



*Kirkland Kidney Center celebrating National DT Recognition Week!*

**NEED TO KNOW**

## **Celebrating Dialysis Technician Appreciation Week and your commitment to caring**

### **A note from Erica Lockley, Associate Chief Nursing Officer**

Today is the end of Dialysis Technician Appreciation Week. In my time at Northwest Kidney Centers, it has been my pleasure to get to know many of you and to now serve as your Associate Chief Nursing Officer. I would have never made it as a dialysis nurse without the exceptional dialysis technicians who showed me the "ropes." I learned so much from them at the start of my career and for that I am forever grateful.

As I reflect on the email CNO Heather Thomasson sent to us all recently about Kristen Swanson's "Theory of Caring," I can think of many examples of how the five caring processes show up in the care you provide to our dialysis patients.

- **Knowing:** The work of actively listening to patients' concerns, physical symptoms demonstrates your care about their entire well-being, not just their lab results.
- **Being With:** Whether you are offering a comforting word or simply sitting with a patient during a difficult moment, your empathy and attentiveness reduces anxiety and fosters trust.
- **Doing For:** By helping patients manage discomfort or offering a reassuring hand you are helping them maintain dignity and comfort.
- **Enabling:** You bring our mission to life when you help patients understand their treatment options, teach them how to manage their care, and encourage them to ask questions.
- **Maintaining Belief:** Your role is more than just performing procedures; it includes offering words of encouragement to help patients maintain a positive outlook, even in difficult times.

I know we are early in adopting this theory of care, but I hope you all agree that it will further enhance the care we provide.

Thank you for embodying these principles in your daily work and for your unwavering commitment to person-centered care.

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**In celebration of National Dialysis Tech Week, the NKC leadership team put together a fun video to show our appreciation for all that you do! Your contributions are truly invaluable, and we want you to know just how important you are to our team. Thank you for your dedication and hard work!**

[National DT Recognition Week Video \(youtube.com\)](#)

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**Patient medication update: Phosphate binders now required to be dispensed by NKC pharmacy**

Starting Jan. 1, 2025, Northwest Kidney Centers dialysis patients who have Medicare (either traditional Medicare or Medicare Advantage) will need to obtain their prescription phosphate-lowering medications, also referred to as phosphate binders, through the Northwest Kidney Centers pharmacy.

We have communicated with patients and physicians about this change and have requested that all prescriptions for phosphate-lowering medications be transitioned to the Northwest Kidney Centers pharmacy no later than Dec. 30, 2024.

We have created a number of materials to support this transition, including a patient FAQ and chairside talking points for staff. These resources can be found on [K-Net](#).

The medications that patients may have questions about include the following:

- Sevelamer carbonate (Renvela)
- Sevelamer hydrochloride (Renagel)
- Calcium Acetate (Phoslo)
- Sucroferric oxyhydroxide (Velphoro)
- Lanthanum carbonate (Fosrenol)
- Ferric Citrate (Auryxia)
- Tenapanor

If a patient has questions about this change, please direct them to your clinic's dietitian.

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## **New Single-Sign-On and Authentication platform rollout – Okta**

NKC uses Microsoft for our Single-Sign-On (SSO) and Multifactor Authentication (MFA) as its security platform. We have heard your feedback about some challenges with Microsoft's platform, so we are taking steps to enhance your experience.

We are excited to announce that we are transitioning to a new platform, Okta. Due to its user-friendly interface and robust security features, Okta is already being used successfully in other Seattle healthcare organizations, such as UW Medicine and Seattle Children's.

### Key features you can look forward to:

1. **Okta Dashboard:** Enjoy a centralized landing page that displays all NKC applications you can access in one place.
2. **Desktop SSO:** If you're using an NKC computer, you can log into your Okta Dashboard and applications seamlessly without needing to enter your username or password.
3. **Okta Verify App:** When MFA is required, simply select the correct number from three options, eliminating the need to enter codes manually.
4. **MFA Request Reduced:** The platform will also reduce the amount of MFA you will need to do throughout the day.

These are just a few features you'll experience on the new platform. As we continue to build out Okta, there will be even more enhancements.

Given the significance of this transition, we'll implement it in phases. We will send out communication for each application move. During this period, you'll need both the current Microsoft Authenticator and the new Okta Verify app for MFA. We appreciate your patience as we make this important shift. Once the transition is complete, we will notify you when you can stop using the Microsoft app for the NKC systems and rely solely on Okta Verify.

Look out for future emails regarding how to log in to your Okta Dashboard and set up the Okta Verify app. Thank you for your understanding and support as we improve our security platform and experience.

If you have any questions, please do not hesitate to email [cybersecurity@nwkidney.org](mailto:cybersecurity@nwkidney.org).

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## **Get ready for the Fall ICH-CAHPS patient survey!**

We're gearing up for the Fall 2024 ICH-CAHPS survey, and pre-notification letters are being mailed to Medicare patients today, Oct. 18th. The survey itself will be sent to in-center dialysis patients starting Nov. 1st, with data collection running through January 10, 2025.

We're required by CMS to administer this survey two times a year, in the spring and the fall. Our goal is to collect 30+ completed surveys at each clinic, and we need your help!

Please remind patients to watch for the survey in their mailboxes and encourage them to participate. It's a valuable opportunity for patients to provide feedback, which helps us continue improving the care we provide. While staff can't assist with filling out the survey, a friendly reminder from you can go a long way! Thank you for helping make sure our patients' voices are heard.

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## **Open Enrollment Period: Sunday, November 3, 2024 - Saturday, November 16, 2024**

Open Enrollment will be opening soon for employees to make changes to their medical/vision, dental, and life insurance coverage. You will be able to add or remove the following dependents from your plan: spouse, domestic partner, and/or children. This is all available as a self-service option in ADP under your Benefits Profile.

If you would like to meet to discuss Benefit Offerings or need support with making changes, you can join one of four Open Enrollment Q&A sessions.

1. [Monday, 11/4/2024](#), 2:00-3:00 PM
2. [Wednesday, 11/6/2024](#), 12:00-1:00 PM
3. [Monday, 11/11/2024](#), 5:00-5:30 PM
4. [Thursday, 11/14/2024](#), 7:30-8:00 AM

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## **Clarity MFA launches Oct. 28th**

Beginning Oct. 28th, all staff using Clarity will be required to set up Multi-Factor Authentication (MFA). This will require the download of either the Google or Microsoft Authenticator app and you may want to do that ahead of time. You will not be required to use MFA in NKC clinics, offices, or

local hospitals. Additionally, there's no need to use RemoteApp or configure your IP address. Simply visit the Clarity webpage and enter the MFA code generated by the app.

You will have a two-week period to sign up for MFA, starting on October 28. Below, you'll find detailed instructions for enrollment, along with a Frequently Asked Questions (FAQ) section to address any questions you may have.

Thank you for your cooperation as we enhance our security measures. If you have any questions or need assistance, please do not hesitate to reach out to Heidi Lee IT Solutions Manager at [heidi.lee@nwkidney.org](mailto:heidi.lee@nwkidney.org).

## Clarity MFA and Initial Setup

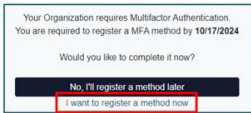
*Page 1-2: How to set up MFA the first time  
Page 3: How to sign in going forward and FAQs*

We have a new way to sign into Clarity that will enhance security and maintain privacy for our patients. Additionally, now you won't have to go through RemoteApp or have your IP address set up. You can go directly to the webpage. We'll be using MFA (Multifactor Authentication) to access Clarity, but MFA will not need to be used while in NKC clinics or in local hospitals.


Starting October 28<sup>th</sup> when you log in, you'll get this message to set up MFA.

### Initial MFA Setup

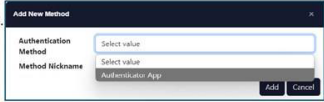
1. When you're ready, click on I want to register a method now



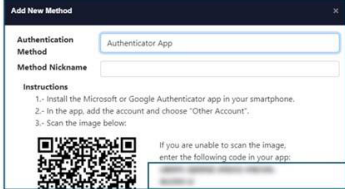
2. You'll be taken to the following screen. Click Add.



3. Next choose the Authentication Method. There is only one choice, Authenticator App. Select it and click Add.



4. Your next screen has the following instructions. If you'd like to give your method a nickname you can, but it's not required.





# Clarity MFA - Initial Setup (cont.)

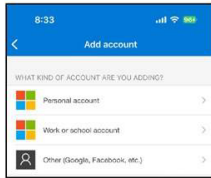
Page 1-2: How to set up MFA the first time  
Page 3: How to sign in going forward and FAQs

## Initial MFA Setup (continued)

5. If you do not already have the Microsoft or Google Authenticator app, then go to your app store to download it. Open it up and click on the + sign in the top right corner.



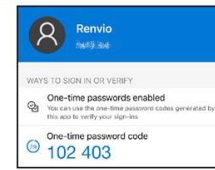
6. Select Other. If given options, select Scan QR Code.



7. Aim your phone at the QR code on your computer screen. Your phone should automatically capture the QR code. Renvio will now be an option in your Authenticator App. Renvio is the parent company of Clarity.



8. Open the Renvio option and you'll see a One-time password code. This code is valid for only 30 seconds, as seen in the timer to the left of the code.



9. Going back to your computer, enter this code into the box on the bottom.



10. Click Add.

11. You'll be brought back to this screen. Click Complete Registration.



NKC IT Team



# Clarity MFA – Signing In and FAQs

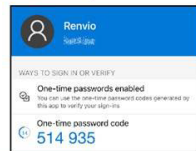
Page 1-2: How to set up MFA the first time  
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## Signing into Clarity with MFA

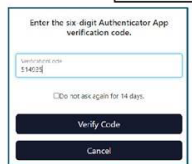
In the future, when you sign into Clarity outside of a clinic or hospital, you'll be presented with this request.



1. Go to your authenticator app and open up the Clarity option. You'll see a six-digit code as before.



2. Enter this code in the box on your computer screen. Click Verify Code.



## FAQs

- Will I have to do MFA no matter where I am?  
No. If you are in an NKC clinic or an area hospital you will not need to do MFA
- I can't find my authenticator app on my phone. What do I do?  
You can use the Search function on your phone.  
- For iPhones in the latest iOS there is a search button at the bottom of every home screen  
- For Android phones use the search bar at the top of every page from the home screen
- If I click the box "Don't ask for 14 days" is that for one device or all devices?  
It is for only that device.
- What if I don't have a smart phone?  
Contact Heidi Lee at [Heidi.Lee@nwkidney.org](mailto:Heidi.Lee@nwkidney.org) for further instructions.
- Do I need to change or reset my Clarity password?  
No, you do not need to change or reset your password
- What if I need help with MFA?  
Contact the Service Desk at [support@nwkidney.org](mailto:support@nwkidney.org) or by calling



NKC IT Team



Shuttle transportation to Yesler Terrace clinic

With rain in the forecast this week just a quick reminder that shuttle rides are now available through security. If you need a ride between Haviland/Broadway and Yesler, please call the main number at 206-720-3995.

Also, don't forget that umbrellas are available behind the Broadway reception desk and in the 2nd floor break room.

Stay dry and safe!

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## Updates from your Clinical Ed. Team

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The Clinical Education Department |

# THE REVIEW

OCTOBER 2024

VOL. 4

“

An investment in knowledge pays the best interest - B. Franklin

## NEW HIRE COMPETENCY EXAM PILOT

The Clinical Education department has completed the new clinical competency exam pilot. Pictured below is the latest group of inexperienced new hires who successfully passed the exam scoring 80% or higher. WAY TO GO and WELCOME to NKC!



# 50+

## TRAINED PRECEPTORS

Congratulations to the preceptors who have successfully completed the revised preceptor program. The new program launched in January. As we close out the year we want to say "THANK YOU" for your commitment to excellence in onboarding new staff!



### Did You Know?

There are educational videos available on K-Net! Check out the current Clinical Education video library. Go to K-Net >> Employee Education>> Clinical staff education >> Clinical Support and Training Videos

### Ask ClinEd



**Q:** Is it ok to prepare tape away from the patient station?

**A:** The best demonstrated practice is to prepare all disposable supplies (i.e. tape) at the patient station.

## EXTERNAL EDUCATIONAL OPPORTUNITY

### What's Going on in the Water Room?



Join us to review all things Water & Dialysate Quality!

Why is it important, interpretation, and what surveyors are looking for!

Presenter: Glenda Payne: Co-Founder and Principal at National Dialysis Accreditation Commission

Date and Time: November 7, 2024 at 8 PM EST

Link to Sign UP:





**NKC anniversaries**

## NKC Anniversaries Oct. 5th - Oct. 18th

**38 YEARS**

Duane Coates

**28 YEARS**

Tanny Sison

**21 YEARS**

Girma E Bedaso  
Ashish Kumar

**11 YEARS**

Jody Schindler

**10 YEARS**

Raul Lumauig  
Leilanie Prepotente  
Kimber Sims

**7 YEARS**

Hana Osman  
Maria Tugawin

**6 YEARS**

Pamela Man  
Juno Arciaga

**4 YEARS**

Jaron Heck  
Lara Severn

**3 YEARS**

Jacob Davis  
Jonathan Miller  
Irwin Sestina

**2 YEARS**

Jerome Castro  
Edwin Cardona  
Reyjan Adajar  
Robert Bunnell  
Karen Aguayo  
Louisa Culp

**1 YEAR**

Victoria Lakey  
Keira Un  
Linda Nguyen  
Lope Nera  
Rowena De Guzman  
Kristen Cole

Alison Wepler  
McKenna Melton  
Erin Lee  
Asia Ballou  
Michelle Stevens

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## NICE TO KNOW

### Reminder to complete your Cultural Competency training

We would like to remind staff to complete the Cultural Competency: Diversity and Social Determinants of Health course by October 31<sup>st</sup>. Staff can log-in to MedTrainer on KNET or click [here](#). Reminder emails will be sent out to staff next week for those who have not completed it. The People team are aware that managers have not been able to view their teams in MedTrainer this is due to a bug which MedTrainer support is working on fixing. We will let everyone know when it is fixed. If any staff are experiencing issues with MedTrainer please provide full names of affected users, screenshots of the issue, and that if there are technical issues, we have to pass them to MedTrainer support. If there is an issue within MedTrainer there is a support ticket button within the system.

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### Join us for the PKD Walk on Oct. 19th

Northwest Kidney Centers will be walking in and sponsoring this year's Walk for PKD: A Cure is our Finish Line hosted by the PKD Foundation. Walk in this event to increase awareness, support families impacted by polycystic kidney disease and raise critical funds to accelerate a cure for PKD.

Interested in walking with other Northwest Kidney Centers staff or interested in volunteering at our table? Please email [erin.lee@nwkidney.org](mailto:erin.lee@nwkidney.org) for more information.

#### Event Information:

- **Saturday, October 19<sup>th</sup>, 2024 @ Green Lake Park** (7201 East Green Lake Dr. N, Seattle, WA 98115) starting at 9 a.m.
- Length of Route: 2.8 miles

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### Kaiser Permanente Webinar - Navigating and Engaging with Your Care Team

Kaiser Permanente is hosting a series of virtual learning sessions, "Here's to Your Health". Each 30-minute session is led by a clinical expert and will focus on how to optimize your personal health. Learning sessions will be held monthly.

The events are offered at no cost and are open to anyone interested in learning about how to engage in healthy activities and learn about resources available.

## Upcoming Sessions:

*Navigating and Engaging with  
Your Care Team*

presented by Dr. Stanley Shyn

Wednesday, October 23, 2024

12:30 p.m. – 1:00 p.m. PDT



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## Send us your patient stories

The Communications team is always looking for new patient stories! If you have a story idea, please email it over to [communications@nwkidney.com](mailto:communications@nwkidney.com).

Thanks to the Port Angeles staff for connecting us with Margie Woodcock. She dialyzed at our Broadway clinic back in 1969 before receiving a transplant in 1971. Her transplanted kidney lasted over 50 years, and she resumed dialysis at PAKC earlier this year. Read her full story [here](#).

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## Job of the Week

Our Bellevue, Lake City & Kirkland Kidney Centers are hiring for Dialysis Technicians. Positions are eligible for the Employee Referral Bonus!

<https://www.nwkidney.org/careers/>

Did you miss an issue or would like to reread this one? View all past issues on K-NET [here](#).