

Dear Patient Representative,

My name is Jeannette Shrift, I am a registered nurse and serve as a Quality Improvement Specialist at Network 4. First let me thank you on behalf of Quality Insights Renal Network 4 for all of your time and contributions to improving the quality of care dialysis patients deserve.

I am reaching out to you for assistance with the Centers for Medicare and Medicaid Services (CMS) Reducing Hospitalizations and Unnecessary Emergency Room Visits Quality Improvement Activity (QIA). Specifically, I am asking you to partner with us by distributing the patient education toolkit for this QIA and discussing its usefulness with the patients in this clinic.

The primary purpose of the toolkit is to assist patients to decide which healthcare provider/service may be best suited for addressing a medical need that occurs at home. The toolkit consists of the following documents:

- Stoplight Tool
  - [FRONT] STOP! I Have a Medical Problem. Where Do I Go?
  - [BACK] Common Warning Sign of a Heart Attack and Stroke.
- Advantages of having a primary care provider
  - [FRONT] Differences Between Your Provider's Office and the Emergency Department
  - [BACK] 10 Reasons to have a PCP

We ask that you...

- Review this letter and the toolkit materials with the Clinic Manager/Facility Administrator and develop an approach for distribution to and discussion with the patients.
- Distribute and briefly review each of the documents with the patient.
- Spend a few extra minutes with patients who do not have a primary care provider (PCP) and conclude by gently encouraging them to think about selecting one. This gap has been identified as a barrier to seeking care from the appropriate provider. Patients that lack a PCP often use the emergency room for non-emergency medical problems.

We are also providing a new resource to assist patients in understanding and choosing a dialysis treatment option:

- Understanding Dialysis Options

Thank you for attention and partnership. If you have any questions, please reach out to me at

- Email: [jshrift@qualityinsights.org](mailto:jshrift@qualityinsights.org)
- Phone: 610-265-2418 ext.2821

Sincerely,



Jeannette Shrift RN MSN  
Quality Improvement Specialist.