

# WHAT IS “THE NETWORK”?

## Quality Insights Renal Network 4

Quality Insights Renal Network 4 is an End-Stage Renal Disease (ESRD) Network. ESRD Networks help dialysis and kidney transplant facilities improve the quality of care at dialysis units and transplant facilities. Network 4 is one of 18 Networks contracted by the Centers for Medicare & Medicaid Services (CMS) to track patient data and improve the quality of treatment.

Network 4’s service area includes Pennsylvania and Delaware. There are approximately 305 dialysis facilities and 19 kidney transplant programs providing service in the Network 4 region.

Network services include:

- Helping patients navigate care for chronic kidney disease by providing education and facilitating resolution of grievances
- Partnering with patients, providers and other renal stakeholders to improve the quality of renal care
- Working with Patient Subject Matter Experts (SMEs) and providers to facilitate patient, family and caregiver engagement at the facility and Network levels
- Coordinating a Patient Representative Program that engages a Network 4 Patient Representative at every facility
- Improving the collection, reliability, timeliness, and use of data to measure the processes of care, outcomes and support of the ESRD program
- Improving the quality and safety of health care services provided in dialysis and transplant facilities for patients with chronic kidney disease
- Providing support for CMS’ Quality Incentive Program (QIP)
- Working with the ESRD National Coordinating Center (NCC) to establish and promote emergency management best practices
- Achieving and measuring changes in health care practices to improve quality of life for people with chronic kidney disease

Contact us today to learn how we can collaborate with you for better kidney care.

To file a grievance, please contact Quality Insights Renal Network 4 on the Toll Free Patient Line: 1-800-548-9205, email [dknight@nw4.esrd.net](mailto:dknight@nw4.esrd.net), visit [www.qirn4.org](http://www.qirn4.org) or mail to 610 Freedom Business Center, Suite 102, King of Prussia, PA 19406. This material was prepared by QIRN4 under contract #HHSM-500-2016-00004C with the Centers for Medicare and Medicaid Services (CMS). The contents do not necessarily reflect CMS policy. Publication No. ESRD4-011817

Quality Insights Renal Network 4 is the End-Stage Renal Disease Network for Pennsylvania and Delaware. We are here as your source for support, guidance and information.

### Network 4 Staff

**Christopher Brown**  
Executive Director

**Tish Lawson**  
Quality Improvement Director

**Kou Kha-Moua**  
Quality Improvement Coordinator

**Jeannette Shrift**  
Quality Improvement Coordinator

**Deborah Knight**  
Patient Services Coordinator

**Karen Hricak**  
Data Manager  
(CROWNWeb, Forms and Data)

**Emma Fountain**  
Office Manager

Quality Insights Renal Network 4  
610 Freedom Business Center  
Suite 102  
King of Prussia, PA 19406  
(610) 265-2418

**Patient Line (800) 548-9205**  
*(Patients, please call this number.)*

[www.qirn4.org](http://www.qirn4.org)