



Rendevor
DIALYSIS

CASE STUDY

Community Hospital South



Challenge

Soon after Community Health Network's third-party dialysis provider issued a 90-day notice to terminate their contract for four Indianapolis-area hospitals, the system's leaders engaged an alternative provider. Unfortunately, Community Hospital South's unique needs based on volumes and on-site capabilities placed the facility on an undetermined waiting list for services. In response, the hospital's leadership, including Director of Nursing Jamie Sowers, began exploring ways to establish their own insourced dialysis program.

- » There was an urgent need to establish in-house hemodialysis capabilities to avoid patient transfers to competitor hospitals.
- » Newly purchased equipment and trained nurses alone proved insufficient to fully launch and sustain a comprehensive, self-sufficient program.
- » The hospital faced challenges in navigating complex biomedical policies and meeting regulatory requirements due to a lack of in-house expertise.

Solution **Community Hospital South selected Rendevor Dialysis as their dialysis partner for its:**

Values

"Rendevor has truly been a blessing for us because we were stressed about what we didn't know regarding biomed policies and regulatory components—for example how we were going to handle cultures. They were so well-oiled to provide the missing piece to bring our program up to where we needed it to be. It truly has felt like a partnership – how can we help versus sell you on something you don't really need. Even though our program has been built in stages, it's working very well."

Professionalism

"The Rendevor team pointed out trends, saying, 'This is our recommendation for the disinfection schedule.' It's been a collaborative effort to identify the trends, make adjustments, and then evaluate if those changes are having a positive effect. That ease of communication and back-and-forth discussion has been huge."

Program

Rendevor stepped in to deliver a customized on-site dialysis solution tailored to Community Hospital South's unique needs. By focusing on independence, operational efficiency, and risk mitigation, Rendevor's involvement proved critical to the program's success.

- » Assigned a dedicated Acute Quality Manager to offer guidance, ensure compliance, review documentation, and develop necessary policies and procedures.
- » Provided regulatory and quality support, ensuring biomedical equipment met operational standards.
- » Created a collaborative environment to identify trends and implement effective solutions.
- » Designed a sustainable, independent care model, avoiding reliance on external providers.

Results

Community Hospital South successfully demonstrated to its hospital network leadership that the facility's internal model is not only financially viable and effective, but also sustainable.

- » Launched a fully operational in-house dialysis program within 6 months of engaging Rendevor.
- » Increased patient treatment volume and improved access to care.
- » Encountered zero catheter-related infections since transitioning to the internal program.

Ongoing operational efficiencies and empowerment:

- » Achieved superior quality outcomes, reinforcing the model's sustainability and effectiveness.
- » Established a benchmark for in-house dialysis care within the network.



Our organization put so much faith in me when I said, 'I think we can show the network that bringing dialysis in-house is not only cost-effective but also enables us to deliver care that matches—or even exceeds—the quality of a contract service.' And we've been able to prove that in a short period of time."



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A partner in any dialysis endeavor.

Many Hospitals are frustrated by the broken model of out-sourced dialysis, overwhelmed by their in-house program, or daunted by the capital and compliance required to start and maintain a program.

Rendevor Dialysis meets you where you are. We offer scalable solutions for hospitals navigating the costs and complexities of an on-site program. Your hospital can maintain an on-site dialysis program at the price point and level of independence that serves it best.