



End-Stage Renal Disease  
Network of New England

# Volunteer to be a PAC Representative for your facility!



## Who are PAC Representatives?

PAC Representatives are ESRD patients or their family members, who volunteer their time to:

- ✓ Promote communication between patients and staff;
- ✓ Inform patients about the ESRD Network; and
- ✓ Serve as a link between patients and the ESRD Network.

## What is the length of service for PAC Representatives?

Members serve for a calendar year; membership automatically renews on an annual basis.

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[www.Facebook.com/NetworkofNewEngland](http://www.Facebook.com/NetworkofNewEngland)

## PATIENT ADVISORY COMMITTEE MISSION STATEMENT

PAC Representatives provide a link between the Network, patients and unit staff in order to encourage opportunities for communication within the renal community of New England. PAC Representatives are committed to enhancing quality of life for ESRD patients through education, communication and active representation. Their mission is to identify and act upon areas of concern to ESRD patients, thereby improving their quality of life.

For more information or to file a grievance please contact:

### End-Stage Renal Disease Network of New England

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Hamden, CT 06517

Toll-Free Patient Phone:  
(866) 286-ESRD (3773)

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website: [www.networkofnewengland.org](http://www.networkofnewengland.org)



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## Patient Advisory Committee (PAC)

Be a Part of a Committee that Empowers  
Patients to Live Their Best Lives

IPRO End-Stage Renal Disease  
Network of New England

(866) 286-ESRD (3773)

[www.networkofnewengland.org](http://www.networkofnewengland.org)

# Volunteering your time can be a very rewarding experience.

If you are interested in taking an active role in the quality of care provided to end-stage renal disease patients and want to promote a sense of community in your unit, talk to your social worker or contact us directly about volunteering as a Patient Advisory Committee (PAC) Representative.

## What is the End-Stage Renal Disease Network of New England?

The End-Stage Renal Disease (ESRD) Network of New England (NW1) is one of eighteen Medicare-funded organizations in the US that works to improve the quality of healthcare services and quality of life for patients with ESRD. NW1 serves the six New England States: Connecticut, Massachusetts, New Hampshire, Vermont, Maine, and Rhode Island.

Administered through Centers for Medicare & Medicaid Services (CMS), ESRD Networks provide a bridge between the federal government, ESRD healthcare providers and professionals, and the patients they serve. NW1 is tasked with improving quality of care for ESRD patients, collecting data to measure quality of care, providing assistance to ESRD patients and providers, and evaluating and resolving grievances.

## What do PAC Representatives do?

- ✓ Meet and greet new dialysis patients;
- ✓ Inform appropriate dialysis unit staff members of general patient suggestions such as, ideas for social events and dialysis unit improvements;
- ✓ Encourage patients to be actively involved in their healthcare;
- ✓ Help patients requiring assistance by directing them to the appropriate dialysis unit staff member;
- ✓ Help patients understand information provided by the ESRD Network;
- ✓ Encourage patients to seek counsel from their healthcare team;
- ✓ Share experience-based support and information regarding dialysis and chronic renal failure;
- ✓ Participate in meetings that involve patients and family members;
- ✓ Attend conference calls hosted by the Network; and

- ✓ Have regular, ongoing contact with both Network staff and PAC Chairpersons. *PAC Chairpersons are responsible for providing guidance and support to PAC Representatives and for overseeing their activities.*

## Who is eligible to be a PAC Representative?

PAC Representatives **must** be compliant with their treatment and in good standing with their facility, and have a positive attitude and a concern for quality-of-care issues. All PAC Representatives are appointed by dialysis unit staff and are either:

- ✓ An ESRD patient currently on hemodialysis or peritoneal dialysis;
- ✓ A transplant patient who is associated with a specific dialysis unit; or
- ✓ The spouse or immediate family member of any of the patients described above.

