



## Our History and Our Mission

Since 1978, we have been working with the Centers for Medicare & Medicaid Services (CMS) to assess and improve the quality of care provided to people with chronic kidney disease.

Our primary goals include: (1) responding to patient concerns about their care, (2) helping providers improve care and quality of life for patients with chronic kidney disease, and (3) supporting accuracy and integrity of the database for patients with end stage renal disease (ESRD).

## Our Stakeholders

- Five states: Michigan, Minnesota, North Dakota, South Dakota, and Wisconsin
- 512 kidney dialysis providers
- 21 kidney transplant centers
- 48,187 people with kidney failure (as of 12/31/2016)
- Five State Survey Agencies

## Our Expertise

- Collaborating with healthcare providers and others on using data to drive quality improvement.
- Promoting patient-centered care and a culture of safety for people with kidney disease.
- Establishing and leveraging collaborative partnerships that promote systems-level change.
- Assisting providers with Quality Assessment and Performance Improvement (QAPI).
- Managing health information management and data security.

## How We Help Patients

Midwest Kidney Network provides a complaint and grievance process, enabling patients to voice concerns about the care they receive to an objective third party. Most concerns are resolved at an early stage and do not result in a formal grievance. We also provide information on living well with kidney disease, and contact information for other agencies that help patients with kidney disease.

## Consumer Committee

The Consumer Committee is a formal group that meets regularly. It is made up of kidney patient representatives from our Network 11 area. This committee supports Network goals by identifying consumer issues and acting to improve them.

Committee activities include:

- Helping to shape Network 11 quality improvement projects.
- Serving as subject matter experts for educational outreach.
- Developing the Kidney Concerns newsletter.
- Electing two patient representatives to serve on the Executive and Medical Review Committees.