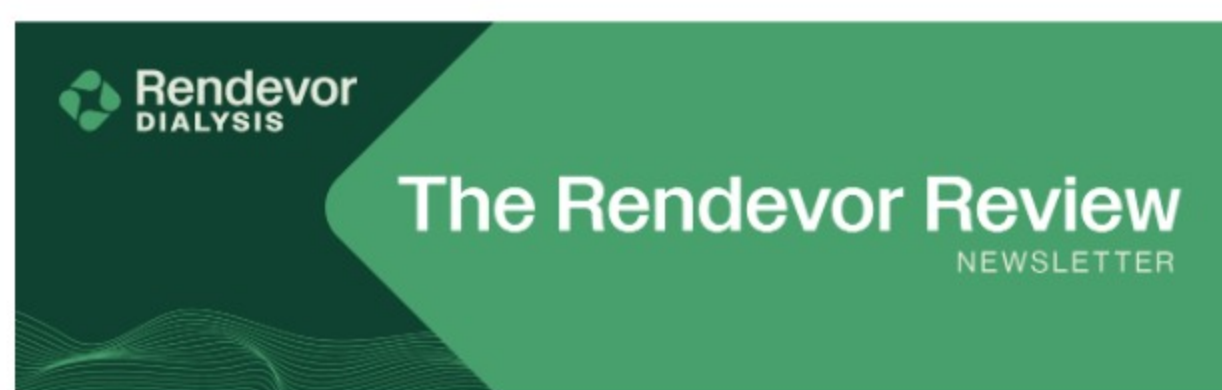


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September 2024

We welcomed September with Labor Day celebrations and we're excited to keep the momentum going!

September 8-14 is **National Nephrology Nurses Week** which recognizes the invaluable contributions of our extraordinary dialysis nurses whose dedication and skill are the backbone of our operations! Then, October 14-19, we celebrate **National Dialysis Technician Recognition Week**, paying tribute to Certified Clinical Hemodialysis Technicians (CCHTs) who are also a critical part of our patients' care team. These inspired weeks shine a spotlight on the collective efforts essential to providing lifesaving treatment and maintaining the highest standard of care.

We dedicate this issue of The Rendevor Review to our **350+ employees** providing on-site dialysis **7 days a week**, for **70+ hospitals, post-acute and correctional facilities** across 26 states!

Hats off to the exceptional workforce fulfilling our mission - to bring thriving dialysis partnerships to under-served healthcare institutions in need.

70+ Partnerships Across 26 States Require a Unique Staffing Model



Left to right: Lindi Burg, Lexie Corry, Angel Armijo, Monica Dermott, Allison Green, Sue Rodriguez, Cheryl Jones.

Healthcare is fundamentally about people. Whether administering life-saving dialysis treatments or upholding rigorous biomedical, quality, and managerial standards, every Rendevor team member plays a crucial role in our mission.

Supporting 70+ partnerships across 26 states necessitates a unique staffing model. Using a mix of full-time and part-time dialysis-trained nurses and technicians, as well as PRN employees who notably comprise 40% of our 350+ workforce, this structure provides flexibility and coverage, ensuring consistent quality across our diverse facilities. However, this staffing model can pose challenges in maintaining consistent communication and fostering a unified culture. At Rendevor, our core value of Relentless Collaboration drives our Human Resources Department to address these challenges head-on.

"Central to our efforts is gathering employee feedback through individual discussions, unit team meetings, and satisfaction surveys. Our goal is to build a culture of positivity and ownership that drives success across diverse dialysis environments. Do the best you can for our teammates, and they will do the same for our patients," says **Monica Dermott, VP of Human Resources**.

With our Net Promoter Score (NPS) 15% above the industry average, the feedback we receive is directly applied to improving communication, operations, and cohesion. It informs targeted initiatives such as:

- **Conducting market surveys** to maintain competitive compensation and benefits, crucial for attracting and retaining top talent.
- **Introduction of the Kudos Employee Recognition Platform** to foster appreciation, recognition, communication, and camaraderie amid our wide-spread teams.
- **Travel Nurse Program:** Proactively addressing unplanned staffing constraints, a travel nurse program will help to ensure seamless operations across facilities and uninterrupted care for our patients.
- **Equipment Retirement Program:** The impetus for this program was delivery of exceptional care for patients with no downtime. This initiative empowers our biomedical team to maintain equipment and/or ensure timely replacement of aging machines. Our clinical teams can perform their vital roles without disruption and partners are guaranteed well-maintained, state-of-the-art equipment.

Our HR Team is behind every successful recruitment and retention initiative. This group stays abreast of the employment laws for 26 states and orchestrates all hiring, onboarding, benefits, compensation, employee relations, training, and overall job satisfaction for our employees. The diligence and laughter that comes out of the HR department is the daily embodiment of our core values - *Embrace Every Challenge, Tend to Others First, and Always Do What's Right.*

Equipment Retirement Program a Win-Win for Partners & Patients

"I started just prior to the Equipment Retirement at Mt. Olive. The very first thing everyone noticed was the new machines are very quiet. The noise level in the small unit dropped immensely! The alarms are less severe, so they don't startle the patients which makes for a better treatment experience. And the guidance screens have prompts that help us to easily set up and tear down. Overall, we are very pleased here, me and the patients, as well as the other workers in the unit."

~ Adena Nibert RN, BSN, Unit Manager
Mt. Olive Correctional Complex

In another sign of visible changes that sprung from our 2023 restructuring, Rendevor Dialysis is completing the second phase of key equipment updates and upgrades across our footprint. These investments, well into the seven figures, demonstrate leadership's commitment to quality and excellence.

Now in its second year, the Equipment Retirement Program is on pace to annually replace equipment performing at the bottom 15-20% of Rendevor's fleet. Utilizing data from biomedical equipment tracking software, MPulse, alongside direct feedback from our operating teams, we have been able to pinpoint dialysis machines and ROs that are in greatest need of replacement. What started with nine facilities in 2023 has expanded to 12 in 2024, and we're thrilled to witness the integrity of these machines resulting in operational efficiencies.

"This program was driven by our commitment to deepen and expand our Biomedical Services Department and recognize the value of maximizing the quality of equipment placed with our client partners. Advanced technology empowers our teams with the highest-performing equipment for safe, reliable, and efficient treatment for patients," said Jason Combs, CEO.

Collaborative Care Helps Dialysis Team at Hunt Regional Medical Center Earn Excellence Award



Join us in saluting Hunt's Top Dogs!

In May, Rendevor partnered with Hunt to launch the Collaborative Care shared-staffing model, replacing the hospital's outsourced dialysis program. The implementation came complete with new equipment, supplies, policies and procedures and, importantly, consultation. Guiding the transition process and supporting operations, our Acute Quality Manager has been on-site to provide training, reporting, and audit mitigation.

After only two months, the team was recognized by the leadership at Hunt Regional Medical Center for their outstanding work! "The Top Dog Award is given monthly to a department that goes above and beyond," said Reese Hurley, CNO at Hunt. Keep up the hard - and important - work!

Find more information about how Rendevor helps hospitals take control of their dialysis program.

[Hospital Services](#)

Calendar of Events

Meet one of our experts at an upcoming event! Learn more about our scalable dialysis solutions, and be a part of the conversation that's driving change for under-served healthcare facilities.

September 8-14 **National Nephrology Nurses Week**
October 14-19 **National Dialysis Technician Recognition Week**

Texas Health Care Association Annual Convention
Booth #711
Sept. 9 - 11

Marcus Evans Healthcare CNO Summit
Sept. 12 - 13

National Conference on Correctional Health Care
Booth #326
Oct. 19 - 22



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