



Quality
Insights

END-STAGE RENAL DISEASE NETWORKS

Kick-Off Virtual Council Meeting

JUNE 16, 2026

Housekeeping

- All lines have been muted.
- This session will be recorded and posted to our website along with a copy of the slides.
- Please put your questions in the chat and we will answer as many as time allows at the end of the presentation.

QUALITY INSIGHTS

ESRD Network Program

Renal Networks 2, 3, 4, 5, 10, 11, and 12

Transforming Kidney Care Across America

7

ESRD Networks

160k+

Dialysis Patients

2,500+

Dialysis Centers

QUALITY INSIGHTS RENAL NETWORKS 2, 3, 4, 5, 10, 11 & 12

Serving patients and providers across 7 regions with expert staff dedicated to kidney care quality improvement.

Network 2

New York

Network 3

New Jersey, Puerto Rico, US Virgin Islands

Network 4

Delaware, Pennsylvania

Network 5

West Virginia, Maryland, Virginia, Washington DC

Network 10

Illinois

Network 11

Michigan, Minnesota, North Dakota, South Dakota,
Wisconsin

Network 12

Iowa, Kansas, Missouri, Nebraska

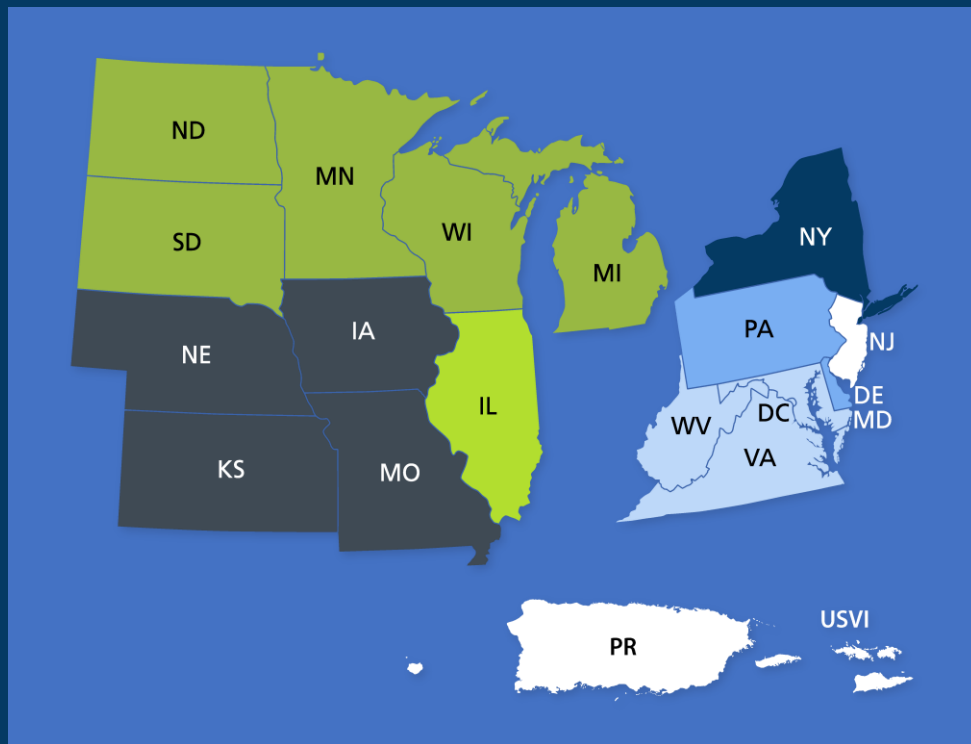
5-Diamond Patient Safety

National Program

QUALITY INSIGHTS RENAL NETWORKS

Network	Total Facilities	In-Center Only	Home Only	In-Center and Home
2	345	179	12	154
3	246	99	6	141
4	337	145	18	174
5	432	174	33	225
10	338	158	55	125
11	498	232	30	235
12	306	128	11	167
7 NWs	2,502	1,115	165	1,221

Network	In-Center	Home	SNF	Total
2	25687	2312	370	28369
3	17862	2241	33	20136
4	15939	2898	382	19219
5	23421	4053	620	28094
10	15515	3012	1004	19531
11	23313	4404	519	28236
12	13111	3219	131	16461
Total	134848	22139	3059	160046
EQRS Patient Roster as of May 21, 2026				



ABOUT THE ESRD NETWORK PROGRAM

CMS's Flagship Initiative

The ESRD Network Program is CMS's flagship initiative for transforming kidney care delivery across the United States.

Established under **Section 1881 of the Social Security Act** and aligned with the **Advancing American Kidney Health Executive Order**, CMS' 18 regional Networks serve over 700,000 Americans living with End-Stage Renal Disease.

18 ESRD Networks act as conveners, motivators, and change agents — serving as the bridge between patients, dialysis facilities, transplant centers, and the broader healthcare community.

CONVENERS

Bringing together patients, providers, and facilities for coordinated care

MOTIVATORS

Inspiring quality improvement and innovation in kidney care delivery

CHANGE AGENTS

Driving systematic transformation across the renal care ecosystem

ESRD CONDITIONS FOR COVERAGE

Regulatory Requirements & Network Participation

Under 42 CFR Part 494, all dialysis facilities must meet the ESRD Conditions for Coverage (CfC) to participate in the Medicare and Medicaid programs. These federal standards govern every aspect of care delivery.

MANDATORY NETWORK PARTICIPATION

Per 42 CFR §494.180(h), all ESRD facilities are required to participate with the ESRD Network in their geographic area.

What Participation Means:

- Respond to Network requests for data and information
- Cooperate with quality improvement initiatives and audits
- Submit required deliverables within specified timeframes
- Participate in training, education, and learning collaboratives

Key CfC Domains

Patient Rights

Informed consent, grievance process, QAPI involvement

Patient Assessment

Comprehensive interdisciplinary assessments

Care Planning

Individualized plans updated regularly

Adequacy of Dialysis

Clinical standards for treatment delivery


Water & Dialysate Quality

Safety standards for all dialysis water

Deliverables 1 and 2

- Deliverable #1 – Network Membership Agreement
 - 2,156/2,502 = 86.07% have been received
- Deliverable #2 – Quarterly Personnel Update
 - 2,011/2,505 = 80.03% have been received

Required Network Deliverable: Due June 16!

 Cecil, Heather
To

RE: ABC Dialysis Facility NW4 (423456)

Required Network Deliverable #1: Network Membership Agreement

Quality Insights End-Stage Renal Disease Networks requests your assistance with completion of the required annual administrative deliverable:

Network Membership Agreement Renewal (required by CMS and state surveyors):	
Link to complete deliverable:	https://esrdqiaforms.qualityinsights.org/Shared/Authentication/Index?guid=30b530b2-8ca1-4d9f-9c46-96e408c2764b

As of May 1, Quality Insights End-Stage Renal Disease Networks is your new Network organization. We'll be hosting a Council Meeting across 3 days in June, for your team to learn more about the Network, CMS goals, and expectations, as well as our staff and organization. More information about the Council Meeting is available here: Mark Your Calendar: [ESRD Network Quarterly Virtual Council Meeting Dates](#).


Completion and submission of this deliverable is due to the Network by close of business Tuesday, June 16, 2026.


Please let me know if you have any questions.






Thank you very much for your prompt attention and assistance!

Heather

**ESRD Conditions for Coverage: 494.180 (i) Standard: Relationship with the ESRD network. The governing body receives and acts upon recommendations from the ESRD network. The dialysis facility must cooperate with the ESRD network designated for its geographic area, in fulfilling the terms of the Network's current statement of work. Each facility must participate in ESRD network activities and pursue network goals.

 Heather Cecil
Outreach Coordinator & 5-Diamond Patient Safety Program National Manager
Quality Insights Renal Networks 2, 3, 4, 5, 10, 11, 12
Facility Toll-Free: 844-238-1188 | ext. 2712
www.qualityinsights.org/esrd

 Summarize

 Reply  Reply All  Forward  

Tue 6/16/2026 9:45 AM

YOUR NETWORK TEAM



Renee Bova-Collis

Patient Engagement Specialist



Heather Cecil

Outreach Coordinator



Alison Crittenden

Data Specialist



Yessi Cubillo

Patient Engagement Specialist,
Regional Emergency
Preparedness Coordinator



Natasha Grider

Patient Engagement Specialist



Karen Hricak

Data Specialist



Andrea Lewis

Quality Improvement Specialist



Amanda Morelli

Quality Improvement Specialist



Elizabeth Nuschke

Quality Improvement Specialist



Tricia Phulchand

Regional Data Manager

ADMINISTRATIVE TEAM



Meghan VanSlyke

Quality Improvement Specialist



Brandy Vinson

Executive Director

WHO TO CONTACT

Staff Member	Responsibilities	Phone Extension
Renee Bova-Collis, MSW, LCSW	Grievances, IVD/IVT, ESRD Conditions for Coverage, Patient Rights and Responsibilities	2705
Heather Cecil	5-Diamond Patient Safety Program, Facility Personnel Changes, Network Membership	2712
Alison Crittenden	EQRS	2707
Yessi Cubillo	Grievances, IVD/IVT, Patient Rights and Responsibilities, Patient and Family Engagement, Emergency Preparedness	2431
Natasha Grider, MSSW, LSW	Grievances, IVD/IVT, Patient Rights and Responsibilities	2831
Karen Hricak	EQRS	2810
Andrea Lewis, LMSW	Behavioral Health, Health Equity, ESRD QIP	2714
Amanda Morelli, MSN, RN, CNN	Vaccinations, Hospitalizations, Infection Prevention, ESRD Conditions for Coverage, ESRD QIP, 5-Star Ratings, NHSN, PARTNERED Program	2709
Elizabeth Nuschke, RD	Transplant, Home	2710
Tricia Phulchand, BSN, RN	EQRS	2422
Meghan VanSlyke, RD	Vaccinations, Hospitalizations	2708
Brandy Vinson	ESRD QIP, 5-Star Ratings, Medical Review Board, Medicare Compare, Data Requests	2711

CONTACT INFORMATION

Quality Insights Renal Networks

PO Box 29274

Henrico, VA 23242

Network Toll-Free: 844-238-1188

Patients Toll-Free: 844-238-1190

General Fax: 877-725-9998

Grievance & IVD Fax: 877-497-5065

Website: www.qualityinsights.org/esrd

CMS FOUR FOUNDATIONAL AREAS

1 Patient, Caregiver, and Family Engagement

ESRD Networks amplify the patient voice across dialysis facilities and the broader renal community by fostering authentic engagement among people with kidney disease, families, caregivers, and stakeholders to drive patient-centered improvements aligned with CMS priorities.

2 Emergency Preparedness

The ESRD Networks serve as the foundation of CMS's emergency response infrastructure, and under CMS direction, are responsible for supporting coordinated disaster preparedness and response efforts to protect ESRD patients and facilities during emergencies.

3 Data Management

CMS depends on data from EQRS, NHSN, QCOR, SRTR, and other sources to establish baselines and track progress toward Network priorities, making complete and accurate data entry essential for responsible quality improvement resource management.

4 Grievance Management

The ESRD Networks are responsible for mediating unresolved issues of dialysis facilities and patients. The Network assists patients and families in reaching mutually satisfactory resolutions whenever possible.

BEHAVIORAL HEALTH: KEEPING THE NETWORK INFORMED

Guidance & Expectations for Facilities

1 Report Behavioral Concerns Promptly

Facilities are expected to notify the Network when a patient exhibits behavioral problems that may affect their care, the safety of staff, or other patients. Early notification enables the Network to provide support and resources.

2 Document Patient Incidents

Maintain thorough documentation of behavioral incidents including dates, behaviors observed, and any interventions attempted. This information is critical for coordinated care planning.

3 Collaborative Problem-Solving

The Network will work alongside your facility to develop action plans, assist in identifying mental health resources for patients, and support staff in managing challenging situations professionally.

4 Grievance & Appeals Process

When behavioral issues intersect with patient grievances or facility dismissal, the Network must be involved in the review process to ensure patient rights are protected.

EQRS ASSISTANCE

ESRD Quality Reporting System — Streamlined Support for Your Facility



What You Can Submit via EQRS Tickets:

- ✓ Data entry errors or corrections
- ✓ Admissions & Discharges
- ✓ Error Codes
- ✓ CMS Forms Submissions/Updates or Corrections to Submitted Forms
- ✓ Patient Data Management
- ✓ Technical Issues – Applying for Roles within EQRS

EQRS Dashboards – Dialysis Facilities



EQRS

Patient Registry

Change organization ▾

Dashboard

Facilities ▾

Patients ▾

Reports ▲

Emergency

Reports

Download and view dashboards of various datasets in EQRS.

Reports Dashboard

Care Compare

HD Clinical Dashboard - Facility

Review of HD clinical data for facility level users



Pneumococcal Pneumonia Vaccination Dashboard - Facility

Dashboard to view Pneumococcal Pneumonia vaccination data



Clinical Depression Dashboard - Facility

Dashboard to view Patient Clinical Depression data



Influenza Vaccination Dashboard - Facility

Dashboard to view influenza vaccination data



Vascular Access Clinical Dashboard - Facility

Review of Vascular Access clinical data



User Role Dashboard - Facility

Dashboard to the user role level information



Form 2728 and Form 2746 Dashboard - Facility

Dashboard to view Form 2728 and Form 2746 in Saved and Submitted statuses



PD Clinical Dashboard - Facility

Review of PD clinical data for facility level users



Patient Events Summary Dashboard - Facility

Dashboard to view the Patient event summary data



Patient Roster Dashboard - Facility

Review of a list of patients admitted to facilities as of the date specified



Emergency Dashboard - Facility

Dashboard to view Emergency Incidents data



REPORTING EMERGENCIES

Emergencies must be reported to the Network within 24 hours of occurrence. Timely reporting enables coordinated response and protects patient safety.

Reportable Emergency Events

Natural Disasters

Floods, hurricanes, tornadoes, ice storms, or any weather event disrupting operations

Facility Closure or Evacuation

Planned or emergency facility closure requiring patient relocation

Water or Power Outages

Utility disruptions affecting dialysis treatment delivery

Mass Casualty Events

Any event resulting in multiple patient injuries or deaths at or related to your facility

Infectious Disease Outbreaks

Any suspected or confirmed outbreak at your facility, including bloodborne pathogen events

Patient Safety Incidents

Adverse events with significant patient harm, care delays, or equipment failures

Staff Emergencies

Events significantly affecting your ability to deliver care, including critical staffing shortages

Cyber or Data Breach

Any incident compromising patient data or critical operational systems

To report an emergency, use the [REPORT EMERGENCY CLOSURE/EVENT](#) button on [home screen](#).

[REPORT EMERGENCY CLOSURE / EVENT](#)

PATIENT & FAMILY ENGAGEMENT

Exciting New Initiatives — Coming to Our Networks

Stay Connected! More Details Coming Soon



COMING SOON

PATIENT TO PATIENT MENTORING PROGRAM

A supportive Network & Providers driven peer mentoring initiative, designed to connect renal patients with fellow patient mentors who have lived experience navigating dialysis, transplant, and kidney disease care.

Mentors can assist your patients navigate treatment options, provide encouragement and emotional support, promote patient empowerment and self-advocacy across our Networks.



COMING SOON

THE IMPACT COALITION

*Inclusive Mentors, Patients, Advisors,
Caregivers & Teammates*

Unifying patient and family engagement across
Networks 2, 3, 4, 5, 10, 11 & 12
Driving quality improvement and meaningful collaboration

The coalition will bring together:

- ESRD patients across all modalities
- Family members and caregivers
- Peer mentors and patient ambassadors
- Social workers, nurses, dietitians, and nephrologists
- Quality improvement professionals
- Advocacy organizations and subject matter experts

CMS FOUR KEY PRIORITIES

1 Empowering Patient Choice

Ensure every patient receives comprehensive education about all treatment options and support their decisions about home dialysis, in-center dialysis, or transplantation based on their personal life goals and values.

2 Improving Care Coordination

Reduce emergency room visits and hospitalizations through proactive care management and systematic communication between providers, transforming reactive emergency care into planned interventions.

3 Promoting Whole Health

Address the complete well-being of kidney patients — physical health, mental health support, nutrition awareness, and vocational rehabilitation to help patients maintain meaningful engagement in their communities.

4 Enhancing Data Interoperability

Provide technical assistance to 100% of facilities for data management, enabling real-time insights that drive quality improvement while reducing administrative burden.

2026 – 2027 Goals

1	Empower Patient and Family Choice <ul style="list-style-type: none">Achieve a 1% increase in the percentage of ESRD home dialysis – eligible patients who start or switch to home dialysis treatment.Achieve a 2% increase in the percentage of transplant patients who accept kidney transplant offers with Kidney Donor Profile Index (KDPI) scores \geq 60%.
2	Improve Care Coordination <ul style="list-style-type: none">Achieve a 2% decrease in the rate of ESRD patients per 100 patient-years who have an outpatient emergency department (ED) visit with a diagnosis listed under the Primary Diagnosis Categories.Achieve a 2% decrease in the rate of ESRD patients per 100 patient-years who have are hospitalized with a diagnosis listed under the Primary Diagnosis Categories.
3	Promote Whole Health <ul style="list-style-type: none">Ensure that 95% of patients for whom a clinical depression screening is conducted and, if positive, a follow-up plan is documented.Achieve a 3% increase in the percentage of pneumococcal pneumonia vaccine-eligible ESRD patients who receive the vaccine.Ensure at least 85% of influenza vaccine-eligible ESRD patients receive the vaccine.

PARTNERED PROGRAM

Preparing and Aligning Renal Teams with Network Expectations, Resources, and Education for Directors

- 3 Part educational series for dialysis facility leadership
- Registration required, voluntary
- Limited capacity, offered quarterly
 - Part 1 availability
 - Wednesday, July 8 at 4PM EST
 - Friday July 10 at 9:30AM EST
 - Tuesday, July 14 at 12PM EST
 - Friday, July 17 at 10:30 AM EST
 - Thursday, July 23 at 10AM EST
 - Monday, July 27 at 12:30 PM EST

Part 1:

- Understanding the Network's role, CMS expectations, and the fundamentals of quality reporting programs.

Part 2:

- Leading and sustaining quality improvement initiatives and effectively using data: how to access it, interpret it, and apply it to drive positive outcomes.
- This session also takes a deeper look at FA responsibilities related to compliance and data accuracy.

Part 3:

- Strengthening patient engagement, managing grievances and IVDs, and promoting health literacy to support better communication and outcomes.
- This session focuses on building trust, fostering collaboration, and creating a patient-centered culture within the facility.

STAY CONNECTED WITH THE NETWORK

Electronic Newsletter

Sign Up Today

Our e-newsletter delivers the latest quality improvement updates, regulatory changes, educational resources, and Network news directly to your inbox. Facilities are encouraged to register all clinical and administrative staff.

Visit our website to subscribe.

Quarterly Personnel Updates

Keep Us Informed

Please notify the Network of any changes to key facility contacts — Medical Directors, Facility Administrators, Social Workers, Data Contacts, and Dietitians. Accurate contact information ensures you receive critical communications.

Contact us directly with changes.

Quarterly Virtual Council Meetings

Stay Engaged

Join our quarterly virtual council meetings designed for facility staff, patient advocates, and stakeholders. These sessions feature Network updates, quality improvement discussions, peer learning, and Q&A with Network leadership.

Meeting invitations sent to registered facility contacts each quarter

Staying connected means better outcomes for your patients — the Network is your partner in quality.

QUALITY INSIGHTS

Your Partner in Kidney Care Excellence

Renal Networks 2, 3, 4, 5, 10, 11, and 12

Questions? Connect with your Network Team

www.qualityinsights.org/esrd | [EQRS Ticket System](#) | Quarterly Virtual Meetings