke's Healthcare – Hamilton, Hamilton
Faxton St. Luke's Healthcare – Masonic, Utica
Faxton St. Luke's Healthcare – Rome, Rome
Faxton St. Luke's Healthcare Home Renal Dialysis, Utica

FMS-Irondequoit Bay Dialysis, Webster
Friedwald Center for Dialysis, New City

Genesis Renal Care, Glendale

Hicksville Dialysis Center, Hicksville
Kings Harbor Dialysis Center, Bronx

Lake Plains Dialysis at Batavia, Batavia
Lake Plains Dialysis Center, Medina
Lower Manhattan Dialysis Center II, New York

Data Submission: 100% 2728/2746 forms for three+ months



Marjorie Basser Dialysis Center, Far Rockaway
Mohawk Valley Dialysis Center, Inc., Amsterdam

Newark Wayne Dialysis Center, Newark
Noyes Center for Kidney Disease and Dialysis, Geneseo

Olean General Dialysis, Olean

Palm Garden Dialysis Center, Brooklyn

Renal Care of Rockland, Inc., Valley Cottage
Rochester General Hospital – Bay Creek Dialysis Center, Webster
Rotterdam-Schenectady Dialysis Center, Schenectady

Data Submission: 100% 2728/2746 forms for three+ months

South Shore Dialysis Center Bellmore, Bellmore
South Shore Dialysis Center Hempstead, Hempstead
Southampton Hospital Regional Dialysis Center, Hampton Bays
St. Joseph's – Cortland, Cortland
St. Joseph's – Northeast, Fayetteville
Staten Island Dialysis Clinic / AKC, Staten Island

University Dialysis Center at Auburn, Auburn
US Renal Care Tonawanda Dialysis, Tonawanda
US Renal Care Williamsville Dialysis, Williamsville

Westchester Artificial Kidney Center, Elmsford

THANK YOU!

See you in 2018!

