

Know Your Network



End-Stage Renal Disease Network of the South Atlantic

Morrisville, NC 
IPRO ESRD Network 6 Office

Your partners in improving
the quality of healthcare
services and the quality
of life for individuals with
end-stage renal disease
residing in the states of
Georgia, North Carolina
and South Carolina.

Network6.esrd.ipro.org

IPRO ESRD Network of the South Atlantic

ABOUT THE NETWORK

IPRO ESRD Network of the South Atlantic (Network 6) is funded by the Centers for Medicare & Medicaid Services (CMS) to improve the quality of care provided to individuals with end stage renal disease in the states of Georgia, North Carolina and South Carolina.

The Network works with patients and their family members/care partners, providers of dialysis services, transplant centers, and other stakeholders to promote patient and family-centered care; support access to appropriate care for all ESRD patients; promote best practices, and improve patient safety.

NETWORK ASSISTANCE DIRECTORY

Department	Position	Role	Phone
Administration	Executive Director	Provides leadership and overall operational management of the Network office.	(919) 463 - 4512
	Project Support Coordinator	Administrative support for all Network departments and operations.	(919) 463 - 4502
Patient Services	Patient Services Director	Assists facilities and patients with resolving grievances and access to care issues not able to be resolved at the facility level.	(919) 463 - 4523
	Patient Outreach Coordinator	Coordinates patient advisory committee and patient engagement activities. Supports patients with grievance resolution.	(919) 463 - 4529
Quality Improvement	Quality Improvement Director	Leads quality improvement activities required by CMS under the direction of the Medical Review Board.	(919) 463 - 4507
	Quality Improvement Coordinator	Collaborates with the Quality Improvement Director to plan, develop, implement and evaluate quality improvement activities.	(919) 463 - 4506
	Quality Improvement Coordinator	Collaborates with the Quality Improvement Director to plan, develop, implement and evaluate quality improvement activities.	(919) 463 - 4510
Information Management	Information Systems Director	Manages all data system requirements necessary to maintain CROWNWeb, National Healthcare Safety Network, Dialysis Facility Reports, and Quality Incentive Program. Oversee data system security compliance.	(203) 285 -1215
	Data Coordinator	Customer support for ESRD data systems.	(919) 463 - 4522
	Data Analyst	Analytical support for quality improvement activities and data submission compliance.	(919) 463 - 4520

IPRO End-Stage Renal Disease Network of the South Atlantic

Network 6 (GA, NC, SC)

909 Aviation Parkway, Suite 300, Morrisville, NC 27560

Patient Toll-Free: (800) 524-7139 (Patients only) • Main: (919) 463-4500

• Fax: (919) 388-9637 • E-mail: info@nw6.esrd.net • Web: network6.esrd.ipro.org

Stay Connected

Remember, the Network sends important information to key personnel via e-mail. Our source for your contact information is CROWNWeb. If the contact information is wrong, or missing, your facility may miss important communications, notifications and deadlines.

NETWORK ASSISTANCE DIRECTORY

CROWNWeb is the Network's source for facility staff members' contact information. Accurate information in CROWNWeb will ensure that key personnel at your facility receive important and sometimes critical communications from the Network.

To be certain that CROWNWeb reflects accurate data on current staff members, please enter changes AS THEY OCCUR and review your facility staff information in CROWNWeb on a monthly basis.

Contact information for the key staff members MUST be reviewed for accuracy and updated regularly.

Role	Job Code
Facility Head Nurse/Nurse Supervisor	FHNNS
Facility Social Worker	FSW
Facility Dietitian	FDIET
Facility Medical Director	FMD

Role	Job Code
Facility Administrator	FADM
Facility Nephrologist	FNEPH
Facility Data Contact	FDC
Facility Disaster Contact	FDISCON

Personnel Search Results - 4 Records Found

Personnel Name	UPIN	Personnel NPI	Job Code Description	Facility	Facility CCM	Facility NPI	Phone Number	E-Mail
It, Cousin	A54321		Facility Nephrologist	ABC Dialysis		1770696643		
Queue, Susie			Facility Head Nurse/Nurse Supervisor	ABC Dialysis		1770696643		
Seuss, Doctor	A12345		Facility Nephrologist	ABC Dialysis		1770696643		
White, Martha			Facility Nurse	ABC Dialysis		1770696643		

CROWNWeb Training Links

http://mycrownweb.org/pcw_course/adding-facility-personnel

Help us grow our Patient Advisory Committee (PAC)

Patient Advisory Committee Structure

PAC participants can be involved in activities as much or as little as they like, based on their abilities and lifestyle. The Network has three levels of involvement created to best fit the diverse needs of the renal community.

The three tiers of PAC membership offer opportunities for patients/family members/care partners to participate at a level at which they feel most comfortable.

- **Tier 1:** PAC Members include those individuals who are interested in learning about becoming better advocates for their care. This level of involvement is ideal for those who are interested in learning more about ESRD.
- **Tier 2:** PAC Facility Representatives provide a link between patients and facility staff, and promote positive communication among patients, staff, and the Network to encourage other patients to take an active role in their healthcare.
- **Tier 3:** PAC Advisors support PAC Facility Representatives in their region and are available to answer questions and give advice as needed. They may also function as Network board representatives and members of national patient groups or expert panels.

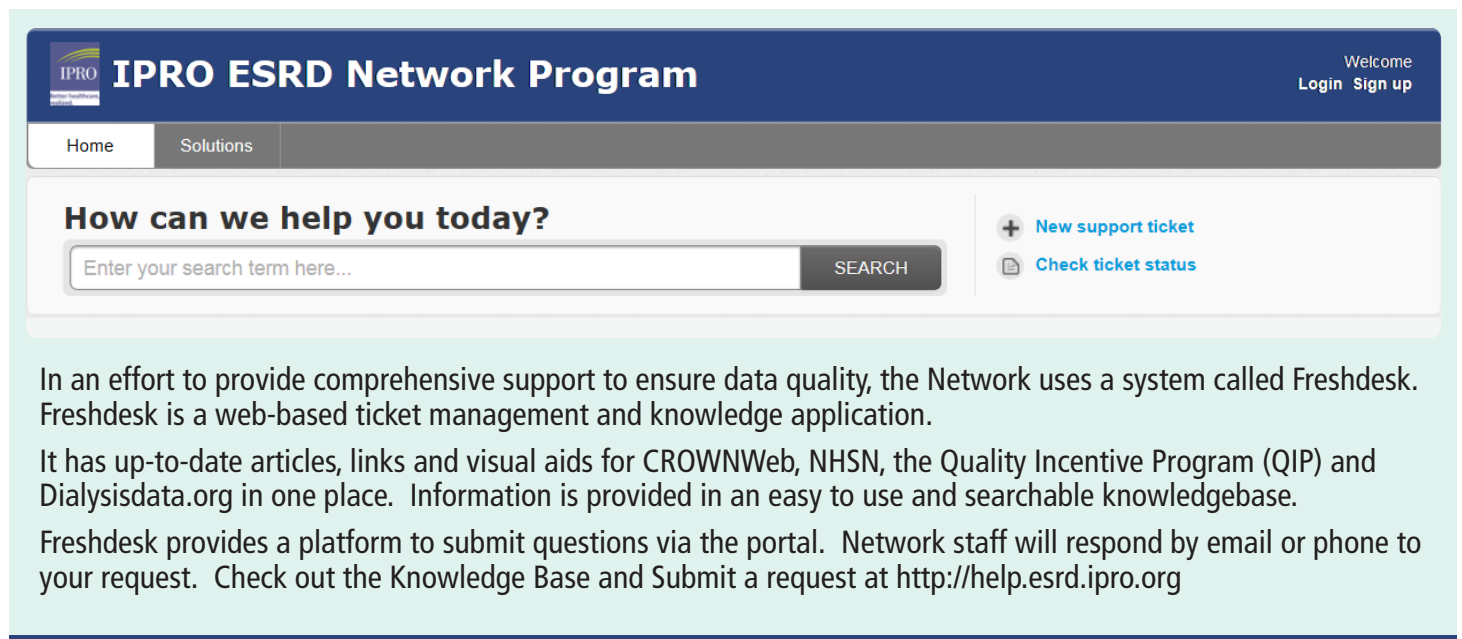
How Can You Help?

If you know of someone who would make a good representative visit our website to learn more and fill out a PAC nomination form.

<https://network6.esrd.ipro.org/home/patient/>



Network 6 Resources



IPRO ESRD Network Program Welcome
Login Sign up

Home Solutions

How can we help you today?

Enter your search term here... SEARCH

+ New support ticket
Check ticket status

In an effort to provide comprehensive support to ensure data quality, the Network uses a system called Freshdesk. Freshdesk is a web-based ticket management and knowledge application. It has up-to-date articles, links and visual aids for CROWNWeb, NHSN, the Quality Incentive Program (QIP) and Dialysisdata.org in one place. Information is provided in an easy to use and searchable knowledgebase. Freshdesk provides a platform to submit questions via the portal. Network staff will respond by email or phone to your request. Check out the Knowledge Base and Submit a request at <http://help.esrd.ipro.org>

EDUCATIONAL MATERIALS

The Network makes available educational materials for both patients and renal professionals on topics that include home treatment options, infection prevention, transplantation, patient engagement, emergency preparedness and more! To find out about available resources, visit our website <http://network6.esrd.ipro.org> or contact the Network directly at (919) 463-4500.

ABOUT THE IPRO ESRD NETWORK PROGRAM

IPRO serves as the federally funded contractor for ESRD Networks 1, 2, 6 and 9, with a role to improve the quality of care for people who require dialysis, transplantation, and/or related life sustaining treatment for end stage renal disease (ESRD). To achieve this goal, Network staff members work closely with ESRD providers, practitioners, stakeholders, and patients to implement quality improvement initiatives and to engage and empower patients as consumers.

IPRO's ESRD Network Program support more than 127,000 renal patients, 1,800 facilities, and 47 transplant centers in four ESRD Networks whose service areas cover the following states:

- Network 1: Connecticut, Maine, Massachusetts, New Hampshire, Vermont, Rhode Island
- Network 2: New York
- Network 6: Georgia, North Carolina, South Carolina
- Network 9: Indiana, Kentucky, Ohio



Better healthcare,
realized.

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