Know Your Network.

Your partners in improving the quality of healthcare services and the quality of life for individuals with end stage renal disease residing in the state of New York.
ABOUT THE NETWORK

IPRO End-Stage Renal Disease Network of New York (Network 2) is funded by the Centers for Medicare & Medicaid Services (CMS) to improve the quality of care provided to individuals with end stage renal disease throughout New York state.

The Network works with patients and their family members/care partners, providers of dialysis services, transplant centers, and other stakeholders to promote patient and family-centered care, support access to appropriate care for all ESRD patients, promote best practices, and improve patient safety.

NETWORK ASSISTANCE DIRECTORY

<table>
<thead>
<tr>
<th>DEPARTMENT</th>
<th>POSITION</th>
<th>ROLE</th>
<th>PHONE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration</td>
<td>CEO, ESRD Program</td>
<td>Provides executive leadership and overall operational management of the Network office.</td>
<td>516-209-5578</td>
</tr>
<tr>
<td></td>
<td>Administrative Coordinator</td>
<td>Administrative support for all Network departments and operations.</td>
<td>516-209-5672 / 516-209-5578</td>
</tr>
<tr>
<td>Patient Services</td>
<td>Patient Services Director</td>
<td>Assists patients and facilities with all access to care issues. Provides technical assistance related to patient and family engagement.</td>
<td>516-209-5624</td>
</tr>
<tr>
<td></td>
<td>Community Outreach Coordinator</td>
<td>Coordinates patient advisory committee and patient engagement activities. Supports patients with grievance resolution.</td>
<td>516-209-5549</td>
</tr>
<tr>
<td>Quality Improvement</td>
<td>Quality Improvement Director</td>
<td>Leads all quality improvement activities required by CMS under the advisement of the Medical Review Board.</td>
<td>516-209-5365</td>
</tr>
<tr>
<td></td>
<td>Quality Improvement Coordinator/ Emergency Manager</td>
<td>Collaborates with the Quality Improvement Director to plan, develop, implement, and evaluate quality improvement activities. Leads all emergency activities.</td>
<td>516-209-5474</td>
</tr>
<tr>
<td></td>
<td>Quality Improvement Coordinator/ Registered Nurse</td>
<td>Collaborates with the Quality Improvement Director to plan, develop, implement, and evaluate quality improvement activities. Reviews Quality of Care cases.</td>
<td>516-209-5416</td>
</tr>
<tr>
<td>Information Management</td>
<td>Information Systems Director</td>
<td>Manages all data system requirements and overall data system security compliance.</td>
<td>516-209-5578</td>
</tr>
<tr>
<td></td>
<td>Data Coordinator</td>
<td>Customer support for ESRD data systems.</td>
<td>516-209-5459</td>
</tr>
</tbody>
</table>
CROWNWeb is the Network’s source for facility staff members’ contact information. Accurate information in CROWNWeb will ensure that key personnel at your facility receive important, and sometimes critical, communications from the Network.

CROWNWeb Training Links
http://mycrownweb.org/pcw_course/adding-facility-personnel
http://help.esrd.ipro.org/support/solutions/articles/9000070070-adding-editing-and-deleting-facility-personnel

Role | Job Code | Role | Job Code
--- | --- | --- | ---
Facility Head Nurse/Nurse Supervisor | FHNNS | Facility Administrator | FADM
Facility Social Worker | FSW | Facility Nephrologist | FNEPH
Facility Dietitian | FDIET | Facility Data Contact | FDC
Facility Medical Director | FMD | Facility Patient Representative | FPXR

Remember, the Network sends important information to key personnel via e-mail. Our source for your contact information is CROWNWeb. If the contact information is wrong or missing, your facility may miss important communications, notifications, and deadlines.

Help us grow our Patient Advisory Committee (PAC)

What is the PAC? A committee of patients and care partner volunteers who help the Network in engaging and empowering ESRD patients in our community.

What do PAC Representatives do?
- Meet and greet new dialysis patients;
- Work with appropriate dialysis staff members to meet patients’ needs and to promote patients’ engagement in their healthcare;
- Encourage all patients to be actively involved in their healthcare;
- Help patients requiring assistance by directing them to the appropriate dialysis staff member;
- Help patients understand information provided by the ESRD Network;
- Encourage patients to partner with their healthcare teams and ask questions when they have them;
- Share information related to renal failure;
- Participate in meetings that involve patients, their care partners and family members; and
- Attend conference calls and education programs hosted by the Network.

How Can You Help?
Contact the Network by calling 516-209-5549 or emailing esrdnetwork2@ipro.us.
EDUCATIONAL MATERIALS

The Network makes available educational materials for both patients and renal professionals on topics that include home therapies, transplant, vocational rehabilitation, peer mentorship, grievances, emergency preparedness, infection prevention, vascular access, and more. To find out about available resources, visit our website https://network2.esrd.ipro.org or contact the Network directly at 516-209-5578.

Visit the Publications and Resources page on our website: https://network2.esrd.ipro.org/home/about/publications/educational-materials.
Publication request order form link https://redcap.ipro.org/surveys/?s=8YAHELV49R

ABOUT THE IPRO END-STAGE RENAL DISEASE NETWORK PROGRAM

IPRO serves as the federally funded contractor for ESRD Networks 1, 2, 6 and 9, with a role to improve the quality of care for people who require dialysis, transplantation, and/or related life sustaining treatment for end stage renal disease (ESRD). To achieve this goal, Network staff members work closely with ESRD providers, practitioners, stakeholders, and patients to implement quality improvement initiatives and to engage and empower patients as consumers.

IPRO’s ESRD Network Program supports over 129,000 renal patients in four ESRD Networks whose service areas cover the following states:

- Network 1: Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont.
- Network 2: New York
- Network 6: Georgia, North Carolina, and South Carolina
- Network 9: Indiana, Kentucky, and Ohio

IPRO End-Stage Renal Disease Network of New York
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Patient Toll-Free: 800-238-3773 • Main: 516-209-5578 • Fax: 516-326-8929
Email: esrdnetwork2@ipro.us • Web: http://network2.esrd.ipro.org

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