



CASE STUDY

Southwest Mississippi Regional Medical Center



Challenge

A 2024 assessment by Southwest Mississippi Regional Medical Center leadership validated that their existing outsourced dialysis services were no longer financially viable, threatening access to essential care for acute patients. According to LaVoyce Boggs, SMRMC's Chief Nursing Officer, without an alternative, patients would have to travel 30 minutes to more than an hour for vital treatments. SMRMC was committed to finding a way to preserve these services for the long-term benefit of the community.

Solution

SMRMC partnered with Rendevor to insource dialysis care using the Collaborative Care shared-staffing model.

Rendevor provided all programmatic needs, including facility design, equipment fleet, biomedical services, training, clinical quality, and inventory management. SMRMC supplied their clinical teams to administer treatments— creating a patient-centered, efficient in-house dialysis unit.

Values

"They worked closely with our physicians to ensure the medical team understood the process. Finding a schedule that allowed our physicians and their nurse practitioners to participate was a challenge," said Boggs. "It was important to us that everything aligned with the physicians' protocols and expectations."

Professionalism

"Rendevor provided the support, the education, the knowledge, and the training that we needed to manage an in-house dialysis program. They made sure our policies and protocols matched up and that we met all the necessary quality metrics, both current and future," Boggs explained. "It is a true partnership with Rendevor—not competitive. It's, 'What can we do to make your facility better and help you deliver the best service to your patients?'"

Program

The transition to Rendevor's Collaborative Care model was developed specifically for SMRMC, including:

- » Drawing schematics and helping convert a former physical therapy space into a new custom-built dialysis den—functional, efficient, aesthetically-pleasing, and patient-friendly.
- » Teaming up with the equipment manufacturer to provide clinical staff with end-to-end training on new dialysis machines and electronic documentation systems, ensuring safe and effective treatments.
- » Providing ongoing regulatory guidance on compliance, infection control and quality standards, mitigating the operational burden on hospital leadership.
- » Streamlining operations by managing inventory and supply ordering, so nurses could focus on direct patient care without logistical distractions.

Results

SMRMC has seen measurable improvements and benefits since implementing the insourced program:

- » Increasing treatment volumes from 2 per day to 3 or 4 per day, with peak volumes reaching 69 treatments in a month.
- » Rendevor's biomedical service, inventory management, and chart audits have empowered staff and freed program leaders to focus on patient outcomes and team development.
- » Biweekly calls between Rendevor and SMRMC allows for continual guidance, shared governance, and preemptive identification of any areas of concern. Operating as a unified team provides SMRMC a sense of ownership and the ability to meet all regulatory compliance and safety standards while adapting to community needs.

SMRMC and Rendevor are working hand in hand to deliver lifesaving care for the McComb, MS, community.

*"We can't say enough good things about Rendevor.
They are willing to help us with anything."*

— Melanie Sumrall, Manager of Dialysis and DDC

Sumrall noted that when she first assumed responsibility for the dialysis unit, she didn't have a background in dialysis and relied heavily on Rendevor's clinical expertise and ongoing support to navigate the role:

"That's exactly how it's designed to work. The nurse manager doesn't need to know dialysis—just how to manage people," added Julie Roberts, Director of Acute Clinical Operations for Rendevor.

"Our Acute Quality Managers, the backbone of our Collaborative Care program, are experienced dialysis nurses with at least five years in the field, many with multi-modality backgrounds. They are on the ground supporting the hospital's clinical team with staffing questions, equipment use, documentation, and real-time training. Their job is to ensure the unit runs safely and efficiently—without adding pressure to your leadership."



They tailored the implementation and the program around us and our needs. If they told us they were going to do something, they met their deadlines and dates."

— LaVoyce Boggs, Chief Nursing Officer

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