



ED and  
Hospitalization  
Reduction at NKC

# Hospitalization and ED Reduction at NKC



12 NKC Clinics have been assigned “Hospitalization Reduction” for 2025-26 Network Projects



To standardize, and provide best practice care to all patients, we are implementing the requirements of this work to ALL NKC clinics



Our targeted go-live date is Monday August 4, 2025

# Hospitalization and ED Reduction at NKC-Why?



*The goal is to reduce UNNECESSARY ED Visits and Hospitalizations*



Dialysis is not routinely available in the ED

If available, it is generally for emergent reasons only  
Patients will usually have an extended wait to get an inpatient bed for HD



Providing HD in the clinic, where we know the patient best, can often happen faster and safer than the ED and helps reduce missed treatments.

Reducing missed treatments positively impacts our productivity and revenue



We want to help decrease ED overuse/crowding, so services are available for those in true need while also being good stewards of financial resources (Medicare, Medicaid and Private Insurance)

# Hospitalization and ED Reduction at NKC-How?



## What is Required?



ESRD ID cards and NKC cards to be provided to all patients



Implement 'Call Before You Go' to help reduce unneeded ED visits and hospitalizations.



Track Call Before You Go utilization

# Dialysis Patient Identification Cards



## Dialysis Patient Identification Card

If this patient is treated in the ED or is hospitalized, please include the dialysis facility contact information below in the patient's medical record:

Name: \_\_\_\_\_

DOB: \_\_\_\_\_

Dialysis Facility: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

**Comagine**  
Health  
End Stage Renal Disease

## Hospitalized?



If you visit the Emergency Department (ED) or are hospitalized, please give this card to the hospital nurse or doctor caring for you. It is very important that the hospital send your hospital and medication records to your dialysis facility.

Comagine Health ESRD Network 16  
P.O. Box 33400, Seattle, WA 98133-0400  
Phone: 800-262-1514 | Fax: 206-923-0716 | [comagine.org/ESRD](http://comagine.org/ESRD)

ESRD ID Cards should be individualized using the template that will be sent out and provided to each patient during August.

The NKC ID cards will be available before 8/1/25 and should also be given to patients.

## Emergency Contacts

My dialysis clinic is

## Auburn Kidney Center

1501 W. Valley Highway N. Suite  
#104  
Auburn, WA 98001



NORTHWEST  
Kidney Centers

I require life saving dialysis care.

Clinic phone number: **253-804-8323**

The Emergency Resource line is:  
206-292-3001

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

# Call Before You Go (CBYG)



This has been assigned to several clinics in the past and we have not had a standard process across NKC.



The Network also gives limited input on how to implement.



We have designed a process to educate staff and patients and to track the patients who follow recommended process.



1

Staff education and positive promotion of the CBYG process is vital to the success of reducing unneeded ED visits and hospitalizations

2

Share the ‘WHY’ to help staff understand the benefits

3

Educate all Nurses on the NKC approved Decision Tree and corresponding documentation



## NKC CBYG Decision Tree

The CD team partnered with Dr. Rivara to develop a decision tree to help guide our nurses on how to advise patients

All Clinics to educate Nurses before 8/1/2025

Recommend laminating and keeping a copy of the Decision Tree at the Charge Nurse desk

We understand our Nurses are not trained in triage and we should NEVER tell a patient not to go to the ED-  
'When in Doubt, Send them OUT'

Don't forget to document in Clarity



**NKC Call Before You Go**  
Patient calls clinic reporting intent to seek care in ED

### Step 1: Initial Screening Questions

What symptoms are you experiencing?

- Shortness of breath?
- Swelling or weight gain?
- AV access or CVC concerns (e.g. redness, discharge, swelling, fever, chills, loss of thrill, or bleeding)?

Do you feel that you need an extra or make-up dialysis treatment?

### Step 2: Decision Tree

Direct patient to the emergency department

Instruct patient to come to the dialysis clinic

**Criteria:**

- Patient does not feel safe to come to dialysis clinic due to symptoms
- RN does not feel appropriate for patient to come to clinic due to clinical concerns
- Patient-reported bleeding from dialysis access
- Other symptoms concerning to patient or RN (e.g. chest pain, stroke-like symptoms)

**Action:**

- Notify nephrologist immediately
- Instruct patient to present to emergency department
- Call 911 if patient unable to transport
- Document in Clarity

**Criteria:**

- RN assessment that patient would benefit from HD that day
- Patient and RN feel appropriate for patient to be seen at NKC clinic
- Access site concerns without bleeding

**Action:**

- Contact nephrologist or coverage for order for extra HD if needed
- If regular HD schedule is not that day, schedule for extra HD
- If no same-day HD available, contact other NKC clinics or space availability
- If non-bleeding access site concerns, RN assessment and contact nephrologist for further instructions
- Document in Clarity



Like any call received from a patient, documentation in Clarity should be completed using the SBAR format.

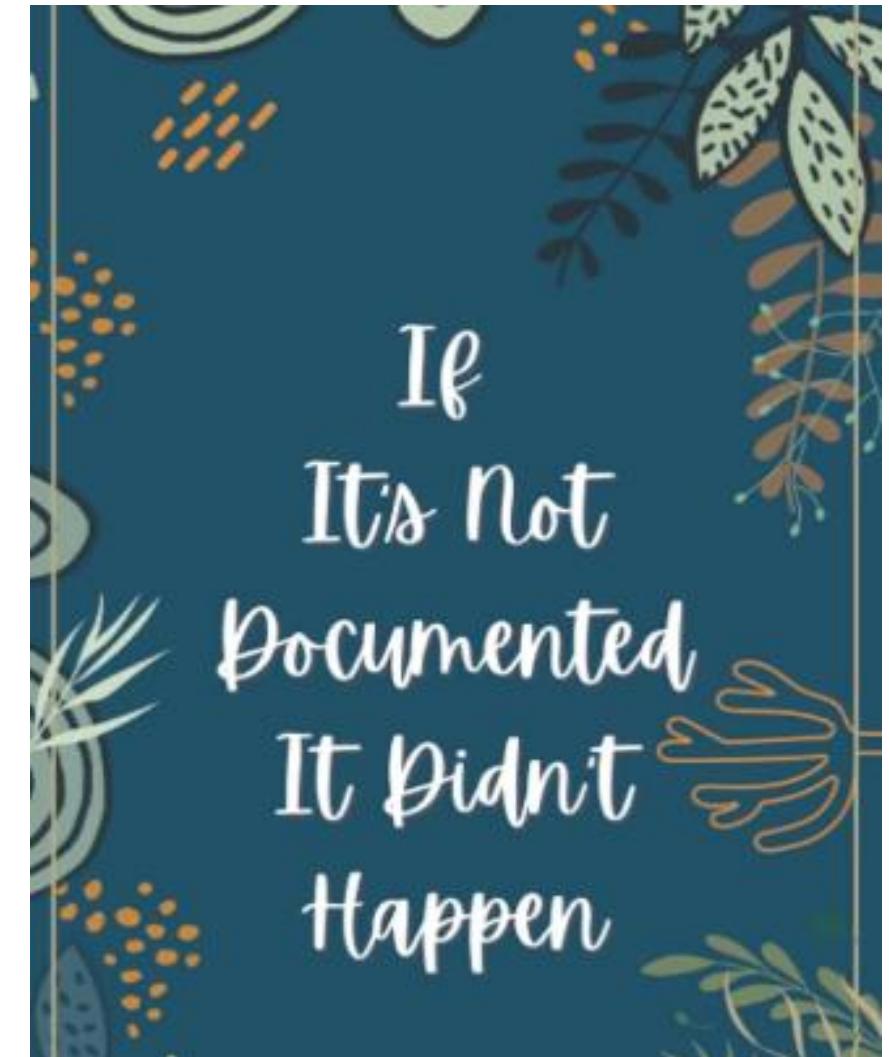
A new note type has been approved and will go-live in Clarity on 8/4/2025 to specifically capture CBYG use.

This not only allows for quick, easy and specific documentation, it also allows gives us the ability to pull a report to obtain monthly numbers to track/report how many patients used the CBYG process.

- This eliminates the need for a separate tracker/log and extra work for the Nurse

CIS will provide a tipsheet to be shared prior to go-live

\*Thank you to CIS and the Governance Teams for supporting this quick timeline!!



Each clinic will be provided 11x17 inch laminated CBYG Posters to hang in highly visible areas

- Please hang at least one poster at the patient scales



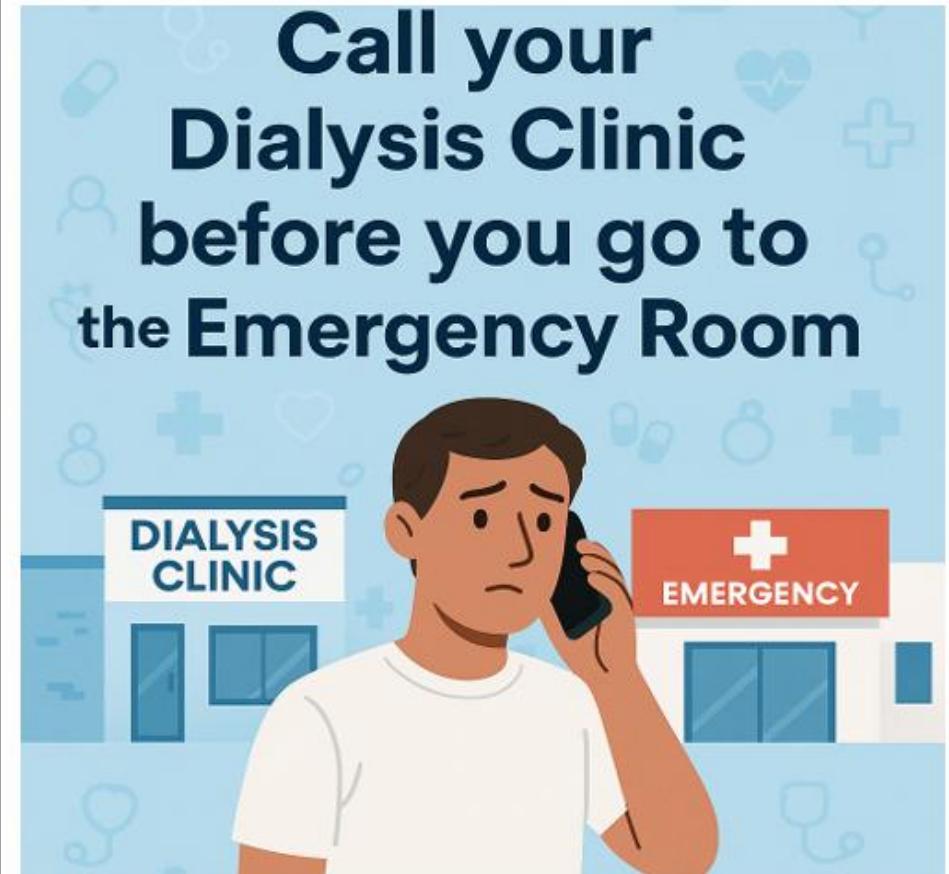
**Call Before You Go!!!**

*Please call your clinic and speak to a Nurse about your symptoms prior to going to the Emergency Room.*

*If you need dialysis, we may be able to help you faster than the Emergency Room.*

## CBYG Patient Education-Clinic Specific

- A template will be sent to all Managers to customize with your clinic name and phone number before printing and providing to patients along with their ESRD and NKC ID cards.
- When delivering to patients, it is important that staff explain the process and remind patients that Emergency Rooms do not generally offer dialysis and they will often have a long wait for treatment.
- Extra flyers should be made available at the front desk in each clinic and also given to new patients (along with ESRD and NKC ID cards) when they admit to NKC.
- If a patient feels they are having a medical emergency, they should call 911 or go straight to the ED.
- Remember, the goal is to reduce UNNECESSARY ED visits and hospitalizations. 'When in doubt, send them OUT!'



Call Before You Go!!!

Clinic: [Renton Kidney Center](#)

Phone Number: [425-251-0647](tel:425-251-0647)

*Speak to a Nurse about your symptoms, if you need dialysis, we may be able to help you faster than the Emergency Room.*





Questions?