

The ESRD Network of Texas would like to share with you a series of educational opportunities to enrich your patient experience of care journey. The Forum of ESRD Networks is sponsoring a series of three webinars this fall on September 14, October 19, and November 9 and will be providing CEs for social workers and nurses without cost— *see details and registration instructions below*. While your attendance at these webinars is NOT required, we strongly encourage you to share this opportunity for people who may be interested including patients, social workers, and nurses and to register and attend these webinars to add to your toolkit of resources, ideas, and strategies to improve the patient experience of care.

Please be reminded that starting in 2016, CMS is using how facilities scored on certain ICH CAHPS questions as a measure which outpatient hemodialysis centers will be scored on as part of the Quality Incentive Program.



END STAGE RENAL DISEASE
NETWORK OF TEXAS



PRESS RELEASE

August 12, 2016

The Forum of ESRD Networks Presents
5th Annual Creating a Culture of Quality

The Experience of Care: Patients and Providers as Partners

The Forum of ESRD Networks is proud to announce the latest in their series of Quality Conferences. These educational events are designed to improve the quality of care provided to people with End Stage Renal Disease by bringing together experts in the field along with patients and government representatives to discuss and evaluate current initiatives. The latest offering in this series of events focuses on ways to improve the experience of care for those with renal disease. This learning opportunity is in the form of a series of 3 Webinars. Through presentations, panels and audience discussions we will:

- ◆ review the CMS use of ICH-CAHPS
- ◆ provide practical information on how ICH-CAHPS results can be used
- ◆ hear from patients about what is important to them about their care
- ◆ listen to patient opinions on how well current survey tools reflect their goals and what patients believe should be done to improve their experience with dialysis
- ◆ learn about additional tools that might be used to determine patient goals
- ◆ discuss ways to better communicate with patients
- ◆ review studies that show ways to improve patient engagement

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The Webinars will take place on **September 14, October 19, and November 9, 2016** each at **2 PM ET**. We hope you will make time to attend these informative learning experiences.

This series of Webinars is being supported by a generous grant from the American Association of Kidney Patients and is being done in partnership with AAKP, RPA, NRAA, DCI, FMC and Davita.

CEU's for social workers and nurses available without cost.

Please visit the Forum of ESRD Network website for more information and to register for the webinars: www.esrdnetworks.org

