

# Patient Experiences with Value-Based Kidney Care



DaVita patient

DaVita Integrated Kidney Care<sup>1</sup> (IKC) partners with national and regional payors under value-based care arrangements to coordinate care, improve clinical outcomes, enhance patient experience and reduce unnecessary medical costs for patients with kidney failure. Our patient-centered approach to kidney care helped contribute to a 7% lower hospitalization rate<sup>2</sup> and two times greater patient experience scores than the industry average.<sup>3</sup> Learn how DaVita IKC teams have helped patients maintain their kidney health.

## SUPPORT ON THE ROAD TO TRANSPLANT

When Nick<sup>4</sup> needed to start life-sustaining dialysis after his kidney disease progressed to end stage kidney disease (ESKD), he and his physician agreed that the convenience of dialyzing at home would allow him to continue to work, spend time with family and remain active. Nick also wanted to pursue a kidney transplant and was placed on the waitlist.

Nick started working with DaVita IKC shortly after beginning dialysis, and his DaVita IKC nurse, Kathy, tailored a care plan to help him meet specific health goals. She educated him on how best to maintain his health and increase his kidney transplant readiness. With Kathy's support, Nick was better prepared to understand and make important health decisions:



Attending all appointments



Adhering to a kidney-friendly diet



Monitoring fluid intake



Caring for non-kidney conditions and more

After a year on dialysis, Nick's plans for a kidney transplant had to be put on hold due to cardiovascular concerns, which required surgery. Once home from the hospital, he noticed new symptoms and turned to Kathy. She advised Nick to follow up with the cardiologist. The doctor immediately adjusted Nick's medications, which relieved him of the new symptoms.

While waiting for cardiac clearance to resume the transplant process, Nick actively engaged with the DaVita IKC team. He was empowered to proactively manage his health care and, as a result, Nick was able to get back on the transplant waitlist after two years of dialysis.

Nick reached his goal and **received a kidney transplant in early 2020!**

"It's a great feeling," Kathy says, "to know that we helped Nick to stay healthy, enabling him to reach his goal."

1. DaVita Integrated Kidney Care ("DaVita IKC") is the integrated care division of DaVita Kidney Care with programs operating under the DaVita® and VillageHealth® brands for Total Renal Care, Inc. and VillageHealth DM, LLC, respectively

2. Per 1,000 members per year. Results after program year one (May 2018 through April 2019) are compared to pre-program baseline, except for patient experience scores.

3. Net Promoter Score of 64 versus 28 for pharmacy or 13 for health insurance. Source for industry average: Retently. What is a good net promoter score? (2020 NPS benchmark). <https://www.retently.com/blog/good-net-promoter-score/>. Published March 5, 2020. Net Promoter, Net Promoter System, Net Promoter Score, NPS and the NPS-related emoticons are registered trademarks of Bain & Company, Inc., Fred Reichheld and Satmetrix Systems, Inc.

4. Patient names have been changed.

## CARE AND ATTENTION

Another patient, Michael<sup>4</sup>, was admitted to the hospital in late 2019 for an infection. While being treated, Michael experienced an anaphylactic allergic reaction to a medication. The doctors adjusted his medication, and in a few days he was released.

Michael had recently started working with DaVita IKC to receive personalized kidney care. Prior to his hospitalization, the IKC team was helping him **transition from hemodialysis in a clinic to peritoneal dialysis (PD)**, which is done at home.

Michael's IKC nurse, Dianne, followed up with him after he was discharged from the hospital. She was working with Michael to address any issues that could lead him to be readmitted to the hospital. They discussed the plan of care from his **discharge instructions from the hospital, including fluid intake, infection management, medications and upcoming appointments.**

During Dianne's follow-up, she immediately noticed that one of Michael's prescribed medications would trigger the same allergic reaction he experienced in the hospital. Dianne partnered with Michael's nephrologist to coordinate care and get a new medication prescribed.

Thanks to Dianne's attention to detail and coordination of care, Michael avoided experiencing another dangerous allergic reaction and hospital admission.

**“Our goal is to not only help our patients manage their kidney health, but also to look at our patients’ total health needs, while working closely with the dialysis clinic team. Our holistic approach and close collaboration helps us keep our patients healthy and out of the hospital.”**

—Dianne, DaVita IKC nurse

## POSITIVE OUTLOOK AND ENGAGEMENT

One patient named Jennifer<sup>4</sup> experienced multiple kidney transplant failures and returned to in-center hemodialysis. Despite the setback, Jennifer remained positive and was determined to receive another transplant and return to work.

In early 2019, Jennifer started working with DaVita IKC, and her IKC nurse, Isis, provided the support and encouragement she needed. Isis and the entire IKC care team helped Jennifer by **coordinating care and medications to stay on track for another transplant.** When Jennifer was hospitalized several times due to issues associated with her dialysis access, DaVita IKC supported her needed **wound care, medication management and ongoing adherence to physician appointments.**

In addition to regular calls with Isis, Jennifer would proactively reach out with questions, updates and requests when she needed assistance. Over time, her frequency of dialysis was decreased to only once per week. Then one day, Jennifer shared news with her DaVita IKC team: Some of her kidney function had returned.

Because kidney disease causes permanent damage, return of kidney function is a rare outcome that is never expected. Isis and the DaVita IKC team were stunned by the remarkable news and advised Jennifer to maintain follow-ups with her nephrologist to monitor her kidney health. Jennifer agreed and was thrilled to be discharged from dialysis and able to return to work.

To learn more about DaVita IKC and its offerings, please visit [DaVita.com/HealthPlans](https://www.davita.com/HealthPlans).

