January 25th-27th, 2016 • Orlando, FL

Improve your renal & dialysis care quality, safety, and patient experience.

Featured Speakers Include:

- Melinda Martin-Lester
  Director of Regulatory Compliance, Renal Ventures Management
- Hrant Jamgochian
  Executive Director, Dialysis Patient Citizens
- Joseph Vassalotti, MD
  Chief Medical Officer, National Kidney Foundation
- Rebecca Wingard
  VP, Innovations Group, Fresenius Medical Care
- Lynda Ball
  Quality Improvement Director, HSAG: ESRD Network 13

Benefits of Attending:

- Gain insight on future directions from the CMS on ESCOs and the ESRD QIP
- Create a strategic roadmap to implement pilot improvement programs
- Boost patient experience through advanced care coordination
- Explore incorporation of adherence programs and activity-based discharge planning at your facility
- Make the most of industry tested practices to revitalize patient education

"I attended the conference & it was all that I hoped it would be. Filled with a plethora of gold standard & best practice approaches… It was a positive & uplifting experience. We are eager to introduce some of the ideas that were shared. Again, it was a wonderful experience." – Los Angeles Jewish Home

"The conference was very informative. The networking, sharing of ideas, knowledges, and experiences were very valuable and worthwhile." - Mercedita Salazar, Contra Costa Regional Medical Center

DON’T MISS THE WORKSHOP:
January 27th, 2016
Increasing patient satisfaction for improved quality of care: ICH CAHPS data analytics and action plans for improvement

www.DialysisCareConference.com
Email: info@ghpnetwork.com • Call 1-800-882-8684
### DAY ONE: Monday, January 25th, 2016

To receive program updates or to register, please visit www.DialysisCareConference.com

<table>
<thead>
<tr>
<th>Time</th>
<th>Event Description</th>
<th>Presenter(s)</th>
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<tbody>
<tr>
<td>8:30</td>
<td>Registration Check-In &amp; Networking Breakfast</td>
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<tr>
<td>9:00</td>
<td>Welcome from GHP Network:</td>
<td>Ellie Pohl, Program Research Director, GHP Network</td>
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<td>9:05</td>
<td>Opening Remarks from the Program Chair</td>
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<tr>
<td>9:10</td>
<td><strong>KEYNOTE ADDRESS</strong> – The ESRD QIP: Vision for Quality</td>
<td>Nancy Pierce, RN, BSN, CNN, Dialysis Director, St. Peters Hospital</td>
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<td>9:40</td>
<td>Join this session to learn:</td>
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<tr>
<td></td>
<td>· An elaboration of the vision for the ESRD QIP and how QIP goals</td>
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<td>can transform quality of care and shape the future of patient</td>
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<td>quality of life</td>
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<td></td>
<td>· The successes of the last year, and the expectations for growth in</td>
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<td></td>
<td>the next year to come</td>
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<td></td>
<td>· The methodology behind the new ESRD QIP guidelines for 2016</td>
<td>Tammyra Garcia, Program and Policy Lead for the ESRD QIP, Centers for</td>
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<td></td>
<td></td>
<td>Medicare &amp; Medicaid Services, CMS *subject to final confirmation</td>
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<tr>
<td>9:50</td>
<td>Fueling Independent Provider Success</td>
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<tr>
<td>10:30</td>
<td>Networking Break - Meet the Experts: Solutions to Get You Where You Need to Be!</td>
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<tr>
<td>11:00</td>
<td><strong>CASE STUDY</strong> – LEAN for the Dialysis Unit: Examination of the</td>
<td>Tawnya Salsbery, MSN, RN, CNN, Director, Mercy Medical Center, Outpatient</td>
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<td></td>
<td>Data of Operation Efficiency to Boost Care Quality</td>
<td>Dialysis Unit *subject to final confirmation</td>
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<tr>
<td>11:40</td>
<td><strong>CASE STUDY</strong> – Using CAHPS to Identify Gaps in Quality and Improve Outcomes</td>
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<td></td>
<td>Key benefits of attending this session are to:</td>
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<td></td>
<td>· Describe the CMS’s rationale for using the CAHPS Survey Process</td>
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<td>· Identify 2 objectives of the CAHPS Survey Process</td>
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<td>· State 3 elements of a successful CAHPS action plan</td>
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<td></td>
<td>Melinda J Martin-Lester RN, BA, CNN, CHC Director of Regulatory Compliance.</td>
<td>Tawnya Salsbery, MSN, RN, CNN, Director, Mercy Medical Center, Outpatient</td>
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<td></td>
<td><strong>Renal Ventures Management</strong></td>
<td>Dialysis Unit *subject to final confirmation</td>
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<tr>
<td>12:20</td>
<td>Networking Lunch Break</td>
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<tr>
<td>1:20</td>
<td><strong>Developing a Measurement Strategy for Achieving a Five Star Facility Rating</strong></td>
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<td>Join this session to:</td>
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<td></td>
<td>· Gain insights to the benefits of the patient perspective on facilities</td>
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<td>that have Five Star Dialysis Facility Compare Ratings</td>
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<td></td>
<td>· Discover strategies implemented for progress with quality</td>
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<td>improvement in vascular access and catheter scores</td>
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<td>· Learn more about reducing mortality rates and staying ahead of the curb</td>
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<td>· Takeaway an action plan to help boost star ratings and heighten</td>
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<td>patient care quality</td>
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<td>2:00</td>
<td><strong>CASE STUDY</strong> – Towards a More “Useful and Meaningful” Program for Patients</td>
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<td>2:40</td>
<td>Networking Break - Tea &amp; Refreshments</td>
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<tr>
<td>3:10</td>
<td><strong>CASE STUDY</strong> - Fistula First Update: Future Initiatives for Decreasing</td>
<td>Rebecca Wingard, VP, Innovations Group, Fresenius Medical Care</td>
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<td>Catheter Use for Improved Quality Care</td>
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<td>3:50</td>
<td><strong>PANEL DISCUSSION</strong> – Ensuring the ESRD QIP Equals Quality Dialysis Care</td>
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<td>4:50</td>
<td>Close of Dialysis Care Quality Improvement Conference Day One</td>
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### SPONSORSHIP AND EXHIBITION OPPORTUNITIES:

Event sponsorship is an excellent opportunity for your company to showcase its products and services to senior level, targeted decision makers attending the National Falls Prevention Conference. The GHP Network helps companies like yours achieve important sales, marketing and branding objectives by setting aside a limited number of event sponsorships – all of which are tailored to assist your organization in creating a platform to maximize its exposure at the event.

For sponsorship opportunities, please contact Vinny Rama at 212-885-2770 or email him at Vinny.Rama@iqpc.com
DAY TWO: Tuesday, January 26th, 2016

To receive program updates or to register, please visit www.DialysisCareConference.com

8:30 Complimentary Breakfast & Morning Networking
9:05 Opening Remarks from the Program Chair
9:10 Future Directions for ESCO Initiatives
   Key benefits of attending this session are to:
   - Discover the thoughts behind coordinated care and the vision for quality
   - Explore the possibilities of how the coordinated care impacts the dialysis facilities
   - Learn about the future direction and goals for ESRD seamless care organizations
   Tom Duvall, Team Lead for the Comprehensive ESRD ESCOs Care Initiative, Centers for Medicare & Medicaid Services, CMS
   *subject to final confirmation

9:50 Breaking Down the Silos: Striving for Seamless Care Delivery Across the Continuum of Care
   Join this session to learn:
   - How care coordination functions with primary care and nephrology
   - About the transitions between nephrology and the dialysis clinic
   - Insights on increasing communication across all platforms of healthcare for transformed quality care delivery
   Joseph Vassalotti, MD, Chief Medical Officer – National Kidney Foundation, IMPAQ International Technical Expert Panel Roster

10:30 Networking Break - Demo Drive: Latest and Greatest

11:00 CASE STUDY – “Team Linked Care.” Active Discharge Planning and Innovations in Quality Coordinated Care for Reducing Readmission Rates
   Join this session to learn:
   - About the current issues related to coordination of care (site USRDS, KCI – Peer report, etc.)
   - How to define transition of care and present the proposed model with dialysis clinics as the key player
   - The new ESRD rules and requirements set by CMS and other regulatory agencies related to transition of care
   - To discuss benefits of transition of care to (1) patients (2) clinics
   - Results from some successful models of transitions of care
   - How to setup a good transition of care model – Key check points, people, process, and patients
   Naveena Reddy, Director of Quality and Patient Programs, Renal Ventures Management

12:20 Networking Lunch Break

1:20 CASE STUDY – “Right TraC™.” A Pilot Project to Improve Care Transitions for Hemodialysis Patients
   Key benefits of attending this session are to:
   - Cite trends in hospitalization and readmission rates for ESRD patients
   - Identify three root causes of ESRD patient readmissions
   - Give three examples of strategies associated with reduced admissions and readmissions
   - Name two strategies that could be applied to your local dialysis program’s quality improvement process
   Rebecca Wingard, VP, Innovations Group, Fresenius Medical Care

2:00 CASE STUDY – Interactive Education for Enhanced Patient Understanding and Compliance
   Join this session to:
   - Discuss the inhibitors presently occurring in dialysis and renal facilities that are impacting patient understanding
   - Highlight the current state of patient education, and the issues that arise when patients are given information without visual contexts
   - Breakdown the basics of setting up an activity / lobby day, and dive deep in the successes and statistics of a formerly run lobby day
   - Takeaway the importance of visual learning and emphasize how visuals and models can increase patient understanding, lead to more informed and better educated choices, and result in improved quality care
   Lynda Ball, Quality Improvement Director, HSAG: ESRD Network 13

2:40 Networking Break - Tea & Refreshments

3:10 CASE STUDY – Implementing An Effective Compliance and Risk Management Program to Boost Patient Care Quality and Safety
   Join this session to:
   - Learn the scope of traditional operations in ESRD facilities and the benefits of implementing a compliance program
   - Discover inhibitors, challenges, and successes of a compliance program implemented into an example facility
   - Explore the relationship between successful risk management programs and compliance measures
   - Takeaway strategies and best practices for boosting compliance and patient safety in your facility
   Carol Roe, Director of Regulatory Compliance and Risk Management, Centers for Dialysis Care

3:50 CLOSING KEYNOTE ADDRESS – Inspiring Hope & Changing Culture: The Future of Patient Engagement
   This engaging closing presentation will explore:
   - The current culture of dialysis facilities, and why patients struggle with the current system
   - The patient perspective about their care and how facilities can assist in their quality concerns
   - A proposal for the future of quality care that inspires hope for patients, staff, and all who are impacted by ESRD
   Lori Hartwell, Founder and President, Renal Support Network

4:30 Close of Day Two from the Program Chair
4:45 Close of Dialysis Care Quality Improvement Conference

BREAKOUT SESSION DAY: Wednesday, January 27th, 2016

8:30 Networking Breakfast
9:00 Developing an Action Plan for the Successful Use of the ICH CAHPS
   Join this session to learn to:
   - Identify at least one action that will improve survey completion rates
   - State 2 outcomes that can be achieved by utilizing the CAHPS data
   - Name 2 tools that can be used educate patients on the ICH CAHPS
   Melinda J Martin-Lester RN, BA, CNN, CHC Director of Regulatory Compliance Renal Ventures Management

10:30 Networking Break - Tea & Refreshments

11:00 How to Effectively Use Data to Improve Quality Outcomes
   Join this session to learn to:
   - Name 1 tool that can be used to complete a root cause analysis
   - Understand how to develop and use action plans to improve outcomes
   - Name 3 parts of an effective action plan
   - Name the 4 elements of a PDCA cycle
   Melinda J Martin-Lester RN, BA, CNN, CHC Director of Regulatory Compliance Renal Ventures Management

12:30 Close of Breakout Sessions Day
Please note:
• All ‘Early Bird’ discounts require payment at time of registration and before the cut-off date in order to receive any discount.
• Please view our registration policy for full information about payment, cancellation, postponement, substitution and discounts.
• Please note multiple discounts cannot be combined.

### CONFERENCE VENUE

This event will be held in **Orlando, FL.** As soon as a specific venue is confirmed we will post the information online. If you would like to be notified via email as soon as the information becomes available please email info@ghpnetwork.com with the following in the subject line: “Dialysis Care request”

Please note: GHP Network will never recommend, approve or appoint any third party rooming service to act on our behalf. Please be extremely wary if you are approached by any such companies. We will always endeavor to negotiate the best available rates for you so please use the Hotel’s website link provided.

A $99 processing charge will be assessed to all registrations not accompanied by credit card payment at the time of registration.

### REGISTRATION DETAILS

#### Primary Package

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<th>Package</th>
<th>Register &amp; Pay By 11/06/2015</th>
<th>Standard Rate</th>
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<tr>
<td>Main Conference</td>
<td>$1,595 * $400</td>
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<tr>
<td>All Access: Main Conference + Breakout Sessions Day</td>
<td>$2,144 * $400</td>
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<td>Breakout Sessions Day</td>
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#### Vendor Package

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<tr>
<th>Package</th>
<th>Register &amp; Pay By 11/06/2015</th>
<th>Standard Rate</th>
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<tbody>
<tr>
<td>Main Conference</td>
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#### Team Discounts* Savings

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<tr>
<th>Number of Attendees</th>
<th>10%</th>
<th>15%</th>
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<td>5 or more</td>
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*Discounts apply to registrations submitted together, at the same time. Cannot be combined with any other discount.

Please note:
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• Please view our registration policy for full information about payment, cancellation, postponement, substitution and discounts.
• Please note multiple discounts cannot be combined.

### YES, PLEASE REGISTER ME FOR:

- **CONFERENCE ONLY**
- **CONFERENCE + BREAKOUT SESSIONS DAY**

#### Attendee Information:

Name: ____________________________________________________________________________

Company: _________________________________________________________________________

Phone: ______________________ ______________________ Email: _______________________________________________

#### Special Dietary Needs:

If you have a dietary restriction, please contact Customer Service at 1-800-882-8684 to discuss your specific needs.

#### Payment Information:

- Visa
- MasterCard
- American Express
- Discover

Credit Card Number: __________________________________________________________________________________________

Expiration Date: _______/_______/_______        Security Code: ____________

Card Holder’s Name: ____________________________________________________________________________________________

Signature: ___________________________________________________________________________________________________

Billing Address on Card: ________________________________________________________________________________________

MAKE CHECKS PAYABLE IN US DOLLARS TO: IQPC HEALTHCARE, INC

* CT residents or people employed in the state of CT must add 6.35% sales tax.

Team Discounts: For information on team discounts, please contact IQPC Customer Service at 1-800-882-8684. Only one discount may be applied per registrant.

Special Discounts Available: A limited number of discounts are available for the non-profit sector, government organizations and academia. For more information, please contact customer service at 1-800-882-8684.

Details for making payment via EFT or wire transfer:

Bank Name: JP Morgan Chase & Co.

Name on Account: Penton Learning Systems LLC dba IQPC

Account #: 586121852

ABA/Routing #: 021000021

Reference: 238942001

Payment Policy: Payment is due in full at the time of registration and includes lunches and refreshment. Your registration will not be confirmed until payment is received and may be subject to cancellation. For IQPC’s Cancellation, Postponement and Substitution Policy, please visit www.iqpc.com/cancellation

Special Dietary Needs: If you have a dietary restriction, please contact Customer Service at 1-800-882-8684 to discuss your specific needs.

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