



Network 17 Patient Newsletter

April 2019

MAY IS HEPATITIS AWARENESS MONTH

Up to 5 million people in the United States are affected by hepatitis, a disease that causes swelling of and damage to the liver. Of the three main types of hepatitis, A, B, and C, hepatitis B and C are the most serious, potentially causing liver cancer. It is important to know that Hepatitis B and C are spread through direct contact with infected blood and bodily fluids. As with other infection prevention, remember to always wash your hands with soap and water, especially after any contact with blood, and cover all your cuts.

There is a vaccine available to prevent Hepatitis B, but not for Hepatitis C. Talk to your doctor or healthcare provider about getting the Hepatitis B vaccine and getting tested for Hepatitis C. Early diagnosis and treatment of hepatitis can prevent complications, including cirrhosis, liver failure and liver cancer.

Source: NIDDK <https://www.niddk.nih.gov/health-information/liver-disease/viral-hepatitis/hepatitis-c>
Hepatitis B Foundation <http://www.hepb.org/prevention-and-diagnosis/prevention-tips/>

WHERE CAN YOU GET CURRENT INFORMATION ABOUT TREATING KIDNEY DISEASE?

The American Association of
Kidney Patients
www.aakp.org

Medical Education Institute
www.kidneyschool.org

National Kidney Foundation
www.kidney.org

Polycystic Kidney Disease Foundation
www.pdkcure.org



To file a grievance, please contact
HSAG: ESRD Network 17:

800.232.3773

info@nw17.esrd.net

533 Airport Road, Ste. 400
Burlingame, CA 94010

www.HSAG.com/ESRDNetwork17

Share Your Feedback!

Let us know how we're doing:
[www.surveymonkey.com/r/
NW17PatientNews](http://www.surveymonkey.com/r/NW17PatientNews)

THE ICH-CAHPS: WHAT YOU NEED TO KNOW

The In-Center Hemodialysis Consumer Assessment of Healthcare Providers and Systems (ICH-CAHPS) survey asks kidney patients who are on hemodialysis at in-center facilities about their experience of care at the facilities and from staff. The ICH-CAHPS is your opportunity to tell the Centers for Medicare & Medicaid Services (CMS) what you think about the quality of care you receive during dialysis.

More to know:

- All Medicare certified in-center hemodialysis facilities serving 30 or more survey-eligible patients are required to have their patients surveyed.
- Surveys are administered by companies *not* affiliated with the dialysis facility.
- Questions focus on kidney doctors' communication and caring, quality of dialysis center care and operations, and providing information to patients.
- Survey results are provided to the dialysis center for the group of patients from the center who completed the survey.
- **Patient names are not given to the dialysis staff!**
- Your dialysis facility staff may not help you answer the questions or attempt to influence your answers. They may not offer incentives for high ratings.

Your responses matter! They can affect the amount of money a dialysis facility receives for providing dialysis services. Surveys are sent twice a year, once in the spring and once in the fall, by mail to your home. *Do not throw the survey away!* You may also be contacted by telephone. If you have questions about the survey, take this article to a facility staff member and request more information.

For more information, please contact ichcahps@rti.org or call 1.866.245.8083.

Source: <https://ichcahps.org/>

LEMON BERRY BREAD

Ingredients				Nutrients Per Serving	
nonstick cooking spray	1 tsp. baking powder	2 tbsp. lemon extract	1 c. fresh blueberries	Calories	229
1 tbsp. flour to coat loaf pan	1/3 c. canola oil	4 egg whites	2 tbsp. grated lemon rind	Protein	3
1-1/2 c. all-purpose white flour	1 c. sugar	1/2 c. nonfat milk	1/2 c. lemon juice	Carbohydrates	36 g
Preparation				Fat	8g
<ol style="list-style-type: none"> 1. Preheat oven to 350° F. Coat a 9” x 5” x 3” loaf pan with nonstick cooking spray and dust with flour. 2. In a large bowl, combine flour and baking powder. 3. In another bowl, mix oil, 2/3 cup sugar, extract and egg whites. 4. Add flour mixture to oil and sugar mixture alternating with milk. Stir just until blended; do not overmix. 5. Fold in blueberries and lemon rind. 6. Pour batter into loaf pan and bake for 40 to 50 minutes or until toothpick once inserted comes out clean. 7. Prepare glaze while bread is baking. In a small saucepan, combine remaining 1/3 cup sugar and lemon juice. Heat until sugar is dissolved. 8. After removing bread from the oven, immediately poke holes at 1” intervals into the top and pour lemon glaze over bread. <p>https://www.davita.com/diet-nutrition/recipes/breads/lemon-berry-bread</p>				Cholesterol	0 g
				Sodium	78mg
				Potassium	89 mg
				Phosphorus	41 mg
				Calcium	50 mg
				Fiber	0.8 mg

AFTER TREATMENT HOURS: VASCULAR ACCESS TIPS FOR HEMODIALYSIS PATIENTS

Patient safety at home is important and a top priority is knowing how to preserve and protect your vascular access site. It is essential to regularly review actions to take if the following serious and sometimes life-threatening problems occur while at home:

Problem	Action Measures	Prevention Measures
Severe bleeding at your access site	<ul style="list-style-type: none"> Hold firm pressure on your access for at least 10 minutes. Don't peek before 10 minutes. Call 911, or have someone drive you to the emergency room (ER), if the bleeding does not stop in 30 minutes or if there is a large amount of blood loss. 	<ul style="list-style-type: none"> Make sure staff rotate your needles. Protect your access from trauma that could break the skin. Report unhealed scabs and/or shiny, tight, or thin skin.
Vascular access line infection and sepsis	<ul style="list-style-type: none"> Do not wait; call your dialysis facility immediately to report access tenderness, warm to the touch, swelling, and/or drainage. If it is the weekend and your dialysis facility is closed, go to urgent care or the ER. 	<ul style="list-style-type: none"> Keep your access clean and dry at all times. If dressings fall off or become wet, place a large Band-Aid™ over the entrance.
A clotted vascular access site	<ul style="list-style-type: none"> If you do not feel a thrill or hear a bruit, call your dialysis facility immediately. If it is the weekend and your dialysis facility is closed, go to the ER. 	<ul style="list-style-type: none"> Do a daily check to feel for a thrill (slight vibration) or listen for a bruit (swooshing sound) if you have a stethoscope at home.

If you have questions about how to voice a concern or grievance, check out this helpful tool created BY patients FOR patients:

The Dialysis Patient Grievance Toolkit

To file a grievance, contact Network 17 at **1.800.232.3373**.



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Suite 400
Burlingame, CA 94010

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