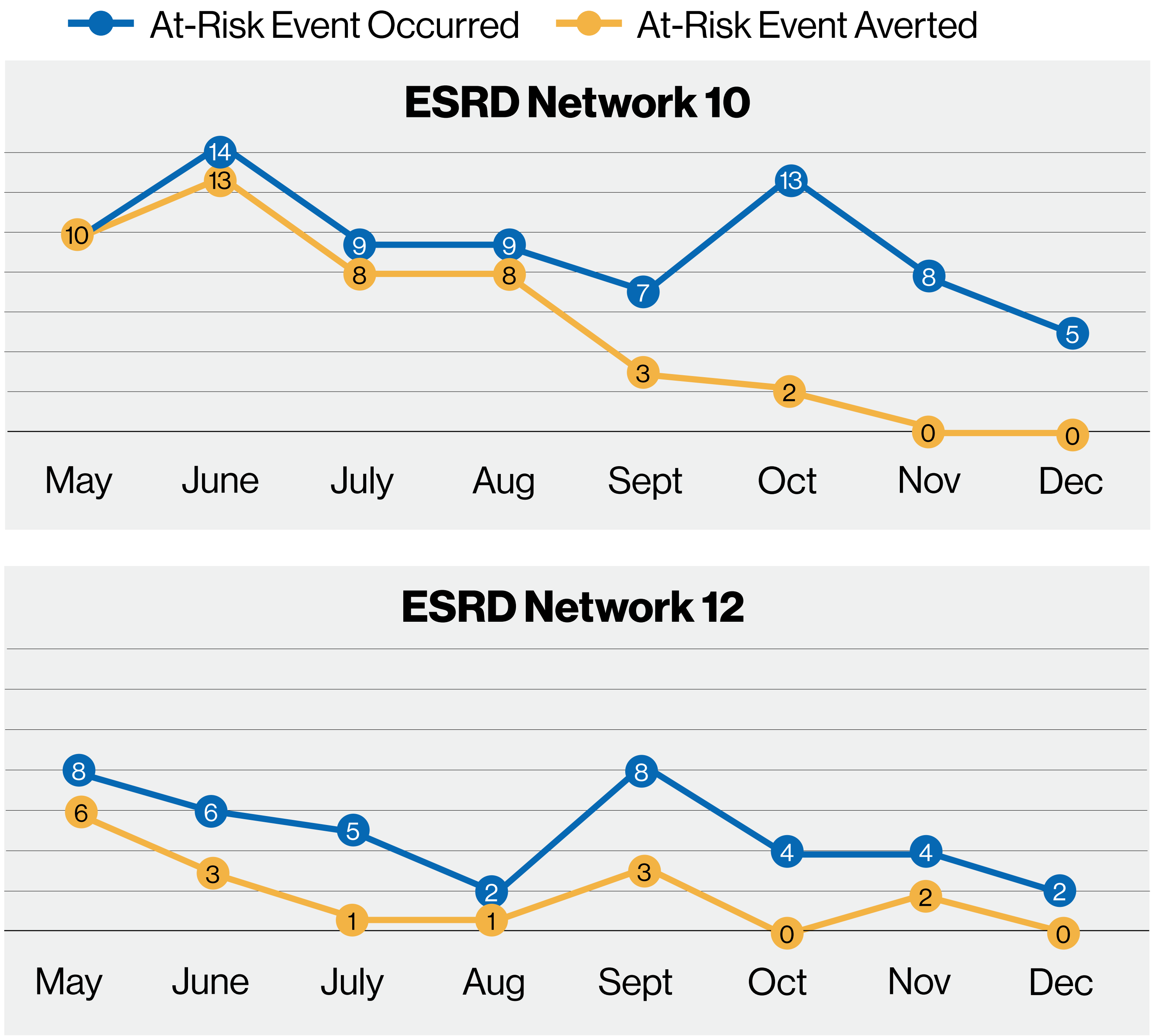


Strategies for Ensuring Dialysis Patients Maintain Access to Care in Today's Challenging Climate



All dialysis patients have a right to quality care, to be treated with respect and dignity, and to be recognized as an integral part of their healthcare team. Patients have rights to privacy, information that can help them make healthful decisions about their care, clinic policies and services, and how to file a grievance without fear of losing services if care expectations are not being met. Patients also have responsibilities to learn and ask questions, follow their treatment plan, be respectful of other patients and dialysis staff, and maintain financial responsibility for their treatment. When facilities do not adequately advocate for patient rights, and patients do not fully understand or maintain their responsibilities, it can result in the challenging situation of a patient being at-risk for involuntary discharge. The ESRD Networks assist patients and facilities in overcoming challenges that may result in access to care issues, helping to ensure that patients can maintain this life-saving treatment.

At-Risk Events Option Period 2 - Beginning May 2023

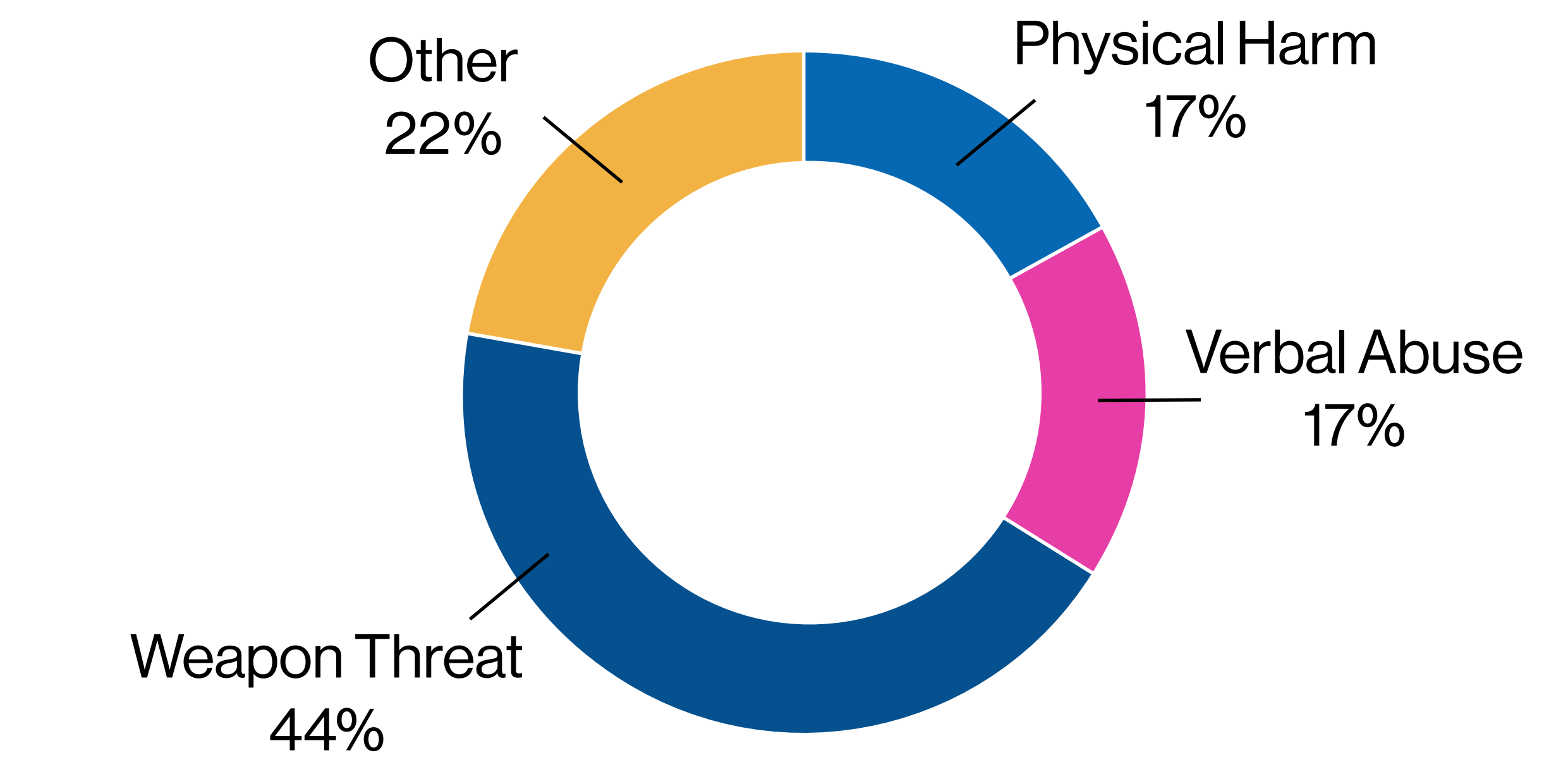


Data Source: Patient Contact Utility (PCU) Monthly Case Review Reports provided by the ESRD NCC

*Events may not be averted in the same month as initial occurrence.

Involuntary Discharge Reasons

In recent years, the Networks have seen an increase in the number of involuntary discharges due to an immediate severe threat. Although these events cannot always be prevented, we recognize that it is helpful for staff to feel confident in their skills of de-escalation and communication when dealing with a difficult situation.

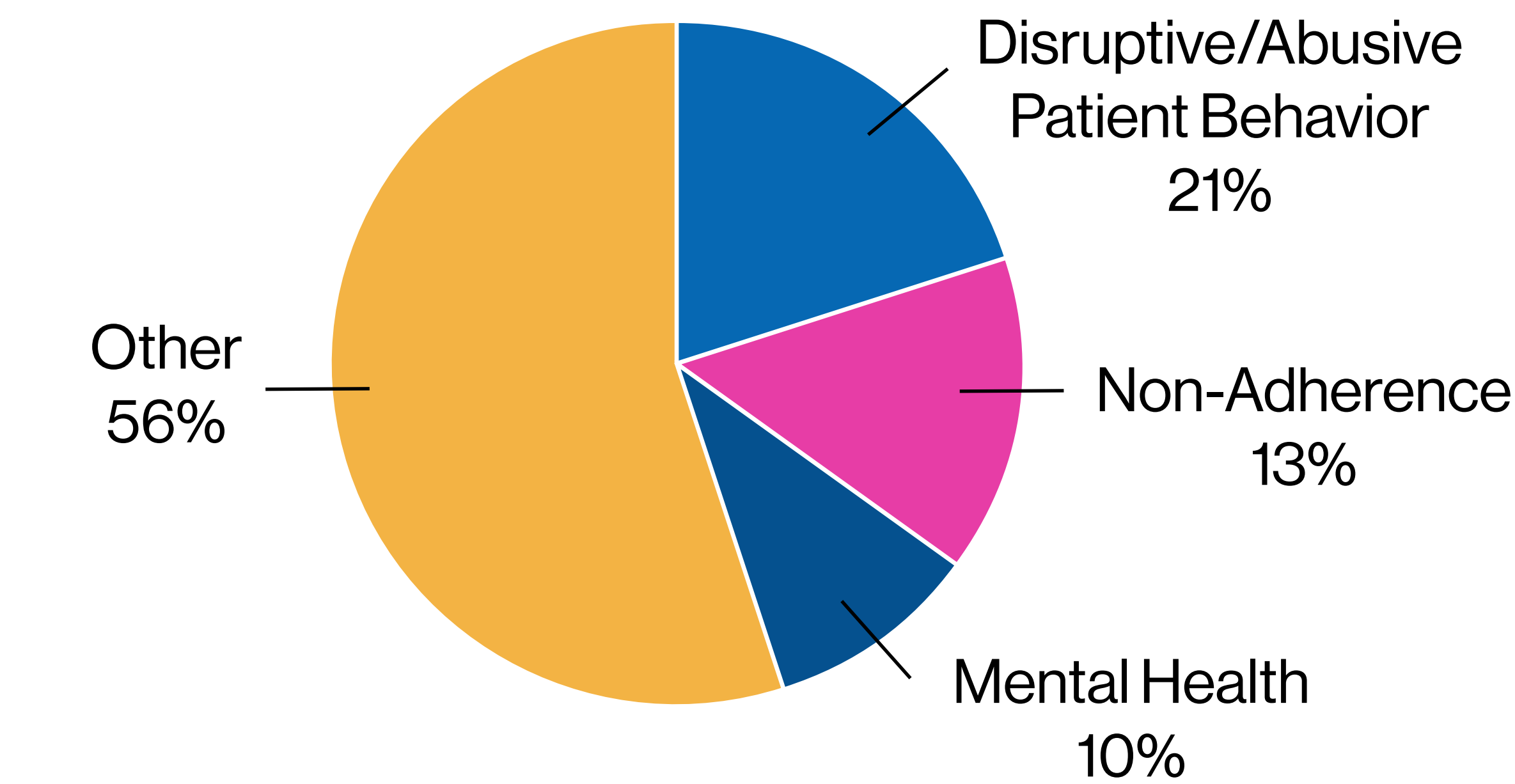


Other: May include substance use disorder, general disruptive/abusive/not specified, disruptive family members, harassment, property damage.

Data Source: PCU Reported Confirmed IVD and Related Discharge Reasons

Facility Concern Topics

Qsource ESRD Networks actively work to understand and reduce the incidence of involuntary patient discharges as part of our quality improvement efforts. All patients should have access to outpatient dialysis care, and all facilities should be working to prevent involuntary discharges. Facilities may call our Networks to report concerns and ask for assistance with pre-emptive strategies for management of certain issues.



Other: Concerns that do not match other listed categories, i.e. concerns about staffing, inability to resolve internal grievances, issues with hygiene, elder care, or professional boundaries.

Data Source: PCU Monthly Case Review Reports provided by the ESRD NCC

Challenges and Strategies

Our Patient Services Team works to maintain patients' access to care and assist facilities in managing challenging situations using the following strategies.

<ul style="list-style-type: none">• Undiagnosed Mental Illness• Disruptive/Abusive Behavior From Patient	<ul style="list-style-type: none">• Professionalism/Boundaries/Conflict Management• Staffing Challenges	Home/Environmental Challenges	Decline in Patient Power/Independence	Language Barrier/Health Literacy
 Decreasing Patient Provider Conflict Toolkit	 Facility Training/Coaching	 Addressing Social Determinants of Health	 Motivational Interviewing and Shared Decision-Making	 CLAS Training