



Fairfield•Ft. Madison•Keokuk•Mt. Pleasant•West Burlington

FIVE STAR RATING

Our Dialysis Facility Compare ratings beginning October 2018 are now ALL five star rated facilities. Congratulations to both patients and staff for this achievement. It is based on patient lab values, hemodialysis accesses, and patient satisfaction.

WE NEED YOUR HELP

Patient satisfaction is important to us. Please participate in the surveys that are sent to you or phoned to you regarding your care in the dialysis facility.

If you are asked a question that you cannot answer with a positive response, we would appreciate you sharing with your nursing staff so that we can improve your experience.



Your hemodialysis access is your life line. Learn as much about the care of it as possible to make it last as long as possible.

OPEN ENROLLEMENT – NOVEMBER 1 – DECEMBER 15

We don't want our patients to take on the burden of medical expenses, so we encourage you to take advantage of open enrollment if you are lacking insurance coverage. Primary and Secondary coverage is needed. Medicare only pays 80% of your care. Dialysis facilities cannot afford to ignore not being paid the 20% due to the small amount received to cover all the expenses associated with providing this specialized treatment.

If you do not have secondary coverage, the facility will now be forced to seek collections. Medicare guidelines specify that facilities are not obligated to provide care that is not paid for. Should you need assistance with obtaining this coverage our Social Worker or our Billing Specialist are here to assist you.

Utilizing Technology to Improve Care

Your dialysis access is your life line. The fistula is the "gold standard" for a dialysis access. It is permanent access that has the least risk of infection and clotting. Some patients cannot have one due to their vascular system not supporting the vessels needed for the creation. In this case the next best thing would be a graft.

We must monitor these life lines to ensure they are functioning properly. There are tools now that take data already being captured during the dialysis treatment and produce information on how the access is functioning. It is like having "x-ray vision inside the access." This data alerts the staff of approaching problems that need addressed by the surgeon. We have been using the system since March of this year. Patient's are being referred for problems in a timelier manner and before the access is non-functional. This results in improved care for our patients.

Quality Assessment Performance Improvement

The Medical Director, Administrator, Nurse Manager, Social Worker, and Dietician meet monthly to review and discuss the quality of care we are providing in our facilities. It is important to us that our patients and their families are aware of this information. Be on the lookout for a new board sharing this information in the next few months.

*"Be faithful in small things because it is in them
that your strength lies" – Mother Teresa*
