



End-Stage Renal Disease
Network Program



Patient Subject Matter Experts (PSMEs) Semi-Annual Refresher Meeting

September 30, 2020

Patient and Family Engagement Program Team



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ROLL CALL

- Lines will be unmuted, one by one, as we call out your phone number.
- When you hear your phone number, please tell us your name and what state you live in.



Welcome/Introductions

Laura Rodriguez-Carbone





Better healthcare,
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AGENDA

- Roll Call/Attendance
- Refresher on Roles and Responsibilities of PSMEs in Patient Community and Network Quality Activities
- Open Collaboration on Patient Educational Resources (see drafts in the packet)
 - Nutrition Tips for Avoiding Fluid Retention During COVID-19
 - Adjusting to Facility Changes During COVID-19
- Open Discussion: Patient Engagement in Facilities during COVID-19
- Brainstorm Ideas about tips on how to educate and support others during COVID-19 social distancing.
 - Ideas on a new virtual Jeopardy game for ESRD patients
 - Sharing of Helpful Resources to Pass Along to Patients
- Overview of To-Do list for next PSME Meeting: November 18, 2020
 - Patient Resource Poster

Meeting Reminders

- All phone lines are muted upon entry to eliminate background noise/distractions
- If you get disconnected, please don't place the call on hold, instead disconnect your line and rejoin the call when able
- Be present and engaged in our topic presentations
- We will be monitoring our WebEx Q & A throughout the webinar for questions or comments
- All slides will be shared within a week of completion of the meeting



What is the Network?

ESRD Network

Program Overview

Laura Rodriguez-Carbone



Mission Statement



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The IPRO End Stage Renal Disease Network Program includes four ESRD Networks:

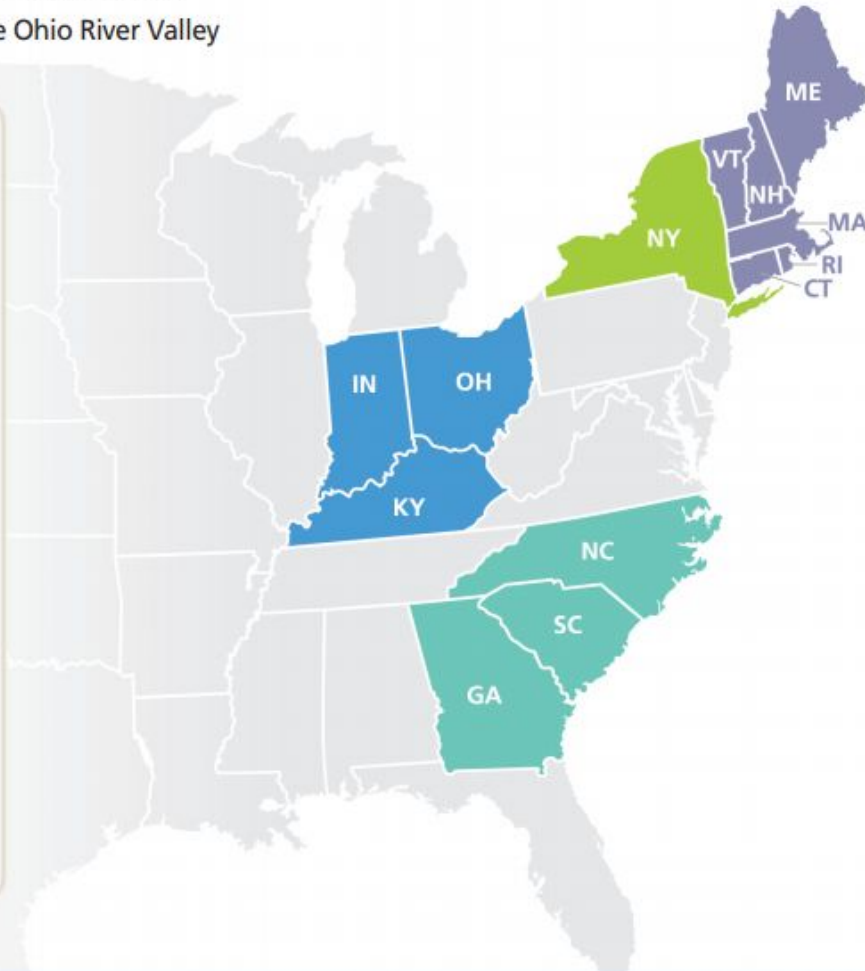
Network 1: ESRD Network of New England

Network 2: ESRD Network of New York

Network 6: ESRD Network of the South Atlantic

Network 9: ESRD Network of the Ohio River Valley

The mission of the IPRO End-Stage Renal Disease Network Program is to promote healthcare for all ESRD patients that is safe, effective, efficient, patient-centered, timely, and equitable.

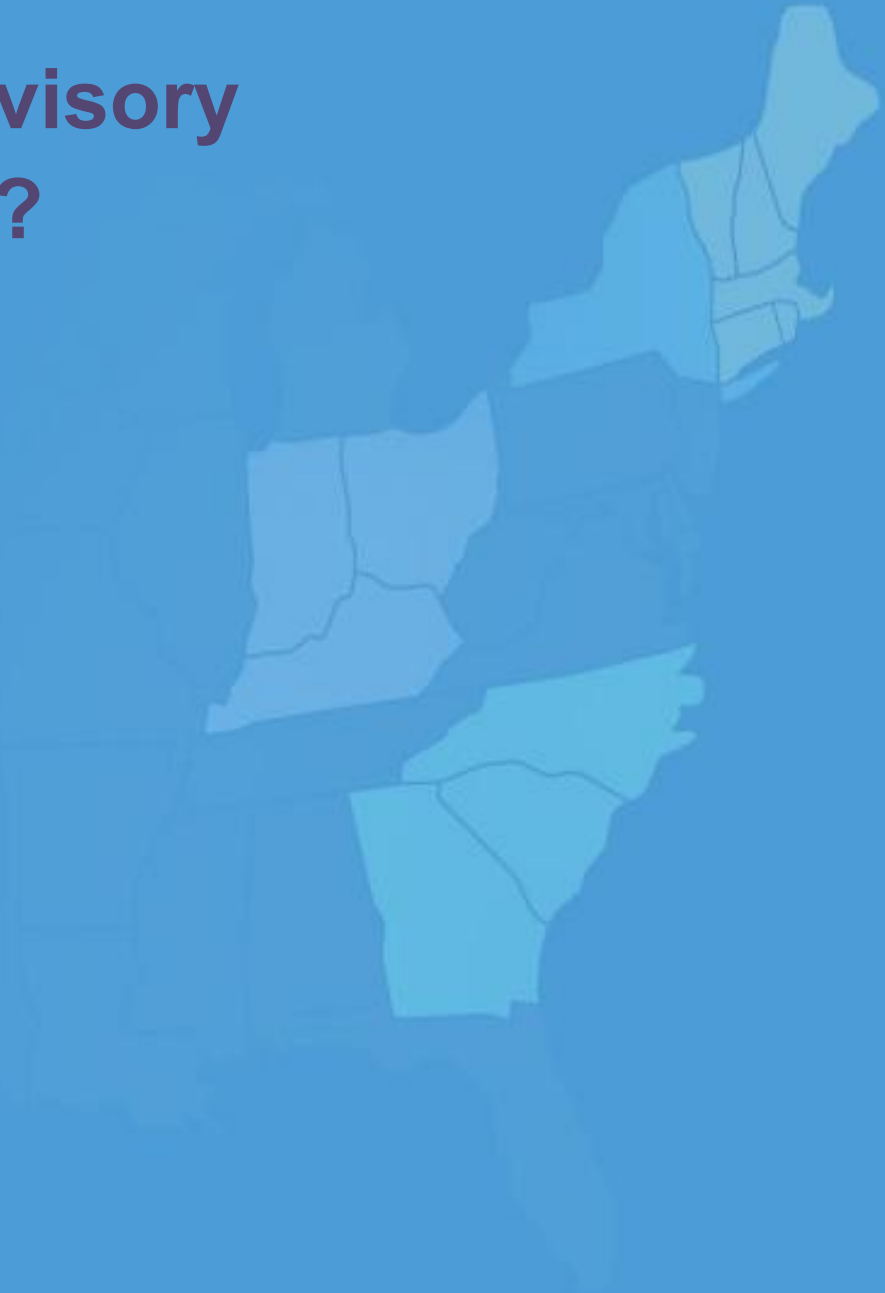


ESRD Network Role/Responsibilities

- Contracted with Centers for Medicare & Medicaid Services (CMS)
- Liaison with Department of Health (DoH) and State Survey Agencies
- Lead Statewide Quality Improvement Activities (QIAs) to improve quality of care for ESRD patients (*Transplant Coordination, Home Therapies, Vocational Rehabilitation, Peer Mentoring, Infection Prevention, Vascular Access Planning*)
- Promote patient engagement, education, and patient experience of care
- Provide technical assistance, quality of care concerns, and grievance management for ESRD patients and providers
- Support emergency preparedness and disaster response
- Collaborate with Dialysis Facilities and Transplant Centers
- Support ESRD data systems and data collection, analysis and monitoring for improvement

What is the Patient Advisory Committee (PAC)?

PAC Overview Danielle Andrews



Patient Advisory Committee (PAC)



The Patient Advisory Committee (PAC) provides an opportunity to patients, transplant recipients and care partners for the purposes of lending perspective and assisting in the promotion of patient, family and care partner engagement in ESRD care, as well as promoting positive relationships between patients, provider staff, ESRD stakeholders and the Network.



Patient Advisory Committee (PAC) Structure



PAC Advisors

- Participates in local and national quality improvement projects
- Serve as PSMEs
- Coordinate social and educational functions to promote ESRD awareness
- Provide insights on resources creation and development

PAC Representatives

- Participates in local and national quality improvement projects
- Serve as PSMEs
- Coordinate social and educational functions to promote ESRD awareness

PAC Members

- Active Health Care Team Member
- Continuously learning about renal disease
- Attends Network Hosted webinars and educational sessions



Role of a PSME

- Provide input into the development of informational or education materials for patients and families and caregivers
- Participate in the Network's quality improvement projects
- Participate in national quality improvement projects
 - PFE LAN Calls
 - NCC Affinity Groups
- Participate in monthly phone calls with the Network to provide feedback on patient's needs
- Peer Mentoring
- Coordinate social and educational events to increase awareness of ESRD
 - Lobby Days
 - Annual ESRD Luncheon
 - CKD Champions Thrive Event

PSMEs and Quality Improvement



Network engages in Quality Improvement Activities:

- To ensure the highest level of care
- Ensures that your dialysis facility is meeting all state and federal regulations.
- Conducts Quality Improvement Activities in the following quality measures:
 - Infection Prevention
 - Vascular Access Planning
 - Transplant Coordination
 - Promotion of Home Therapy
 - Vocational Rehabilitation/Peer Mentoring



PSMEs' Role in QIA Projects

- Offers a patient perspective during Network QIAs presentations and huddles
- Offers a patient perspective to the Network during the development of interventions and resources
- Provides patient education and work with their facilities in the QAPI meetings to promote best practice strategies
- Assists in Network educational resource creation
- Becomes an ambassador for your QIA project
 - Actively engage with your ESRD peers and promote and dispense your QIA project materials and resources
 - Ex: Infection Prevention: Access Ambassadors; their roles are to provide education to patients on the disadvantages and advantages on catheters in comparison to fistulas.

Role of a PSME and NCC NPFE LAN & Affinity Groups



Each year, the NPFE-LAN holds four separate groups, called Affinity Groups, focused on specific areas of dialysis and transplant care. The groups meet monthly by webinar (phone and/or computer) to share experiences and discuss ways to improve the quality of care for kidney patients and meet the Centers for Medicare & Medicaid Services (CMS) quality improvement goals.

- Five PSMEs from each Network are nominated to work collaboratively with the NCC
- Attendance is mandatory with the exception of illness and home life stressors

Role of a PSME and the CMS COR Call



Each month, the each Network meets with our CMS COR to provide updates on the Network's collaborative efforts with the PSMEs and the PAC.

- If asked each PSME will provide:
 - Feedback on issues that are prominent within their Dialysis facility and the ESRD Community
 - Discuss the work that the PSMEs are working on outside of the Network
 - Discuss the collaborative work being conducted with the PSMEs and The Network, as well as ongoing PAC Activities

Role of a PSME and the NCC NPFE Affinity Groups



- The Affinity Groups meets monthly to discuss:
 - Patient's perspectives on the national issues pertaining to dialysis
 - Patient's feedback on ESRD NCC Resources and videos
 - National discussions on the following topics:
 - Bloodstream Infections (BSI)
 - Home Therapy
 - Transplant
 - Patient Selected Topic

Questions or Comments?



NCC NPFE LAN AFFINITY GROUP REPORT-OUT



Virtual Patient/Family Engagement During COVID-19 Pandemic

Laura Rodriguez-Carbone



Patient to Patient Engagement Reminders

- We are encouraging patients to limit the use of person to person engagement in favor of virtual, or passive, engagement to keep them safe.
- We are encouraging patients to consider Home Dialysis Modalities (Healthy at Home)
- We are encouraging patients to interact with each other virtually through the telephone, at a safe social distance while wearing a mask, and/or on social media.



Alternative Approaches to Peer Mentoring
Virtual Options During COVID-19 Pandemic

As the COVID-19 pandemic continues, most face-to-face peer mentoring has become more challenging due to state regulations and the need for social distancing. The goal now is that there are other ways to stay connected with your peers.

Consider using some of these **alternative methods**:

- Direct phone calls
- Zoom conference calls
- Social media (e.g., Facebook, Twitter, Instagram, LinkedIn)
- Phone advice
- Video calls on Zoom
- Webinars

To help you make these connections, there are some example **virtual meeting tools** to consider:

- Zoom <https://zoom.us>
- GoToMeeting <https://www.gotomeeting.com>
- Skype <https://www.skype.com/en>
- Microsoft <https://www.office.com>
- Google Hangouts <https://www.google.com/hangouts>
- FaceTime (iPhone/iPad)
- iMessage (iPhone/iPad)
- Facebook Group <https://www.facebook.com/groups>

IMPORTANT
Although the above tools are free, some will require you to create an account and always read the User Agreement Policy carefully for any chosen tool.

To use these **online platforms**, here are some **equipment and resources** you might need:

- Internet service
Get home advice through your phone service provider
- Mobile phone, tablet and/or computer
- Built-in camera
Included with most smartphones and some computers
- Headset/earphones
If your computer does not have a built-in microphone
- An online account on the platform of choice
- A downloaded program or app for the platform of choice

Tips for effective mentoring through virtual methods

- Coordinate video and time that both parties are available
- If you're unable to use video systems, do a combination of text, audio or phone so that you can communicate with using the virtual application
- Activate your camera to be more personable and engaging while being mindful of your space and background. Make sure you're comfortable with the personal space you will be sharing through video
- Ask your mentee to subscribe to the service if possible. You can help in communication through text, language and gestures
- If thinking an educational resource might help to supplement your training or share your advice, make sure you have that readily available
- When interacting via video, texting or email, be mindful of time management and be respectful of each other's time. Be especially mindful of text messages.
- Be flexible with unexpected situations, such as interruptions from family or internet or network connectivity
- Remember to use video training and publicly promote self-care management

For more information or to be a generous donor contact:
IPRO End Stage Renal Disease Network of New York
1075 Marcus Avenue, Suite 1000, Great Neck, NY 11040-1000
Phone: 516-466-2115 • Fax: 516-466-2118 • Toll-free: 800-441-4400
Email: info@ipro-nyc.org • Web: <http://ipro-nyc.org>

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Peer Mentoring

Within the first 6 months, PAC Representatives must complete the Peer Mentoring online course.

<https://esrdlms.ipro.org>

PEER MENTORSHIP ROLE AND BENEFITS

COMMUNICATION Enhanced communication among patients, care advocates, providers and ESRD Network communities,

LEADERSHIP Identification of patient leaders who can champion important activities within your local ESRD Network,

COACHING Support for patients learning from one another; seeking, sharing and spreading information and knowledge,

CONNECTORS Development of an opportunity to connect patients with individuals who have "walked in their shoes,"

MENTORING A way for patients to help other patients become engaged, educated, and empowered,

ROLE MODEL A means for asking questions comfortably and freely, without fear of judgment. A way to offer support and encouragement to peers,

ADVISORS A bridge for overcoming language/cultural barriers.

For more information, or to file a grievance, please contact us:
IPRO End-Stage Renal Disease Network of New York
1979 Marcus Avenue, Lake Success, NY 11042-1072

Patient Toll-Free: (800) 238-3773
Main: (516) 209-5578 • Fax: (516) 326-8929
E-mail: info@nsw2.esrdnet • Web: esrd.ipro.org

End-Stage Renal Disease Network of New York

Source: content adapted from the National Patient and Family Engagement (N-PF) Learning and Action Network (LAN), under the ESRD National Coordinating Center (E3C) peer mentoring tool. Developed by IPRO ESRD Network of New York while under contract with Centers for Medicare & Medicaid Services. Contract HHSW-500-2014-0201C.

Congratulations on Completing Your Training and Becoming a Peer Mentor!

Using reflective communication and listening skills that you have learned in the training modules will help you build a relationship with your mentees. You will receive positive and negative responses when talking to your mentees about their living with end-stage renal disease. These affected their lives, trends and some helpful activities to help keep the conversation going whether you receive a positive or negative response to your questions.

Remember, although other peer mentors to participants of the same program learn for more information about different treatment modalities and healthcare options.

Mentoring to Support Choices

Module 1: *Approximate Duration: 41 minutes*

Mentoring to Support Choices

When your kidneys stop working there are many choices to make. As a patient, being involved in making those choices is the number one way that you can live a better life. Your role as a peer mentor is to inform patients and help them better understand some of the important choices they will have to make.

To download or print any resources covered in the training modules, please visit your Network's website for additional information.

[Network 2 \(New York\)](#)

[Network 6 \(North Carolina, South Carolina, Georgia\)](#)

****This module is required.***

TAKE THIS COURSE

UNLIMITED ACCESS



COURSE CERTIFICATE



Resources to Share With Other Patients



Kidney Chronicle
IPRO END-STAGE RENAL DISEASE NETWORK PROGRAM

Introducing the IPRO ESRD Network Program

The Centers for Medicare & Medicaid Services (CMS) oversees 18 regional End-Stage Renal Disease (ESRD) Network organizations across the country. Each Network works to improve the quality of healthcare services and the quality of life for patients with ESRD.

Your IPRO ESRD Network works to:

- Empower and engage patients to become educated consumers and partners in their healthcare;
- Improve quality of care for all ESRD patients;
- Collect data from dialysis and transplant facilities to measure quality of care;
- Assist you, your family members and care partners, and ESRD facility staff in understanding the CMS ESRD Quality Incentive Program;
- Provide technical assistance and information to individuals with ESRD and to dialysis facility and transplant center staff; and
- Resolve grievances that cannot be resolved at the dialysis facility level.

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have questions about your facility or to file a grievance, please contact your local ESRD Network:

Mid-Stage Renal Disease Network of New England (NH, RI, VT)
1 Whitney Avenue, 2nd Floor
Providence, CT 06517
Toll-Free: (866) 286-3773
203) 397-9332
33) 389-9902
esrdnetwork1@ipro.us
etw1.esrd.ipro.org

Mid-Stage Renal Disease Network of New York
Tarcus Avenue
Troy, NY 11042-1072
Toll-Free: (800) 238-3773
516) 209-5578
16) 326-8929
esrdnetwork2@ipro.us
etw2.esrd.ipro.org

Mid-Stage Renal Disease Network of the South Atlantic (NC, SC)
Citation Parkway, Suite 300
Wilmington, NC 27560
Toll-Free: (800) 524-7139
919) 463-4500
919) 388-9637
esrdnetwork6@ipro.us
etw6.esrd.ipro.org

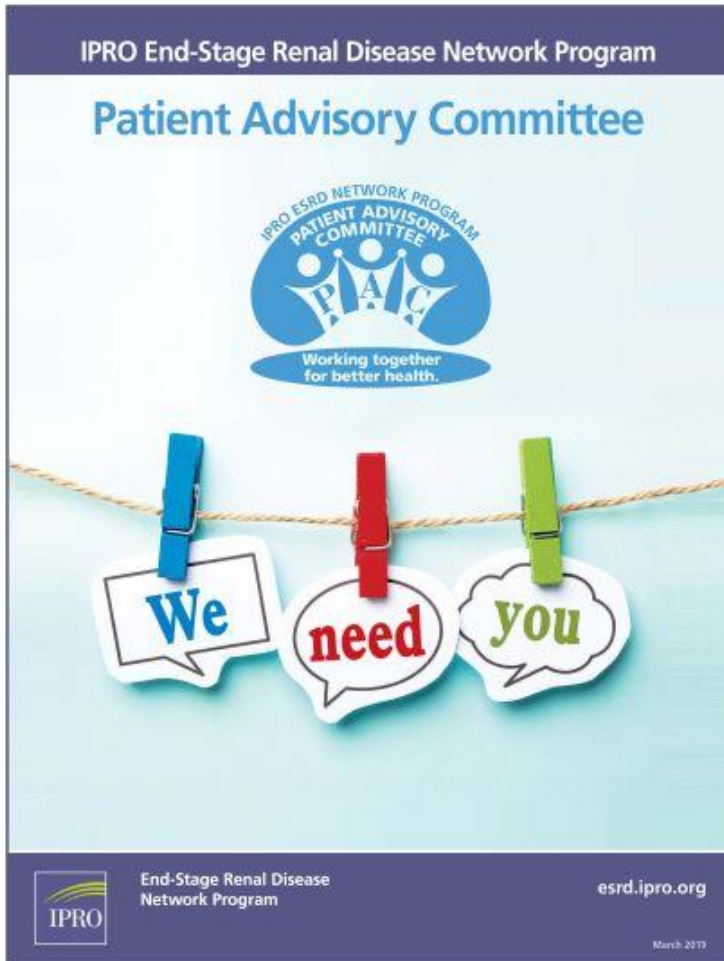
Mid-Stage Renal Disease Network of the Ohio River Valley (OH)
Enterprise Pkwy., Suite 210
Cincinnati, OH 45222
Toll-Free: (844) 819-3010
216) 593-0001
16) 593-0101
esrdnetwork9@ipro.us
etw9.esrd.ipro.org

realized. NWS HHSM-500-2016-0009C V2 - 2/10/2017

Know Your Network

- Helps Patients Learn more about the IPRO End Stage Renal Disease Network Program and its services.
- Contains contact info for each Network Program and information on the PAC, technical assistance and grievances.

Resources to Share With Other Patients



Patient Advisory Committee Manual

- Encourages Patients to learn more about the IPRO Patient Advisory Committee
- Informs patients about volunteer opportunities, roles and responsibilities
- Encourages patients to get involved!

Resources to Share With Other Patients



End Stage Renal Disease
Network Program

E-University Reference Guide



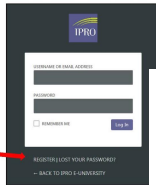
What is E-University?

IPRO End Stage Renal Disease Network Program E-University is an online learning system that provides ESRD training for patients and professionals that align with the ESRD Network and CMS quality improvement goals. Once you have created a user account, you will <https://esrdlms.ipro.org> able to take training courses, download supporting materials, and obtain a certificate of completion. Visit the website at <https://esrdlms.ipro.org> to get started.

How Do I Create an Account?

Each person should create their own unique account. Facility staff may assist patients with registering for their own personal account, however sharing user account information is strongly discouraged.

1. Click "Register" from the login screen



Username (required)
Email Address (required)

2. To create an account, you will need to the following information

- a. Username (recommend this be same as your email address)
- b. Email Address
- c. Choose a Password
- d. Confirm Password
- e. First Name
- f. Last Name
- g. Job Title
- h. ESRD Network
- i. ESRD Network CCN/Facility No (This field will appear after you selected your Network number CCN is the Medicare Provider ID Your facility can give you the number and name of your facility as it is in the Medicare database.)

V.3. 9/11/2018.E-University Reference Guide Page



Alternative Approaches to Peer Mentoring

Virtual Options During COVID-19 Pandemic

As the COVID-19 pandemic continues, direct face-to-face peer mentoring has become more challenging due to state regulations and the need for social distancing. The good news is that there are other ways to stay connected with your peers.

Consider using some of these alternative methods:

- Direct phone calls
- Private online discussion boards
- Secure conference calls
- Video calls and/or messaging
- Social media (i.e., Facebook, Twitter, Instagram, LinkedIn)
- Texting or messaging applications
- Web conferencing

To help you make these connections, these are some examples of online (virtual meeting) tools to consider:

- Zoom <https://zoom.us>
- Google Hangouts <https://meet.google.com>
- GoToMeeting <https://www.gotomeeting.com>
- FaceTime (iPhone Users Only) <https://apps.apple.com/us/app/facetime>
- Skype <https://www.skype.com/en>
- Facebook Groups <https://www.facebook.com>
- WhatsApp <https://www.whatsapp.com>

IMPORTANT
Although the above tools are free, some will require you to create an account and/or download an app. Always read the User Agreement Policy carefully for any chosen tool.

To use these online platforms, here are some equipment and resources you might need:

- Internet service (at home and/or through your phone service provider)
- Mobile phone, tablet and/or computer
- Built-in camera (included with most smartphones and some computers)
- Headset/microphone (if your computer does not have a built-in microphone)
- An active account on the platform of choice
- A downloaded program or app for the platform of choice



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Peer Mentor User Guide - E-University and Alternative Approaches Tips

- Have YOU signed up to be a Peer Mentor?
- IPRO End Stage Renal Disease Network Program E-University is an online learning system that provides ESRD training for patients to become an official Peer Mentor.
- Once you have created a user account, go to <https://esrdlms.ipro.org> to take training courses, download supporting materials, and obtain a certificate of completion. Visit the website at <https://esrdlms.ipro.org> to get started.
- Course Topics Include: Mentoring to Support Choices, Talking Effectively With Other Patients, Discussing Home Dialysis as an Option, etc.
- Tips for alternative methods to in person mentoring (online and telephone options)

Resources to Share With Other Patients



My Goal—My Roadmap

YOUR LIFE Take Charge!

5: Achieve and sustain!
Did I achieve my goal?
If the answer is “yes”... how can I make sure that I continue to be able to achieve my goal?
If the answer is “not yet”... what changes can I make to my plan to help me achieve my goal?

4: Evaluate.
How am I doing in reaching my goal?

3: Take action.
Get started on accomplishing my goal.

2: Assess and plan.
What is blocking me from what I desire?
What will be the benefits of achieving my goal?
What do I need to do to get what I want?
What goals should I set?

1: Find your goal and commit.
What is my desire? What do I want to achieve?

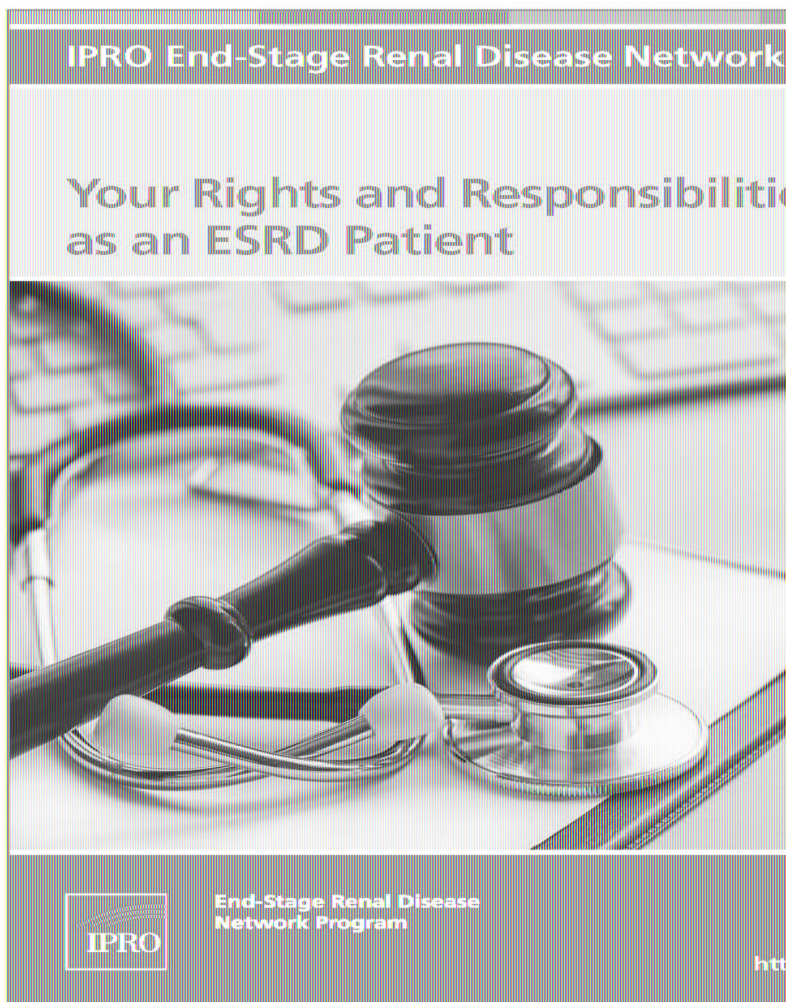
To file a grievance, please contact us:
IPRO End-Stage Renal Disease Network Program
1979 Marcus Avenue, Lake Success, NY 11042-1072
Patient Toll-Free: 800-238-3773 • Web: <http://esrd.ipro.org>

This material was prepared by the IPRO ESRD Network Program, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy.
CMS Contract Numbers: HHSM-500-2016-00019C, HHSM-500-2016-00020C, HHSM-500-2016-00006C, and HHSM-500-2016-00009C.
Rev 2/19/2020

Your Roadmap to SMART Goals

- Great first resource to share with Mentees (or any patient)!
- Encourages patients to take charge of their life on dialysis and help them map out their path to success.

Resources to Share With Other Patients



Patient Rights and Responsibilities

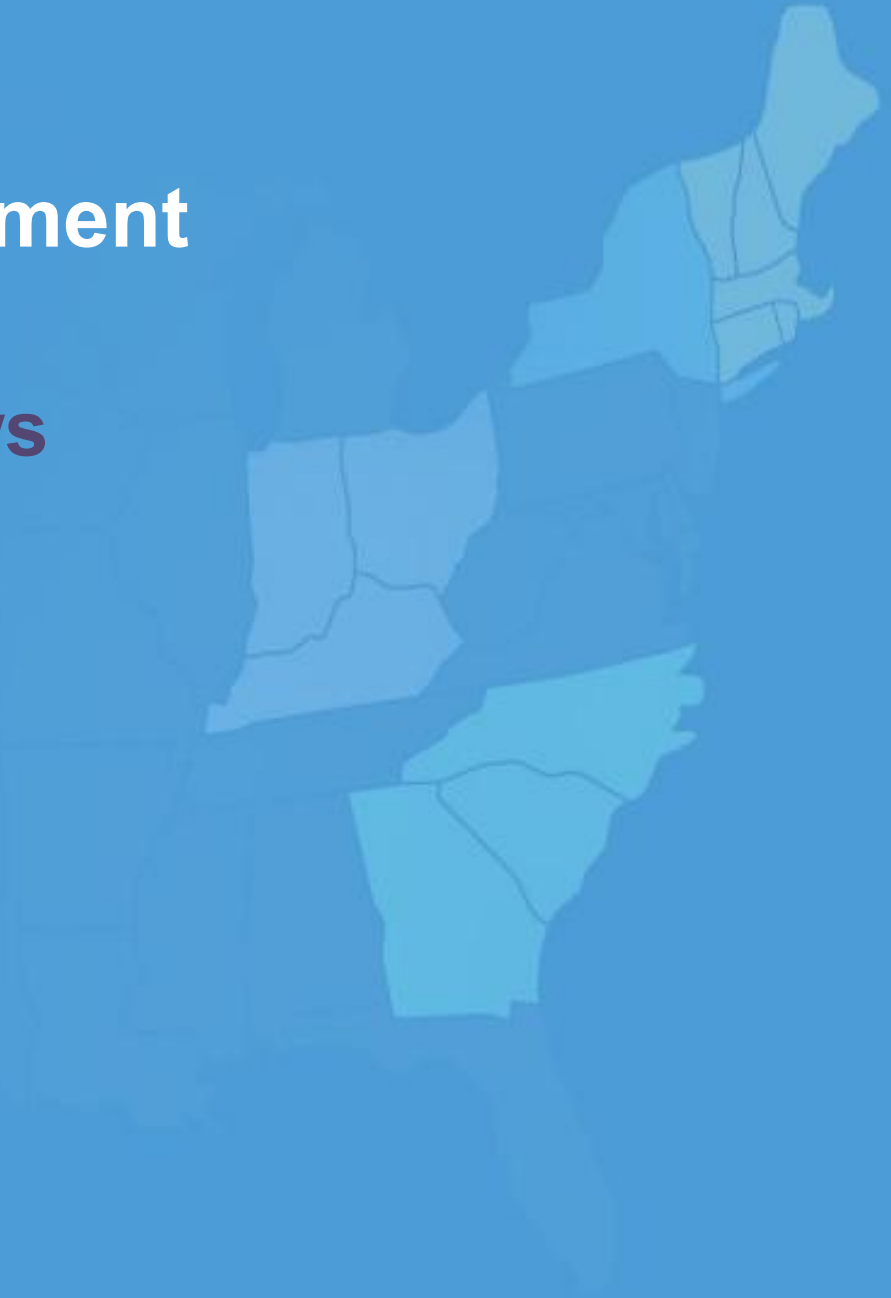
- Overview of Rights and Responsibilities as an ESRD Patients (7 page booklet).
- Right to Information and Quality Care, Individual Treatment, Services Without Discrimination, Emergency Care and Dietary Counseling, Filing a Grievance, etc.

Questions or Comments?



Resource Development

Danielle Andrews





Resources

- [Adjusting to Changes in Dialysis Facilities Due to COVID-19 Pandemic](#)
- [Nutrition Tips for Avoiding Fluid Retention During COVID-19 Pandemic](#)

Upcoming Resources for November Meeting

- Virtual Jeopardy Educational Game
- Door/Window Poster - Kidney Disease Patient Lives Here - COVID Precautions/Reminders

Questions or Comments?



Closing Remarks/Next Steps

Danielle Andrews



Next Steps



- Complete Post-Event Evaluation – we value your feedback!
- Look out for NEW PSME Newsletter: Patient Voice-Expert Thoughts
- Follow Us on Social Media:
 - <https://www.facebook.com/groups/IPROESRDPAC>
 - <https://www.facebook.com/ESRDNetwork1>
 - <https://www.facebook.com/ESRDNetwork2>
 - <https://www.facebook.com/NW6ESRD>
 - <https://www.facebook.com/ESRDNetwork9>
 - <https://twitter.com/IPROESRDNetwork>
- Visit the Network Peer Mentoring Training <https://esrdlms.ipro.org>
- Check out Network Program Website <https://esrd.ipro.org/>
- Review Network Educational Resource Library – think of ways to share and spread in your community, we need your help!
- **Save-the-Date! Next Meeting: November 18, 2020**

Upcoming Meetings



- **ESRD NCC: Receiving a Kidney Transplant During COVID-19**
 - Tuesday, October 6, 2020 at 4:00 PM to 5:00 PM ET
 - The presenters will:
 - Share a patient's perspective for receiving a kidney transplant during the COVID-19 pandemic
 - Discuss a transplant center's procedures during COVID-19
 - Help patients understand how to prepare for a kidney transplant during COVID-19
 - Registration Link: <https://hsagonline.webex.com/hsagonline/onstage/g.php?MTID=e0fe0e4127438a6244aa4f56a2f1f2888>
- NPFE Affinity Groups

Next Steps: Follow Us On Facebook

The screenshot shows the Facebook interface for the "IPRO ESRD Official PAC Community". The page is set to "Private" and has 95 members. The navigation tabs include "About", "Discussion" (which is selected), "Mentorship", "Units", "Announcements", "Rooms", "Members", and "More". The "Discussion" tab is active, showing a "What's on your mind, Sue?" prompt with options for "Room", "Photo/Video", and "Tag People". Below this, there are "Announcements" with 14 items, including a post by Sue Caponi about a poll. The left sidebar contains "Manage Group" options, "Admin Tools" (Member Requests, Automatic Member Approvals, Membership Questions, Pending Posts), and "Home". The right sidebar shows "About" information: Private, Visible, Hamden, Connecticut - Cleveland, Ohio, and General Group.

Help Us Reach our Goal of *100 Patient Group Members!*

Follow us on Facebook at:

facebook.com/groups/IPROESRD PAC

➔ Get Up to the Minute Info on Meetings, Resources and Connect with Other Patients between Meetings!

COVID-19 PATIENT RESOURCES

The ESRD Network Program has many resources relevant to COVID-19 including information on telemedicine and telehealth, mental health, and general COVID-19 resources. We update these pages frequently to provide you with the most accurate and up-to-date information as possible.

General Information

Telemedicine & Telehealth

Mental Health



PATIENT ADVISORY COMMITTEE (PAC)

The Patient Advisory Committee (PAC) provides an opportunity for patients, transplant recipients, and care partners to lend their perspective and assist us in the promotion of patient, family, and care partner engagement in ESRD care, as well as promoting positive relationships between patients, provider staff, ESRD stakeholders, and the Network.

Learn More About the PAC

The PAC consists of three separate levels of involvement:

- Members
- Representatives
- Chairpersons

Once a patient becomes involved in the PAC, a patient may also be considered to serve as a Subject Matter Expert (SME). SMEs are individuals who are able to devote more time each month to be involved in planning quality improvement activities with the Network and other federal agencies participating in national conference calls.

MEMBER LEVEL

Members at this level:

- Educate themselves on kidney disease and ways to be a healthier patient living with ESRD
- Become more empowered by being an active participant with their personal care team
- Learn more about patient advocacy and the Network quality improvement activities



If you have questions or want to get involved, please contact the Patient Services Department for your Network:

[Contact Us](#)

PAST MEETINGS

- August 2020: [Presentation](#)

PATIENT SUBJECT MATTER EXPERTS (PSMES)

The IPRO ESRD Network Program works with committed and informed patients who advise and assist in promoting quality of care for their fellow patients. These patients serve as Subject Matter Experts (SMEs) and assist the network in developing patient-centered projects to enhance the development of our Network activities at the state and national level.

Roles of a Patient Subject Matter Expert (PSME)

PSMEs are individuals who are able to devote more of their time to the Network to be involved in the planning of quality improvement activities and other state and federal agencies.

The roles of a PSME include:

- Participating in conference calls
- Reviewing and developing educational materials
- Planning for educational events including webinars, meetings, and conference calls
- Evaluating project interventions
- Sharing ideas and concerns to enhance learning for all

Upcoming Meeting Information

NEXT MEETING:

September 30, 2020, at 5:00 - 6:30 pm ET

Please note, we are asking that all PSMEs register for this event and/or join the meeting on a computer or by using their smartphone. This will assist us with taking attendance. We will also be editing drafts of patient educational



If you have questions or need assistance, please contact us:

Laura Rodriguez-Carbone, MPA
Community Outreach Coordinator
Main Line: 216-755-3056
✉ laura.rodriguez-carbone@ipro.org

Danielle Andrews, MPH, GCPH
Community Outreach Coordinator
Main Line: 516-209-5549
✉ danielle.andrews@ipro.org



Thank You!

Laura Rodriguez-Carbone, MPA, MPP

Community Outreach Coordinator

ESRD Network Program (Networks 1 & 9)

Tel: (216) 755-3056 | E-mail: Laura.Rodriguez-Carbone@ipro.us

Danielle Andrews, MPH, GCPH

Community Outreach Coordinator

ESRD Network Program (Networks 2 & 6)

Tel: (516) 209-5549 | E-mail: Danielle.Andrews@ipro.us

Jeanine Pilgrim, MPH, CHES, CPXP, CPHQ

Program Director

ESRD Network Program (Entire Program/All Networks)

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