

JUNE 2025

Honoring Nurses and Expanding Our Impact

In this issue, we spotlight the leaders who are driving expansion with purpose while remaining grounded in what matters most: exceptional, human-centered care.

Our skilled clinical teams and biomedical technicians have never been more vital as we're currently fulfilling two new contracts in New York and California, scaling Rendevor operations to 28 states nationwide.

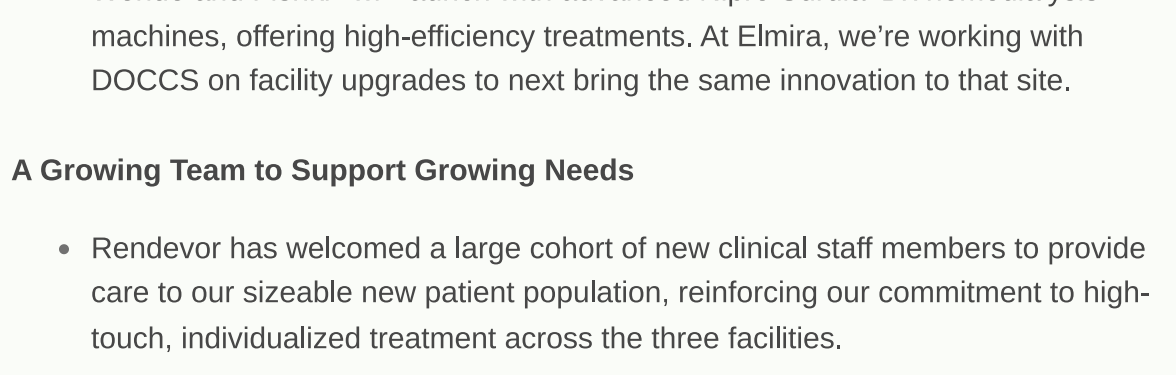
To accommodate our six new facilities, we hired 56 dialysis nurses—a perfect way to kick off **National Nurses Week** and celebrate the extraordinary contributions of nurses across the country. We honor the dedicated professionals who represent hundreds of men and women delivering life-saving dialysis care daily, with unwavering commitment to clinical excellence and patient dignity.

One of those nurses is Tracy Haskins, who began her journey in federal correctional healthcare in 2012. She joined Rendevor Dialysis in 2018, and by 2021, had risen to become the unit manager at Butner Federal Medical Center in Butner, NC. Tracy embodies the very essence of nursing.

Reflecting on her role, she shared: *"Federal correctional nursing has taught me to recognize the wide range of human experiences. It's humbled me. It's taught me how to remain objective—even when I know the individuals I care for have potentially committed significant crimes—and to stay true to the pledge I took as a nurse: to care without judgment."*

RENDEVOR IN THE NEWS

Rendevor Secures Statewide Contract with New York DOCCS for On-Site Dialysis



We're proud to announce a landmark partnership with the New York State Department of Corrections and Community Supervision (NY DOCCS), fulfilling our mission to bring thriving on-site dialysis to the most complex healthcare environments in the country.

This award signals our operational readiness and signifies a shared vision with NY DOCCS: one that prioritizes safety, quality and system-wide reliability. With every treatment and every interaction, we are proud to take this first step toward a long, impactful partnership.

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Building Momentum: A Look at the Launch

Continuity of Care and Staff Retention at Elmira

- Rendevor is thrilled to retain existing dialysis staff at Elmira, ensuring smooth transitions and uninterrupted care. This stability benefits both our patients and our growing team in New York.

State-of-the-Art Equipment and Facility Enhancements

- Wende and Fishkill will launch with advanced Nipro Sordial Dx hemodialysis machines, offering high-efficiency treatments. At Elmira, we're working with DOCCS on facility upgrades to next bring the same innovation to that site.

A Growing Team to Support Growing Needs

- Rendevor has welcomed a large cohort of new clinical staff members to provide care to our sizeable new patient population, reinforcing our commitment to high-touch, individualized treatment across the three facilities.

As we continue the ramp-up phase, our teams are fully focused on aligning with NY DOCCS' goals and operational needs while maintaining the clinical excellence that defines Rendevor.

"Our objective for the first 90 days of operations is to exceed the expectations of NY DOCCS through relentless collaboration and excellent clinical outcomes," said Chris Franco, Vice President of Operations-Corrections.

"The keys to both of these are the outstanding unit leaders, direct patient care providers and biomedical technicians. Our ability to onboard, train and equip these outstanding new teammates has been—and will continue to be—the focus of the entire Rendevor leadership team. It is essential to understand that our direct patient care team is the main effort, and everyone else in the organization is here to support them as we endeavor to be the best dialysis provider and partner."

2025 has brought bicoastal awards for Rendevor with New York DOCCS and the California DOCCS Q1 implantation, reinforcing our status as market leader in on-site correctional dialysis.

Rendevor CEO Jason Combs offered the following insight to the new award: *"The New York DOCCS award represents yet another strategically important addition to Rendevor's growing corrections division. Coming immediately on the heels of the California (CDCR/CCHCS) award, Rendevor will be afforded the opportunity to dramatically increase the number of patients it's able to serve in the correctional setting while also growing our footprint into two states that have long been of strategic importance to us."*

"We feel strongly that we will be able to elevate the standard of care across each of these new facilities to match our goal to bring thriving, best-in-class on-site dialysis programs to our partners. I'm incredibly proud of the Rendevor team for not only executing a fantastic proposal, but also simultaneously implementing two large programs on opposite ends of the country. This takes our core value of 'embrace every challenge' to a whole new level!"

BIOMED SPOTLIGHT

A Biomedical K.I.S.S. (Keep It Simple and Safe)



With lives depending on clean water systems, reliable dialysis machines and compliant environments, biomedical services are more than just operational support—they are vital to patient safety and treatment outcomes. At the forefront is Ryan Martin, Vice President of Operations-Biomedical, whose leadership and vision have reshaped how biomedical services are integrated across Rendevor's clinical partnerships.

Ryan is soft spoken so when he says something, it speaks volumes. Underscoring his serious but affable nature is the knowledge that lives hang in the balance of how his team performs each and every day. His standards are nonnegotiable and yet he makes them easy to abide. Ryan's core tenet is setting people up with the tools, training and protocols they need to be successful. And they have been!

Under Ryan's direction, Rendevor's Biomedical Department has become a cornerstone of our clinical quality. Our AAMI (Association for the Advancement of Medical Instrumentation), preventive maintenance and microbiological testing scores consistently reach 100%—a benchmark that outperforms industry standards and translates into more than metrics. It reflects real-world equipment reliability, safe environments and superior maintenance practices that directly facilitate better patient outcomes.

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Building Excellence Through Education

Among Ryan's most influential contributions is the creation of Rendevor's comprehensive Biomedical Education Program. What started as a basic onboarding framework of skillset checklists and a competency exam has evolved into a structured training pathway that begins on a technician's first day and offers continual long-term professional development.

Key features of this program include:

- Biomed Basic Training**, a course developed by a founding biomedical manager.
- Continuing education annual refreshers**, certifications and beyond.
- A growing on-demand video library with "how-to" modules.**
- Creation of a dedicated leadership position:** Kevin Patterson, Director of Biomedical Education and Development, leads live training and is consistently praised for delivering "the best training they've ever received in the industry."

The Unique Skillset of a Biomedical Technician

As Ryan puts it, Rendevor's biomedical technicians are "part medical technician, part engineer, part compliance officer." Their work requires:

- Regulatory precision and detailed documentation.
- Exceptional time management, as many techs cover multiple sites in multiple states.
- Agility in dynamic clinical settings, often needing reprioritization throughout the day.

These high expectations are met with strong support and ongoing development, ensuring our teams are always ready.

The K.I.S.S. Method

Central to Ryan's leadership is the K.I.S.S. principle—Keep It Simple and Safe. In an industry known for its complexity and red tape, Ryan has led initiatives to eliminate unnecessary processes and streamline how technicians work.

A standout example is our microbiological testing approach:

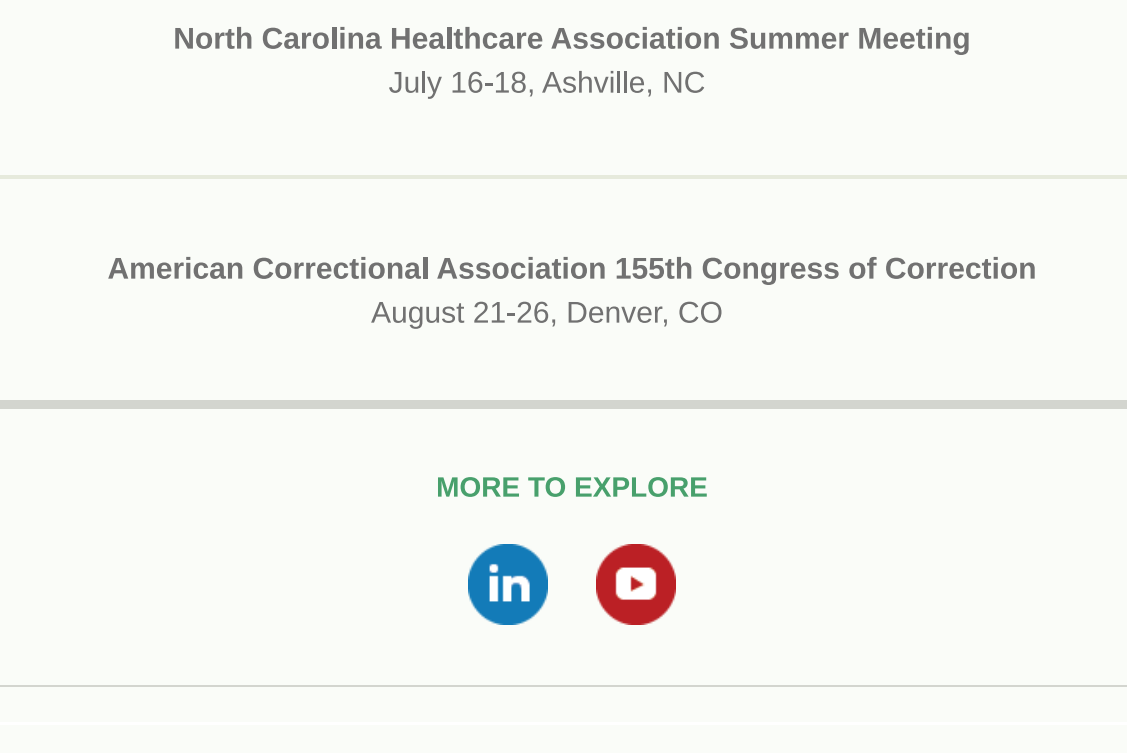
- Monthly disinfection and testing are standard; however, we enforce an internal deadline of the 15th of each month.
- This gives teams 15 days to react, retest and resolve issues within the same month.
- Our proprietary web application allows for data to easily be uploaded, tracked and approved—ensuring on-time, full compliance.

Ryan's approach empowers teams to focus on what truly matters: safe, timely patient care. *"A great process is nothing without a fantastic team to carry it out. Our field team is led by Tasha Collins, Director of Biomedical Services. Tasha is the perfect COO of our department. With 20 years of dialysis experience, she leads with the patient first and with precision, knowledge and supportiveness,"* says Ryan.

"Our regional biomedical managers and support specialists have a combined 100+ years of experience. Each has a passion for patients, safety and compliance," notes Ryan. *"All are agile, collaborative and efficient leaders who live Rendevor's core values."*

Ryan has a big heart. He spearheaded an Equipment Retirement Program in 2023 so that our older, well-maintained dialysis machines could be donated to underserved facilities. In 2024, Ryan coordinated with a Rendevor nurse to expand the program internationally, retiring 30 machines that will provide life-saving treatments in Ethiopia!

If you really want to see his heart swell, ask him about his sons, Joe, 20, Luke, 15, and Braeden, 14. Following in their father's footsteps, all three are on track to become engineers. When not spectating or coaching his sports, Ryan is the drummer for the Dusty Bottoms Band, entertaining crowds with classic rock, country and original music.



Thanks to Ryan's leadership, biomedical services at Rendevor have emerged from behind the curtain, into a starring role. By prioritizing simplicity, safety and education, he raises the bar—ensuring every technician is empowered, every process is optimized and every patient receives care built on a foundation of operational excellence.

TEAM RENDEVOR

Welcome Chris Franco, VP of Operations-Corrections

In just 60 days, Chris has delivered strategic insights, a fresh perspective and a deep commitment to operational excellence—making an immediate impact in our most complex care environment. His leadership is shaped by experience in high-performance organizations including the U.S. Marine Corps, Amazon and DaVita.

Correctional dialysis is a distinct and highly specialized treatment setting and Chris quickly adapted, noting: *"Every facility is different, and every contract is unique—there's no cookie-cutter approach here."* As the market leader, Rendevor supports 70+ correctional facilities across 28 states, each presenting unique operational demands—and Chris is rising to the challenge.

He's working closely with the leadership team to define measurable goals that align with site-specific needs while supporting our nurses and nurse managers (NMs) who he sees as pivotal to both clinical and operational performance. *"The sites that are doing the best clinically and financially often have the strongest NM relationships. It's shown me where we need to invest more time and energy."*

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A Fresh Perspective on a 30-Year Legacy

Despite being new to corrections, Chris isn't looking to change things for change's sake. *"This is a 30-year-old organization with a lot of history. My goal isn't to move too fast or disrupt. It's to understand why things are the way they are and build from there."*

That includes reinvigorating talent development and onboarding. *"On Day 1, I met with a unit in the middle of turnover. We need to make sure people feel welcomed, equipped and supported from the start."* He's already begun reworking job descriptions to focus on clarity, expectations and employee success, not just performance metrics.

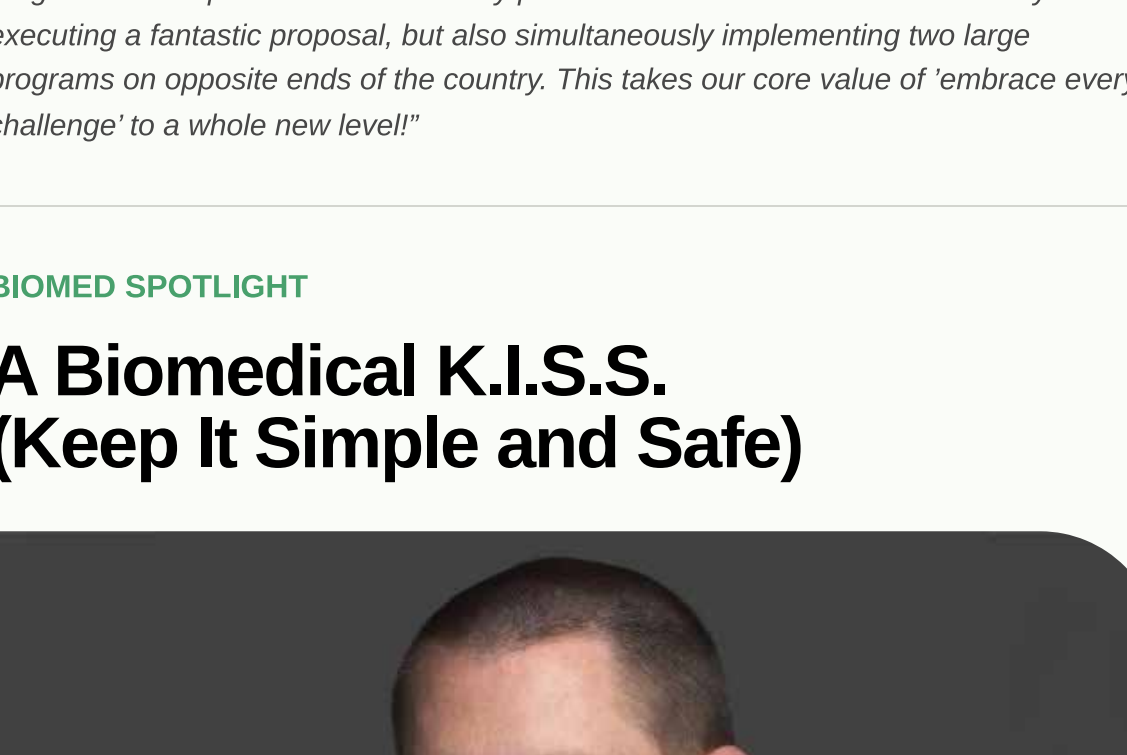
From the Marines to Metrics

Chris brings with him a disciplined approach to feedback and leadership development rooted in his military background: clear expectations, ongoing performance conversations and a focus on growth.

"At Amazon, we did quarterly talent assessments. We're adapting that here—creating a framework for regional directors (RDs) and NMs to talk openly about strengths and areas for development. It's about setting people up to succeed and building a leadership pipeline from within."

Our COO shares that philosophy. Shaun Miller knew the right person for this job when it arose. Who better than someone with whom he served in the Marine Corps?

"When the opportunity came to hire someone to run the longest-standing, largest and most formational division of Rendevor, I knew that I needed someone with grit, endurance, operational savvy, and tried-and-true leadership experience," says Shaun. *"Whoever this leader was going to be needed to have experience leading large, dispersed teams in challenging situations while keeping and flaming the organizational culture. With Chris, all of these requirements were met and exceeded, and I have someone who I trust innately due to the strength of his character. I am so excited to be working with Chris again and I know he will do great things here at Rendevor."*



What Drives Chris?

Outside of work, Chris is a daily long-distance runner, husband, a dad of two (ages 5 and 7), and an avid reader of leadership, endurance and military memoirs—think "About Face," "Endurance" and "The Last Man Standing."

"Anything that reminds me I'm not working hard enough," he says with a grin. His literary repertoire also includes his daughters' favorites which they read together when not en route to ballet and soccer practice.

Looking Ahead

Chris is focused on building repeatable, measurable processes to support staffing, quality and patient care. From CQI data to individualized facility budgets, he's working to ensure every site has the tools to succeed. *"This is still a small company,"* he says. *"That's our superpower. Everyone has the chance to make a real impact. As we grow, we can't lose that."*

As for feedback? He's always open. *"One of our nurses gave me some honest feedback my first week. She was spot on—and I appreciated it. That kind of dialogue is what will make us better."*

Welcome aboard, Chris. We're glad you're here!

CONFERENCES & CALENDAR OF EVENTS

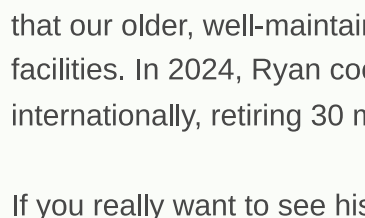
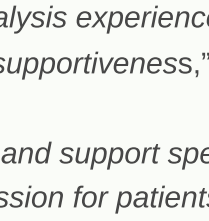
Benesch Healthcare+ Fifth Annual Nephrology and Dialysis Conference
June 26, Chicago, IL

Southern States Correctional Association Summer Conference
July 7-12, Little Rock, AR

North Carolina Healthcare Association Summer Meeting
July 16-18, Asheville, NC

American Correctional Association 155th Congress of Correction
August 21-26, Denver, CO

MORE TO EXPLORE



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