



Appendix

APPENDIX TABLE 1. NETWORK 6 AFRICAN AMERICAN AND WHITE INCIDENT POPULATION BY YEAR AND AGE GROUP. SHOWING NUMBER AND PERCENT OF NETWORK 6 TOTAL AFRICAN AMERICAN AND WHITE INCIDENT POPULATION.

African American and White ESRD Network 6 Incident ESRD Population By Year And Age Group										
	2005		2006		2007		2008		2009	
	#	%	#	%	#	%	#	%	#	%
0-9	30	0.3%	15	0.2%	25	0.3%	27	0.3%	32	0.3%
African American	13	0.2%	6	0.1%	15	0.2%	9	0.1%	10	0.1%
White	17	0.2%	9	0.1%	10	0.1%	18	0.2%	21	0.2%
10-19	72	0.8%	70	0.8%	62	0.7%	57	0.6%	58	0.6%
African American	39	0.5%	39	0.4%	34	0.4%	31	0.3%	31	0.3%
White	33	0.4%	31	0.4%	28	0.3%	26	0.3%	27	0.3%
20-29	239	2.8%	236	2.7%	260	2.9%	245	2.7%	253	2.8%
African American	161	1.9%	144	1.6%	173	1.9%	164	1.8%	166	1.8%
White	78	0.9%	92	1.0%	87	1.0%	81	0.9%	87	1.0%
30-39	583	6.8%	600	6.8%	582	6.4%	621	6.8%	554	6.0%
African American	421	4.9%	415	4.7%	415	4.6%	457	5.0%	387	4.2%
White	162	1.9%	185	2.1%	167	1.8%	164	1.8%	167	1.8%
40-49	1109	12.9%	1143	12.9%	1156	12.8%	1154	12.6%	1155	12.5%
African American	770	9.0%	796	9.0%	781	8.6%	745	8.1%	758	8.2%
White	339	4.0%	347	3.9%	375	4.1%	409	4.5%	397	4.3%
50-59	1775	20.7%	1944	22.0%	1949	21.5%	1949	21.3%	1936	21.0%
African American	1147	13.4%	1240	14.0%	1241	13.7%	1284	14.0%	1243	13.5%
White	628	7.3%	704	8.0%	708	7.8%	665	7.3%	693	7.5%
60-69	2018	23.5%	2093	23.6%	2205	24.4%	2260	24.7%	2460	26.5%
African American	1103	12.9%	1152	13.0%	1214	13.4%	1217	13.3%	1356	14.6%
White	915	10.7%	941	10.6%	991	11.0%	1043	11.4%	1104	11.9%
70-79	1806	21.1%	1879	21.2%	1844	20.4%	1896	20.7%	1882	20.2%
African American	824	9.6%	861	9.7%	885	9.8%	876	9.6%	856	9.2%
White	982	11.5%	1018	11.5%	959	10.6%	1020	11.1%	1026	10.9%
80+	941	11.0%	873	9.9%	963	10.6%	955	10.4%	941	10.1%
African American	374	4.4%	374	4.2%	396	4.4%	368	4.0%	368	3.9%
White	567	6.6%	499	5.6%	567	6.3%	587	6.4%	573	6.2%
Grand Total	8573	100.0%	8853	100.0%	9046	100.0%	9164	100.0%	9271	100.0%

APPENDIX TABLE 2. 2009 BENEFICIARY AND FACILITY CONTACTS BY PRIMARY AREA OF CONCERN AND BY SUBCODE

2009 BENEFICIARY AND FACILITY CONTACTS BY PRIMARY AREA OF CONCERN AND BY SUBCODE				
	Complaints/ Grievances	Beneficiary Inquiries	Facility Concerns/ Inquiries	All Calls
Physical Environment	11.2%	0.9%	0.4%	3.9%
9101 Safety: Anything that endangers patient and/or staff, internal or external:	5.9%	0.9%	0.0%	2.1%
9102 Climate: Too Hot/Too Cold	1.1%	0.0%	0.4%	0.5%
9103 Blood on Surfaces: Blood Anywhere	1.1%	0.0%	0.0%	0.3%
9104 Cleanliness:	1.6%	0.0%	0.0%	0.5%
9105 Amenities: Broken TV	1.6%	0.0%	0.0%	0.5%
Transient	1.1%	3.6%	0.4%	1.2%
1001: Transient Process:	1.1%	1.8%	0.4%	0.9%
1003: Insurance Issues:	0.0%	1.8%	0.0%	0.3%
Request for Educational Materials	0.0%	9.0%	12.3%	7.7%
1102: Regional profiles of Care	0.0%	0.0%	0.7%	0.3%
1103: Role of Network 6 (Contact information, Network 6 poster, QCC, New Facility Packet)	0.0%	0.0%	0.7%	0.3%
1106: Treatment Options	0.0%	2.7%	0.7%	0.9%
1110: Medicare Part D	0.0%	0.9%	0.0%	0.2%
1111: Emergency Preparedness	0.0%	0.9%	2.8%	1.5%
1112: Fistula First Project	0.0%	0.0%	1.4%	0.7%
1116: New ESRD technology	0.0%	0.0%	0.4%	0.2%
1117: Vascular access	0.0%	1.8%	1.8%	1.2%
1118: Other agency contact information - AKF, NKF, AAKP	0.0%	0.9%	0.0%	0.2%
1199: Requested educational materials in more than one area.	0.0%	1.8%	3.9%	2.2%
Request for Technical Assistance	1.1%	3.6%	16.5%	9.1%
1201: Emergency Disaster Plan	0.0%	0.0%	0.7%	0.3%
1202: Agreement of Expectations	0.0%	0.0%	0.7%	0.3%
1203: Patient Education Ideas	0.0%	1.8%	1.4%	1.0%
1204: How to conduct CQI	0.0%	0.0%	0.7%	0.3%
1205: Lab Indicators	0.0%	0.0%	1.8%	0.9%
1206: QI data project	0.0%	0.0%	0.4%	0.2%
1208: Assistance related to improving care. Ex: How do you help with cramps?	0.5%	0.0%	1.4%	0.9%
1209: Complaints and Grievances - Abusive, disruptive patient, DPC	0.0%	0.9%	7.4%	3.8%
1210: Information Management- Assistance with completion of forms, compliance	0.5%	0.0%	1.4%	0.9%
1212: Patient Assessment - of their medical needs.	0.0%	0.9%	0.7%	0.5%

2009 BENEFICIARY AND FACILITY CONTACTS BY PRIMARY AREA OF CONCERN AND BY SUBCODE				
	Complaints/ Grievances	Beneficiary Inquiries	Facility Concerns/ Inquiries	All Calls
Dialysis Facility Compare Website	0.0%	5.4%	0.7%	1.4%
1301: Dialysis Facility Contacts Any request for information specific to DFC	0.0%	5.4%	0.7%	1.4%
Request for Forms	0.0%	0.0%	1.4%	0.7%
1401: 2728/2746 Request Caller requests blank 2728 and/or 2746 forms	0.0%	0.0%	1.4%	0.7%
Staff Related	17.6%	3.6%	0.4%	6.5%
9201: Staff Monitoring:	5.9%	0.9%	0.0%	2.1%
9202: Staff Ratios:	3.2%	0.9%	0.0%	1.2%
9203: Staff Competency:	4.3%	0.9%	0.4%	1.7%
9204: Policy/Procedure Inconsistency: Applying policies and procedures inconsistently including:	4.3%	0.9%	0.0%	1.5%
QI Projects	0.0%	0.0%	0.4%	0.2%
2101: QI Projects	0.0%	0.0%	0.4%	0.2%
23 - Non-compliant	0.5%	0.0%	13.3%	6.7%
2301: Treatment Schedules/Orders:	0.5%	0.0%	13.3%	6.7%
Disruptive	1.1%	0.9%	9.5%	5.1%
2401: Inappropriate Behavior: Patient inappropriately touching himself/herself, other patients or staff	0.5%	0.0%	2.8%	1.5%
2402: Inappropriate Communication:	0.5%	0.9%	6.0%	3.3%
2403: Lack of Personal Hygiene:	0.0%	0.0%	0.7%	0.3%
Abusive	0.0%	0.9%	3.9%	2.1%
2501: Violent Threats:	0.0%	0.9%	2.1%	1.2%
2502: Violent Actions:	0.0%	0.0%	1.8%	0.9%
Treatment Related Quality of Care	45.7%	18.0%	3.9%	20.0%
9301: Physician Orders:	6.4%	3.6%	0.4%	2.9%
9302: Treatment Times:	14.4%	3.6%	0.7%	5.7%
9304: Equipment Related:	1.1%	0.0%	0.7%	0.7%
9305: Treatment Options:	0.5%	0.9%	0.0%	0.3%
9306: Delivery of Care: Includes medications	23.4%	9.9%	2.1%	10.4%
Data Request	0.0%	0.0%	2.1%	1.0%
3102: Facility-specific Reports	0.0%	0.0%	0.7%	0.3%
3103: General Data Requests:	0.0%	0.0%	1.4%	0.7%
Other	3.2%	12.6%	1.1%	3.9%
3201: Unable to Contact	3.2%	12.6%	1.1%	3.9%
Information	0.0%	17.1%	10.9%	8.6%
9401: Annual Report	0.0%	0.9%	0.7%	0.5%
9403: NW Contact information	0.0%	0.0%	1.4%	0.7%
9406: Treatment Options	0.0%	0.0%	1.1%	0.5%

2009 BENEFICIARY AND FACILITY CONTACTS BY PRIMARY AREA OF CONCERN AND BY SUBCODE				
	Complaints/ Grievances	Beneficiary Inquiries	Facility Concerns/ Inquiries	All Calls
9408: Materials to use in QI programs	0.0%	0.0%	1.1%	0.5%
9410: Medicare Part D	0.0%	0.0%	0.7%	0.3%
9411: Emergency Preparedness	0.0%	0.9%	0.0%	0.2%
9415: Role of the Network	0.0%	8.1%	3.2%	3.1%
9416: Complaint and Grievance Process	0.0%	0.9%	0.7%	0.5%
9418: Other Agency Contact information (AKF, NKF, AAKP, etc.)	0.0%	6.3%	2.1%	2.2%
Patient Transfer/Discharge	7.4%	11.7%	21.8%	15.2%
9601: Nonpayment of fees: Beneficiary not reimbursing facility for ordered services.	0.0%	1.8%	2.5%	1.5%
9602: Facility ceases to operate: Facility closes and beneficiaries are transferred.	0.0%	0.9%	0.0%	0.2%
9603: Necessary for patient's welfare because facility can no longer meet patients' documented medical needs:	0.5%	1.8%	5.3%	3.1%
9604: Abusive and disruptive behavior:	0.5%	0.9%	8.8%	4.6%
9605: Voluntary transfer:	1.1%	4.5%	1.4%	1.9%
9606: Difficulty with Patient Placement	5.3%	1.8%	3.9%	3.9%
Professional Ethics	10.6%	1.8%	0.4%	3.9%
9702: Substance Abuse:	0.0%	0.0%	0.4%	0.2%
9703: Lack of Professionalism:	10.1%	1.8%	0.0%	3.6%
9704: Staff Crossing Boundaries:	0.5%	0.0%	0.0%	0.2%
Reimbursement/Financial	0.5%	10.8%	1.1%	2.7%
9801: Transportation: Treatment transportation assistance	0.5%	2.7%	0.0%	0.7%
9802: Benefits Assistance:	0.0%	8.1%	1.1%	2.1%
Physical Environment	11.2%	0.9%	0.4%	3.9%
9101 Safety: Anything that endangers patient and/or staff, internal or external:	5.9%	0.9%	0.0%	2.1%
9102 Climate: Too Hot/Too Cold	1.1%	0.0%	0.4%	0.5%
9103 Blood on Surfaces: Blood Anywhere	1.1%	0.0%	0.0%	0.3%
9104 Cleanliness:	1.6%	0.0%	0.0%	0.5%
9105 Amenities: Broken TV	1.6%	0.0%	0.0%	0.5%
Transient	1.1%	3.6%	0.4%	1.2%
1001: Transient Process:	1.1%	1.8%	0.4%	0.9%
1003: Insurance Issues:	0.0%	1.8%	0.0%	0.3%
Request for Educational Materials	0.0%	9.0%	12.3%	7.7%

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	Complaints/ Grievances	Beneficiary Inquiries	Facility Concerns/ Inquiries	All Calls
1102: Regional profiles of Care	0.0%	0.0%	0.7%	0.3%
1103: Role of Network 6 (Contact information, Network 6 poster, QCC, New Facility Packet)	0.0%	0.0%	0.7%	0.3%
1106: Treatment Options	0.0%	2.7%	0.7%	0.9%
1110: Medicare Part D	0.0%	0.9%	0.0%	0.2%
1111: Emergency Preparedness	0.0%	0.9%	2.8%	1.5%
1112: Fistula First Project	0.0%	0.0%	1.4%	0.7%
1116: New ESRD technology	0.0%	0.0%	0.4%	0.2%
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1199: Requested educational materials in more than one area.	0.0%	1.8%	3.9%	2.2%
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1201: Emergency Disaster Plan	0.0%	0.0%	0.7%	0.3%
1202: Agreement of Expectations	0.0%	0.0%	0.7%	0.3%
1203: Patient Education Ideas	0.0%	1.8%	1.4%	1.0%
1204: How to conduct CQI	0.0%	0.0%	0.7%	0.3%
1205: Lab Indicators	0.0%	0.0%	1.8%	0.9%
1206: QI data project	0.0%	0.0%	0.4%	0.2%
1208: Assistance related to improving care. Ex: How do you help with cramps?	0.5%	0.0%	1.4%	0.9%
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1210: Information Management- Assistance with completion of forms, compliance	0.5%	0.0%	1.4%	0.9%
1212: Patient Assessment - of their medical needs.	0.0%	0.9%	0.7%	0.5%
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1301: Dialysis Facility Contacts Any request for information specific to DFC	0.0%	5.4%	0.7%	1.4%
Request for Forms	0.0%	0.0%	1.4%	0.7%
1401: 2728/2746 Request Caller requests blank 2728 and/or 2746 forms	0.0%	0.0%	1.4%	0.7%
Staff Related	17.6%	3.6%	0.4%	6.5%
9201: Staff Monitoring:	5.9%	0.9%	0.0%	2.1%
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9203: Staff Competency:	4.3%	0.9%	0.4%	1.7%

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	Complaints/ Grievances	Beneficiary Inquiries	Facility Concerns/ Inquiries	All Calls
9204: Policy/Procedure Inconsistency: Applying policies and procedures inconsistently including:	4.3%	0.9%	0.0%	1.5%
QI Projects	0.0%	0.0%	0.4%	0.2%
2101: QI Projects	0.0%	0.0%	0.4%	0.2%
23 - Non-compliant	0.5%	0.0%	13.3%	6.7%
2301: Treatment Schedules/Orders:	0.5%	0.0%	13.3%	6.7%
Disruptive	1.1%	0.9%	9.5%	5.1%
2401: Inappropriate Behavior: Patient inappropriately touching himself/herself, other patients or staff	0.5%	0.0%	2.8%	1.5%
2402: Inappropriate Communication:	0.5%	0.9%	6.0%	3.3%
2403: Lack of Personal Hygiene:	0.0%	0.0%	0.7%	0.3%
Abusive	0.0%	0.9%	3.9%	2.1%
2501: Violent Threats:	0.0%	0.9%	2.1%	1.2%
2502: Violent Actions:	0.0%	0.0%	1.8%	0.9%
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9301: Physician Orders:	6.4%	3.6%	0.4%	2.9%
9302: Treatment Times:	14.4%	3.6%	0.7%	5.7%
9304: Equipment Related:	1.1%	0.0%	0.7%	0.7%
9305: Treatment Options:	0.5%	0.9%	0.0%	0.3%
9306: Delivery of Care: Includes medications	23.4%	9.9%	2.1%	10.4%
Data Request	0.0%	0.0%	2.1%	1.0%
3102: Facility-specific Reports	0.0%	0.0%	0.7%	0.3%
3103: General Data Requests:	0.0%	0.0%	1.4%	0.7%
Other	3.2%	12.6%	1.1%	3.9%
3201: Unable to Contact	3.2%	12.6%	1.1%	3.9%
Information	0.0%	17.1%	10.9%	8.6%
9401: Annual Report	0.0%	0.9%	0.7%	0.5%
9403: NW Contact information	0.0%	0.0%	1.4%	0.7%
9406: Treatment Options	0.0%	0.0%	1.1%	0.5%
9408: Materials to use in QI programs	0.0%	0.0%	1.1%	0.5%
9410: Medicare Part D	0.0%	0.0%	0.7%	0.3%
9411: Emergency Preparedness	0.0%	0.9%	0.0%	0.2%
9415: Role of the Network	0.0%	8.1%	3.2%	3.1%
9416: Complaint and Grievance Process	0.0%	0.9%	0.7%	0.5%
9418: Other Agency Contact information (AKF, NKF, AAKP, etc.)	0.0%	6.3%	2.1%	2.2%
Patient Transfer/Discharge	7.4%	11.7%	21.8%	15.2%
9601: Nonpayment of fees: Beneficiary not reimbursing facility for ordered services.	0.0%	1.8%	2.5%	1.5%

2009 BENEFICIARY AND FACILITY CONTACTS BY PRIMARY AREA OF CONCERN AND BY SUBCODE				
	Complaints/ Grievances	Beneficiary Inquiries	Facility Concerns/ Inquiries	All Calls
9602: Facility ceases to operate: Facility closes and beneficiaries are transferred.	0.0%	0.9%	0.0%	0.2%
9603: Necessary for patient's welfare because facility can no longer meet patients' documented medical needs:	0.5%	1.8%	5.3%	3.1%
9604: Abusive and disruptive behavior:	0.5%	0.9%	8.8%	4.6%
9605: Voluntary transfer:	1.1%	4.5%	1.4%	1.9%
9606: Difficulty with Patient Placement	5.3%	1.8%	3.9%	3.9%
Professional Ethics	10.6%	1.8%	0.4%	3.9%
9702: Substance Abuse:	0.0%	0.0%	0.4%	0.2%
9703: Lack of Professionalism:	10.1%	1.8%	0.0%	3.6%
9704: Staff Crossing Boundaries:	0.5%	0.0%	0.0%	0.2%
Reimbursement/Financial	0.5%	10.8%	1.1%	2.7%
9801: Transportation: Treatment transportation assistance	0.5%	2.7%	0.0%	0.7%
9802: Benefits Assistance:	0.0%	8.1%	1.1%	2.1%

TABLE 3. NETWORK 6 INVOLUNTARY DISCHARGES BY YEAR AND DEMOGRAPHICS

NETWORK 6 INVOLUNTARY DISCHARGES BY YEAR AND DEMOGRAPHICS				
	2007	2008	2009	3-year Total
SUMMARY				
Total	41	20	21	82
By State				
Georgia	23	9	12	44
North Carolina	16	9	8	33
South Carolina	2	2	1	5
By Race				
Black or African American	32	13	15	60
White	6	5	5	16
Other Races	3	2	1	6
By Gender				
Male	31	15	13	59
Female	10	5	8	23

TABLE 4. NETWORK 6 DIALYSIS PATIENTS BY YEAR AND DEMOGRAPHICS

NETWORK 6 DIALYSIS PATIENTS BY YEAR AND DEMOGRAPHICS				
	2007	2008	2009	3-year Total
SUMMARY				
Total	34311	35672	37143	107126
By State				
Georgia	14073	14745	15582	44400
North Carolina	12890	13296	13719	39905
South Carolina	7209	7467	7642	22318
By Race				
Black or African American	23314	24139	25112	72565
White	10354	10822	11217	32393
Other Races	641	710	729	2080
By Gender				
Male	17921	18780	19617	56318
Female	16390	16892	17526	50808

Medicare ESRD Network Organizations

List of Commonly Used Acronyms

AAKP : American Association of Kidney Patients
AHRQ : Agency for Healthcare Research and Quality
AKF : American Kidney Fund
ANNA : American Nephrology Nurses Association
BOD : Board of Directors
BUN : Blood Urea Nitrogen
CMS : Centers for Medicare & Medicaid Services
CO : Central Office (CMS)
CPM : Clinical Performance Measures
CQI : Continuous Quality Improvement
CROWN : Consolidated Renal Operations in a Web-enabled Network
DVA : Department of Veterans Affairs
EC : Executive Committee of the Network
EDEES : ESRD Data Entry and Editing System (CMS)
EPO : Erythropoietin
ERB : Engineering Review Board
ESRD : End Stage Renal Disease
FPR : Final Project Report
HCQIP : Health Care Quality Improvement Program
HCT : Hematocrit
HD : Hemodialysis
HDC : HCFA Data Center
HIC : Health Insurance Claim
IHI : Institute for Healthcare Improvement
IMRP – Instruction Manual for Renal Providers
IQC : Internal Quality Control
IRB : Institutional Review Board
IMRP : Instruction Manual for Renal Providers
M+C : Medicare + Choice Organizations
MRB : Medical Review Board
NC : Network Council
NCC : Network Coordinating Council
NIDDK : National Institute of Diabetes, and Digestive and Kidney Diseases
NIH : National Institutes of Health
NIP : National Improvement Project
NKF : National Kidney Foundation
NPP : Narrative Project Plan
NRAA : National Renal Administrators Association
OCSQ : Office of Clinical Standards and Quality
ODIE : Online Data Input and Edit
OGC : Office of General Counsel (CMS)

OHRP : Office of Human Research Protection
OIC : Opportunity to Improve Care
OIG : Office of the Inspector General (CMS)
OPO : Organ Procurement Organization
OPTN : Organ Procurement and Transplantation Network
OSCAR : Online Survey Certification and Reporting
PD : Peritoneal Dialysis
PID : Project Idea Document
PIP : Performance Improvement Plan
PMMIS : Program Management and Medical Information System
PO : Project Officer
PRO : Utilization and Quality Control Peer Review Organization
QA : Quality Assurance
QI : Quality Improvement
QIO : Quality Improvement Organization
QIP : Quality Improvement Project
QNET : Quality Net Exchange
REBUS : Renal Beneficiary and Utilization System
REMIS : Renal Management Information System
RO : Regional Office (CMS)
ROPO : Regional Office Project Officer
RPA : Renal Physicians Association
SA : State Agency/State Survey Agency
SIMS : Standard Information Management System
SOW : Statement of Work
SSA : Social Security Administration
SSN : Social Security Number
UNOS : United Network for Organ Sharing
USRDS : United States Renal Data System
VHA : Veterans Health Administration
VISION : Vital Information System to Improve Outcomes in Nephrology