



The Patient Services Team seeks to empower people with kidney disease through Kidney PATH, a Peer Mentor Program, and a set of Core Services. Key indicators for these services are highlighted.

KIDNEY PATH

The Stanford Chronic Disease Self-Management Program (PATH) was developed and tested by Stanford University to help people learn to better manage their long-term health conditions. The PEPS team added 2 bonus sessions on chronic kidney disease to the standard 6-week curriculum.

During the 2014-2015 fiscal year, **5 Kidney PATH workshops** were held at:

UM Hospital, Ann Arbor

UM Detroit Center

UM Northville Center

FMC East Lansing

Beaumont Hospital, Royal Oak

At these workshops, a total of **53 adults with kidney disease or caregivers** completed PATH.

PATH (Sessions 1-6) completion rate: **85%**

Bonus Session completion rate: **96%**

Patient Services made **137 referrals** to NKFM evidence-based programs (Enhance Fitness, My Choice...My Health, and PATH) through patient inquiries and health screenings.

PEER MENTOR PROGRAM

As a valuable part of the health care team, Peer Mentors empower patients to move forward with their lives after being diagnosed with kidney disease. The Patient Services Team works to recruit, train, and support Peer Mentors.

A total of **17 Peer Mentors** returned evaluation reports for January—June 2015. Among these Peer Mentors, **102 total contacts** were made in person or by phone.

During the 2014-2015 fiscal year, **2 Peer Mentor trainings** were held at:

Greenfield Health System

Beaumont Hospital

Starting in 2015, Patient Services will partner with the NKF Peers program, which is a national, telephone-based peer support system for people living with kidney disease.



CORE SERVICES

Our core services include Kids Camp, an 800 Number for Resources and Support, an Emergency Fund, a CKD Intern Program, Swartz/Ferriter Scholarship, I.D. Tags, and a Patient Referral Program.

Kids Camp

In July of 2014, 19 kids on dialysis or with a transplant attended Kids Camp.

Scholarship

In the 2014-2015 school year 13 individuals with CKD were awarded a scholarship.

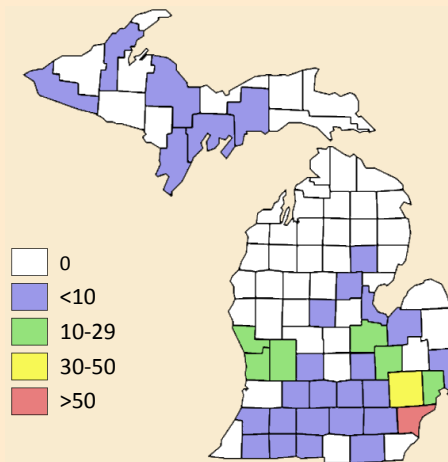
Health Fairs

283 people were screened for risk factors for kidney disease at 4 health fairs. 45 were found to have 2 or more abnormalities in urine, blood pressure, or BMI.

Emergency Medical ID Tags

82 people received low-cost medical ID tags.

Emergency Fund

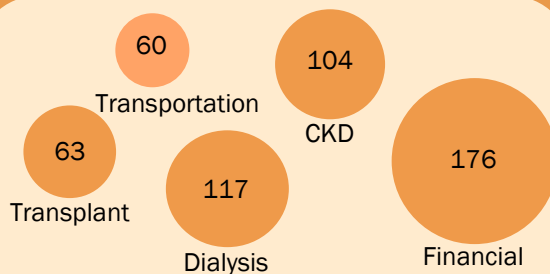
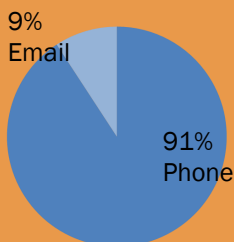


- 285 Recipients
- Common uses for emergency fund include transportation to dialysis, utility bills, prescription co-pays, medical equipment, moving costs, and food.

Distribution of Emergency Fund Recipients by County.

Patient Inquiries

People with kidney disease and their family members often contact NKFM for information and referrals. From July 1st 2014–June 30th 2015, Patient Services staff answered **358 Inquiries** on a variety of topics.



Number of calls on top 5 topics. Calls may cover more than one topic.

