



NETWORK OF NEW ENGLAND

30 HAZEL TERRACE
WOODBRIDGE, CT 06525
WWW.NETWORKOFNEWENGLAND.ORG

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DO YOU WANT TO KNOW ABOUT A SPECIFIC TOPIC?
SUBMIT SUGGESTIONS TO:

AMBER BORGES
PATIENT SERVICES COORDINATOR
ABORGES@NW1.ESRD.NET



DANIELLE DALEY
COMMUNITY DEVELOPMENT COORDINATOR
DDALEY@NW1.ESRD.NET

OR CALL
866-286-3773 TOLL FREE PATIENT LINE

HELPFUL TIPS TO EMPOWER
DIALYSIS PATIENTS

Kidney Chronicles

What is the End Stage Renal Disease (ESRD) Network of New England?



The ESRD Network of New England is one of 18 Network Organizations throughout the country. Networks provide services administered through the Centers for Medicare & Medicaid Services (CMS). Networks are an effective bridge between the federal government, ESRD providers and professionals, and the patients they serve. The ESRD Network of New England serves a patient population of approximately 20,000 patients

and covers the dialysis and transplant facilities in the six states of New England. The Network is governed by a Board of Directors (BOD), which includes patients, dialysis and transplant professionals. All members volunteer their time. The Network is composed of key committees, two being the Medical Review Board (MRB) and the Patient Advisory Committee (PAC). The Network PAC, which is a patient group, helps the Network administrative

staff develop material and stay patient centered. The MRB is primarily responsible for monitoring, evaluating, identifying and reviewing professional performance and patient outcomes, patterns of care and recommending actions indicated for improvements in the ESRD care of patients. The MRB is made up of volunteer patients, dialysis and transplant professionals.

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Do You Have a Concern, Complaint or Grievance?



You are encouraged to first contact a member of your dialysis health treatment team if you have a concern or complaint regarding your care or facility conditions. You may contact the Network or Department of Public Health with a complaint or grievance if you believe that your problem was not handled well by the facility. The Network can help solve problems by working with you and the facility staff. You will always have the choice to remain anonymous. The Network will contact the facility to collect, verify and clarify information about the nature of the problem.



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These individuals help to ensure, through the application of health care review, that the care provided to ESRD patients within the Network 1 area is maintained at an optimal achievable level of quality and safety.

How the Network Can Serve You

- ◆ Advocate for You
- ◆ Evaluate and Resolve grievances and complaints
- ◆ Answer your questions
- ◆ Develops and Provides Educational Material for You and Your Family
- ◆ Distributes a Patient Newsletter

- Kidney Chronicles*
- ◆ Provides information on the Patient Services & Community section of the Network website to keep you updated

Meet the Network of New England Staff

Administrative

- Jenny Kitsen - Executive Director
- Joan Kliger - Financial Manager
- Cynthia Andrzejewski, BS - Administrative Assistant
- Terri Ross - Office Assistant

Quality Improvement

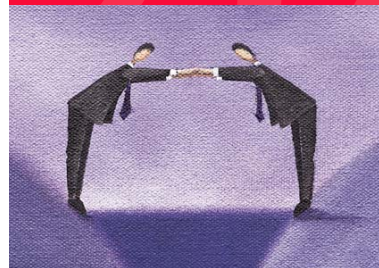
- Cynthia Lambert, BSN, RN - Medical Quality Manager
- Peggy J. Lynch, RN, BSN, CNN - Medical Quality Manager

Patient & Provider Services

- Amber Borges, MSW - Patient Services Coordinator
- Danielle R. Daley, MBA - Community Development Coordinator

Data

- Jaya Bhargava, PhD - Information Systems Manager
- Karen DeGeorge, AS - Information Management Specialist
- Lauren Jones - Project Specialist
- Sheri Grifa - Data Clerk



The mission of the Network of New England is to facilitate the improvement of health care and quality of life for individuals who have chronic renal insufficiency and those treated with dialysis or transplantation.