



Network 8 and the Dialysis Facility

Who Is Network 8?

Network 8 is contracted through the Centers for Medicare & Medicaid Services (CMS) to provide technical assistance to ESRD providers and patients in Alabama, Mississippi, and Tennessee. Under CMS direction, we will conduct the following quality improvement projects in 2018.

- Decrease bloodstream infections
- Increase the number of dialysis patients on the kidney transplant waitlist
- Increase the number of home dialysis patients
- Population health focused pilot project to be determined

Additionally, the Network receives and investigates patient grievances. CMS defines a grievance as a written or spoken complaint regarding the care or services provided from a Medicare-certified dialysis facility. A grievance may be made by a patient and/or another party, to a facility staff member, the Network, or the State Survey Agency. Grievances may be made anonymously (not providing a name to the Network) or confidentially (providing a name to the Network, but not the facility). The overarching goal is to improve the quality of care and outcomes on a national level.

What Do We Do?



The Network is a resource available to dialysis staff and patients. In addition to quality improvement projects, the Network does the following:

- Promotes patient engagement and patient-centered care
- Assists patients and providers with grievances and complaints
- Collaborates with community stakeholders (i.e. dialysis organizations, hospitals, state agencies, transplant facilities, etc.)
- Conducts on-site reviews, if appropriate
- Consults with staff to decrease involuntary discharges and address issues related to patients who are at-risk
- Disseminates information from CMS to providers
- Encourages patient participation in activities at the local and national level
- Encourages patient-centered care and improved communication between patients and dialysis providers
- Maintains data in CROWNWeb and the Quality Incentive Program (QIP)
- Provides outreach and education
- Provides technical assistance to providers to ensure collaboration and cooperation in meeting Network goals
- Recommends sanctions for facilities who engage in inappropriate practice patterns that are incongruent with those of the Network



Like us on Facebook by searching for **ESRD Network 8, Inc.!**