

Network 15 and Grievances

Network 15 is responsible for receiving and acting upon grievances involving ESRD patient care.*

A grievance is any concern or issue that you have about the care you receive from your healthcare facility.

To file a grievance contact

HSAG: ESRD Network 15 Patient Services Department.

1.800.783.8818

For more information visit:

www.hsag.com/ESRDNetwork15

or request a "Patient Grievances" brochure from your facility social worker.

*Network 15 does not handle grievances regarding:

- Financial issues.
- Payment of bills.
- State or Federal licensure or certification issues.

Please visit www.medicare.gov for more information about these kinds of issues.



Serving Arizona, Colorado, Nevada, New Mexico, Utah, and Wyoming

www.hsag.com/ESRDNetwork15

**Call Toll-Free:
1.800.783.8818**



**About
Network 15**

What is Network 15?

One of 18 end stage renal disease (ESRD) Networks in the United States, HSAG: ESRD Network 15 is contracted by the Centers for Medicare & Medicaid Services (CMS) to work with ESRD patients and providers. The Network provides services in Arizona, Colorado, Nevada, New Mexico, Utah, and Wyoming. The Network is made up of nurses, social workers, and data specialists with many years of experience working with people who receive ESRD treatment.

The main focus of the Network's work is to improve patient care.

Much of the Network's outreach is accomplished through volunteers, healthcare professionals who deal with kidney disease, and patients. These volunteers make up the Network's Medical Review Board (MRB), the Board of Directors (BOD), and the Patient Advisory Council (PAC).

What is Network 15's role?

The Network serves as a partner in:

- Working with patients, practitioners, healthcare providers, health organizations, and stakeholders to improve quality of care.
- Achieving and measuring changes at the patient level through data collection, analysis, and monitoring for improvement.
- Spreading "best practices" relating to clinical care, quality improvement techniques, and data collection.
- Ensuring Medicare beneficiaries are included in shared decision making to promote person-centered care and family engagement.
- Protecting beneficiaries' access to and quality of dialysis care.

What does Network 15 do?

Each ESRD Network helps improve the quality of patient care by:

- Providing leadership and resources to renal professionals.
- Providing information about ESRD
- Helping patients and facilities solve problems.
- Assisting patients and facilities in disaster preparedness.
- Collecting data to help monitor medical outcomes for quality improvement activities.

What are Network 15's goals?

The goals are to improve:

- Quality and safety of dialysis-related services for individuals with ESRD.
- Independence, quality of life, and rehabilitation through transplantation, use of self-care modalities, and in-center self-care.
- Patient perception of care and experience of care as well as resolving patients' complaints and grievances.
- Collaboration with patients and providers, ensuring achievement of goals through the most efficient and effective means possible.
- The collection, reliability, timeliness, and use of data to measure processes of care and outcomes.