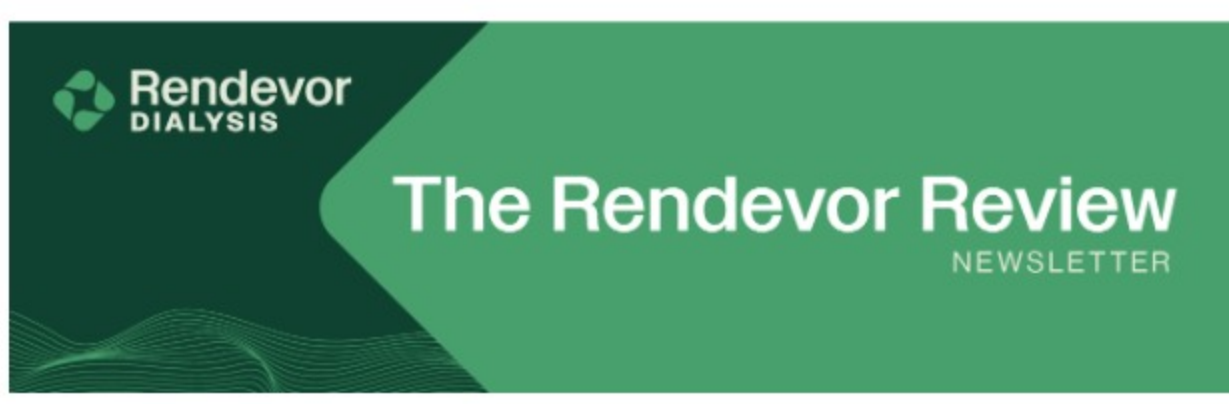


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December 2024

2024 has been a banner year for Rendevor Dialysis as we proudly rebranded the company, built out extensive infrastructure to support growth, and celebrated our 30th anniversary!

Our family-owned-and-operated company has grown to become the market leader in on-site correctional dialysis over the past three decades, and has more recently made tremendous strides in expanding services to include hospitals and post-acute care facilities.



Today, Rendevor provides an elevated standard of care for 71 facilities across 27 states; however, with our new operating divisions we have identified a pathway to significantly increase that footprint.

The company's core values remain steadfast, as does our mission: to bring thriving on-site dialysis partnerships to under-served healthcare institutions and their patients. Looking ahead with excitement to the next 30 years, we are committed to broadening our scalable solutions.

New Market & New Partner for Post-Acute Dialysis: Villages of Lake Highlands!



Left to right: Angela Gholston, RN, Ashley Winters, LMSW, Brittney McKinley, RN, Morgan Schulte, Renal Dietician, Starlett Smith, CCHT, Rose Zeinoun, Regional Director, Kim Deaver, Clinical Regulatory Specialist.

The Villages of Lake Highlands, premier provider of senior services including rehabilitation, therapy, transitional and skilled care, has partnered with Rendevor Dialysis to deliver on-site dialysis treatments at their Dallas/Fort Worth location. The decision reflects the Villages' dedication to providing exceptional clinical care in an elegant residential atmosphere. The new dialysis den also expands the portfolio of care available for residents.

Villages of Lake Highlands brings dedicated medical professionals and compassionate caregivers into a comfortable, home-based setting. Access to these services in the residents' home setting eliminates inconveniences and logistics of off-site travel, provides a more intimate and soothing care environment, and enhances health outcomes through gentler therapies.

"We're honored to partner with a prestigious organization like the Villages of Lake Highlands. Their best-in-class reputation and impressive service offering make them an ideal partner for Rendevor to enter the Dallas/Fort Worth market. Furthermore, their breadth of services aligns with our goal of expanding access to care to traditionally under-served patient populations," said Jason Combs, Rendevor CEO.

Villages of Lake Highlands, a locally owned community in Dallas, provides a broad spectrum of healthcare services for residents experiencing chronic medical conditions or those recently discharged from a hospital. The goal of skilled care is to effectively manage complex medical conditions, providing residents the highest quality of life—in a home environment—specifically designed to make resident stays more comfortable and family visits more enjoyable.

Developing clinical programs that enhance their residents' experience is a key measure of success for the Villages of Lake Highlands, said Kelly Wolfe, CEO. That's what drove the Villages' leadership and clinical teams to invest in a home-based dialysis center.

"Identifying community needs is part of our mission. This model has been successful in enhancing the comfort and quality of life for the residents we serve by decreasing time spent in transit to community dialysis appointments, reduced return to acute care, helping minimize emergency department visits, and an overall shorter length of stay in a skilled nursing setting. This translates to more time working on physical and occupational therapy than traveling, achieving a prior level of function or recovery faster, and most importantly, a better experience for end stage renal disease residents who deserve the quality of care Villages of Lake Highlands and Rendevor are able to provide," Wolfe said.

This Rendevor Dialysis program includes a six-chair dialysis den with capacity to provide treatments as frequently as five days a week for up to 12 patients. Rendevor will provide a full complement of clinical and technical staff, along with all equipment and supplies needed to furnish best-in-class dialysis therapies. Rendevor also strives to provide gentler, more frequent and shorter therapies that improve quality of life and have been proven to enhance clinical outcomes.

Benefits of on-site dialysis services in Skilled Nursing Facilities include:

- **Reduced Transport Risks & Costs** – avoids the dangers and expenses of transporting medically complex patients off-site.
- **Improved Patient Experience** – reduces travel burdens while providing care in a familiar, supportive "home" environment that helps enhance comfort and overall well-being.
- **Enhanced Health Outcomes** – on-site dialysis reduces rehospitalization and infection risks, promotes greater treatment adherence and minimizes missed treatments.
- **Improved Care Continuum** – strengthens relationships across the care continuum through seamless care transitions.

A Program, and A Department, Built from the Ground Up



Left to right: Julie Roberts, Manager of Clinical Services, Rose Zeinoun, Regional Director, Julie L. Roberts, Director of Acute Services, Stacy Vice, VP Clinical Quality and Compliance, Heath Gage, Director of Education and Training, Kim Deaver, Clinical Regulatory Specialist.

Rendevor proudly weaves Clinical Quality and Compliance into the fabric of our core operations. Leading this charge is Stacy Vice, VP of Clinical Quality and Compliance, who has meticulously built this department from the ground up during her 20-year tenure. Stacy fosters a culture focused on exacting standards of excellence evident in every facet of our patient care.

Stacy's dedication and versatility have defined her career with Rendevor. Having served in many roles — from administering dialysis as a trained nurse to overseeing operations, human resources and finances during the company's formative years — Stacy has been a driving force in our growth from 40 employees to our current team of 350. Now a key member of the Rendevor leadership team and a board member of the Renal Healthcare Association (RHA), Stacy champions a professional philosophy that places Quality and Compliance at the core of everything we do. For her, quality is not an optional enhancement; it is the very cornerstone of our dialysis programs and patient care.

"Quality isn't a checkbox; it's our proprietary processes and protocols for creating an environment where every patient receives the best possible care, rooted in clinical compliance and evidence-based practices." – Stacy Vice

The Backbone of Rendevor

At the heart of Rendevor's commitment to excellence is our Clinical Quality and Compliance department, working tirelessly behind the scenes to uphold rigorous accountability and ensure we meet — and exceed — regulatory and quality standards. Dedicated to continuous improvement and safeguarding patient safety, this team embodies Rendevor's core values.

The department's mission is clear and makes a profound difference:

- **Developing Comprehensive Policies:** Grounded in regulatory standards and evidence-based care to ensure consistency and excellence.
- **Monitoring and Reviewing Outcomes:** Enhancing patient safety and outcomes through ongoing analysis and quality improvement initiatives.
- **Empowering Through Education:** Providing clinicians with the training and tools needed to deliver exceptional care.

Beyond these efforts, the department serves as a vital support system for clinical teams, offering guidance, auditing processes and research resources to help navigate complex regulatory landscapes. Through their work, they cultivate a culture of excellence, accountability and compassion in every aspect of patient care.

Understanding Clinical Quality & Compliance

Clinical Quality forms the backbone of exceptional patient care by focusing on results, outcomes and continuous improvement. Our Clinical Quality and Compliance team employs evidence-based practices to regularly review patient outcomes, identify opportunities and implement tailored action plans. They also analyze audit results to pinpoint areas needing corrective action, ensuring a responsive, learning-focused approach to quality care.

Clinical Compliance ensures strict adherence to healthcare regulations and best practices. The Clinical Quality and Compliance team actively monitors and audits processes to prioritize patient safety and data privacy. They ensure that all clinicians are thoroughly trained and credentialed to deliver care aligned with current healthcare standards. The team works to reinforce compliance principles through ongoing education, embedding them into everyday operations.

Education: A Cornerstone of Our Approach

Education is at the core of Rendevor's commitment to excellence. Our Clinical Quality and Compliance department provides comprehensive training that ensures all clinicians stay updated on best practices in patient care. The team utilizes skills, checklists and clinical competency evaluations to maintain high performance standards. They strive to apply the latest innovations and evidence-based strategies to continuously enhance care delivery.

By integrating quality, compliance and education into our culture, the team creates an environment where both patients and clinicians thrive.

Rendevor Nurse Spearheading Change



Nuredin Ousman organizes medical equipment donations to his hometown of Tepi, Ethiopia.

The healthcare disparity between his hometown in Ethiopia and the U.S., where Nuredin Ousman works as a dialysis nurse, is stark.

"There were only three general practitioners, one internist and one surgeon," Ousman said about his hometown hospital in Tepi, Ethiopia, home to roughly 25,000 people. "The other thing is the ratio of patients to nurses is really, really very big. Here, it might be one nurse to five or six patients. There it might be one nurse to 20 or 25 patients."

Patients who need more involved care are commonly referred to a city about 83 miles away. The trip can take more than three hours by car.

Ousman is determined to make a difference. When he learned about Rendevor's Equipment Retirement Program, Ousman rolled up his sleeves and began organizing.

Rendevor's Equipment Retirement Program launched earlier this year. It replaces dialysis machines that have exceeded their useful life due to age or technological changes. As a result, Ousman has access to roughly 30 devices he plans to ship to Tepi.

In addition to the equipment donation, Rendevor plans to help cover the shipping costs.

This isn't Ousman's first experience coordinating medical shipments to Ethiopia. He was inspired to begin organizing aid shipments after a February 2020 visit to his home. Returning to the U.S., he found others in the States who shared his passion. The group, Ethiopian Healthcare Association, began orchestrating shipments of medical equipment and supplies.

This is the third shipment Ousman has worked with the group to send to Ethiopia since 2023. The group, 65 healthcare workers that include doctors, respiratory therapists, physical therapists, and nurses, donated their own money and used grassroots fundraising to pay for the shipments.

"We finance it ourselves. Each of us raised about \$200. And we went to a church on an Ethiopian holiday. We explained what we were doing. We got a little bit of support from the church, but most of the money is contributed by the group," Ousman said. "The good thing is everybody is willing to give because they know what it's like in our country."

"We are forming a nonprofit to get our own website. We want to make it official," Ousman said.

He even began translating patient education materials that he and colleagues use here in the U.S. He sends the translated documents to healthcare workers in Ethiopia.

Ousman was awarded a visa and emigrated to the U.S. in 2013, the same year he began his nursing education. Earning his associate's degree in 2016, he began working as a medical/surgical nurse before completing his bachelor's degree in nursing in 2021.

Ousman has been a dialysis nurse with Rendevor Dialysis since early 2023. "I have a family member who is on dialysis. So I always wanted to be a dialysis nurse when I was back home and when I was in nursing school," he said.

Combining his passions of caring for dialysis patients and supporting his hometown come naturally to him. As his efforts grow, his goal is to expand dialysis services available to people in Tepi.

"I'm planning to have our own dialysis centers ... to give free treatments or just provide them at very, very little cost."

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.

December 10 Villages of Lake Highlands Open House

Visit with our nurses and technicians, and tour the new Rendevor Dialysis den.

Happy Holidays!

December 25 Christmas

December 25, 2024 - January 2, 2025 Hanukkah

December 26, 2024 - January 1, 2025 Kwanzaa



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