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2008 Regional Patient Lifestyle Meetings

# HEALTH, HAPPINESS & HOPE!

For People with Kidney Disease

**SUNDAY, AUGUST 17, 2008**

10:00 am - 4:00 pm • Red Lion Hotel in Bellevue



Hosted by Northwest Kidney  
Centers kidney patients

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**FREE** for patients on one guest

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**What's inside:** The people behind the news at Northwest Kidney Centers • Scribner Courage in Health Care Award • Dr. Kelly receives the Haviland Award • Assist dogs for home dialysis patients • Gates Foundation donates computers • Faith or fear? • Thanks for filling out Patient Survey • Breakfast of Hope raises \$310,000 • Volunteers of the Year

## The people behind the news at Northwest Kidney Centers (NKC)



By Joyce F. Jackson, President and CEO

The staff are the heart and soul of Northwest Kidney Centers. You encounter them every day... the receptionist at the front desk with the sunny smile; the financial counselor who helps

you with insurance issues; the technician who skillfully sets up the machine; the nurse who assesses your fistula access and helps you with home dialysis questions on the phone; the dietician who gives you good ideas about low-salt summer treats; and the social worker who helps you through the rocky waters of life with kidney disease. In the recent patient survey, we received dozens of messages of appreciation for our staff, summarized by the most common statement, "God bless."



*Margaret Harris,  
NKC receptionist*



*Lake City Kidney Center patient Carlos Pomareva with dialysis technician Maria Sarmiento.*

In addition to these front-line staff, NKC is successful because of many behind-the-scenes staff in departments as varied as environmental services, accounting and billing, technical services, plant operations, information technology and medical records. You don't see these staff very often but they are important to the success of your care.

The NKC leadership staff have directed some major changes this past year that will have a big impact on us for the future. Consider this your summer issue of "NKC People Magazine," people and the news.

**Palmer Pollock**, Vice President of Planning, recently received an award in Emergency Services Leadership from King County. NKC has been stockpiling supplies, setting up systems for communication and preparing for emergency situations so we can continue your treatment despite what the weather may bring. The state of Washington and federal government provided grant support for a generator and surplus dialysis stations at SeaTac Kidney Center, a hub for our emergency services by the airport.

Palmer is overseeing the construction of Kent Kidney Center to open in Winter 2008 and Seattle Kidney Center to open in Spring 2009, located next to Swedish Cherry Hill (formerly Providence Hospital). We are investing in facilities to meet the growing need for dialysis and to replace aging facilities in our 700 Broadway building. Both Kent and Seattle Kidney Centers will have Special Care units.



**Connie Anderson, RN,** and **John Stivelman, MD,** are focused on new Medicare rules for dialysis patient care. As Vice President of Clinical Operations and our Chief Medical Officer, these experienced clinical experts are making sure NKC complies with the "Conditions for Coverage," recently updated after 32 years of no change. The "Conditions of Coverage" will change your experience of patient care



too, as they require more patient involvement in care planning than in the past. These are welcome changes. We'll all adapt together. Stay

tuned for more information this fall on the “Conditions for Coverage.”



**Suhail Ahmad, MD**, was named Senior Medical Director this year. Dr. Ahmad has been part of our organization for more than 30 years as medical director of Scribner Kidney

Center. Recently, he took on an addition role of overseeing our dialysis technology. He is an expert in water systems and machines, and is helping us to advance care for in-center and home dialysis, so it is as safe and effective as possible.



**Jane Pryor** joined NKC in December as head of fundraising. We provide more than \$3 million per year in community benefits outside of patient care. This includes funds for doctors

to learn how to be nephrologists, research, patient scholarships, patient emergency grants, transportation support, public education about kidney disease and Living Well with CKD™, our pre-dialysis classes. Donations are what make these benefits possible. Stay tuned for future news about our new exciting Kidney Research Institute, which is being established through contributions.



*Lynette Waller with actor Larry Hagman during his visit to NKC in March 2008.*

**Lynette Waller** retires this summer. Our Vice President of Finance and Administrative Services is leaving after 12 years of service. Lynette makes sure we are good stewards of the funds that come to us from insurance payments, investments and donations. We are in good financial shape, prepared to be here for the long term to serve you.

**Betsy Mickel** focuses our attention on our staff. As Vice President of Human Resources, Betsy directs our recruitment, oversees health benefits, sets policy and helps us recognize the service and accomplishments of our 525 staff. NKC has many long-tenured staff with an average length of service of nine years.

## **Scribner Courage in Health Care Award: Celebration, September 24**

The Scribner Courage in Health Care Award is given by First Choice Health and the Washington Academy of Family Physicians to health care professionals who have made an extraordinary contribution to the health of people in the Northwest through personal and professional courage over time. The award is named after kidney dialysis pioneer, inventor of the “Scribner Shunt,” Dr. Belding Scribner. His invention changed terminal kidney failure into a survivable condition, saving hundreds of thousands of lives worldwide.



This year’s Award recipient, Dr. Abraham Bergman, is being honored for his enormous contributions to the health and welfare of American children, especially to children in the

Northwest.



The Award will be presented at a community event on September 24 at “Harborside on Lake Union” in Seattle. The event’s keynote speaker is Dr. Nassim Assefi, a renowned author and international

physician leader. She will speak on “Courage in Adversity: Responding to the Public Health Impact of War – Stories from Afghanistan and the Middle East.” Proceeds from the event will benefit NKC. For more information or to purchase tickets, contact Marcie Wirtz at (206) 292-2771, ext. 1107, or [wirtzm@nwkidney.org](mailto:wirtzm@nwkidney.org).

## Dr. Michael Kelly receives the James W. Haviland Award for Outstanding Achievement in Nephrology



Northwest Kidney Centers announces the selection of Michael Kelly, MD, as recipient of the James W. Haviland Award for Outstanding Achievement in Nephrology. Dr. Kelly was officially presented the award on

June 26, 2008, at Northwest Kidney Centers and Northwest Kidney Centers Foundation boards of trustees meeting.

Throughout Dr. Kelly's more than three decades as a physician, he has garnered the admiration of patients, peers, students, organizations and the medical community. His dedication to a life of service and his passion, skill and wisdom as a caring physician and talented teacher truly reflect the meaning and spirit of this distinguished award.

Dr. Kelly's long tenure as a Northwest Kidney Centers trustee and volunteer is testimony to his commitment to "making a difference" in the lives of those who have kidney disease. He is one of a select few who has chaired both the NKC Trustee and the Foundation boards. Eight years ago, he took on an expanded role in the organization to include serving as Medical Director of Northwest Kidney Centers Special Care Unit.

As a bioethicist, Dr. Kelly has been an extraordinary and valuable asset to Northwest Kidney Centers and the medical field by helping to examine what it means to "do the right thing." He is an exceptionally talented teacher with the ability to communicate well with both medical staff and the lay audience. This makes him an extremely valuable resource to Northwest Kidney Centers, its staff and patients, as well as future doctors and medics.

"Dr. Kelly embodies the essence of the James W. Haviland Award for Outstanding Achievement in Nephrology through his remarkable service to this community," said Joyce F. Jackson, president and CEO of Northwest Kidney Centers. "Becoming a physician was truly a calling and vocation that he has pursued with skill, knowledge and obvious compassion for others. His talent as a doctor is matched by how beloved he is by his patients and peers. It is our privilege and honor to bestow this special award on to him."

The Haviland Award was established in 1990 to honor physicians who have made significant contributions in renal research or the treatment of kidney disease. The award bears the name of Dr. James W. Haviland, who, although not a nephrologist, is considered the father of the world's first out-of-hospital dialysis center, the Seattle Artificial Kidney Center, known today as Northwest Kidney Centers. The award reflects, above all, the ideal of service.

Dr. Kelly joins an esteemed group of past honorees that includes Drs. James Haviland, Joseph Eschbach, Belding Scribner, Thomas Marchioro, Robert Hickman, Christopher Blagg, S.T. Fred Boen, Henry Tenckhoff, Donald Sherrard, Patrick Fleet, Eli Friedman and Suhail Ahmad. Congratulations, Dr. Michael Kelly!



*Dr. Michael Kelly with Mary Haviland at the board meeting where he was presented with the James W. Haviland Award for Outstanding Achievement in Nephrology.*

## Assist dogs for home dialysis patients living alone

Northwest Kidney Centers is partnering with Summit Assist Dogs. Together, we'll place "helper dogs" in the homes of home dialysis patients living alone who would like this service. These dogs become yours and are not just your "helpers," but are also your companions in life.

The dogs will be trained to help monitor your dialysis treatment by being prepared to respond to your machine alarms.

- If you are OK, you give the dog a "signal" word. The dog knows it needs to do nothing more.
- If you do not answer with the "signal" word because you are in pain, distress, unconscious or need urgent help, the dog is trained to call 911. The 911 operators will be trained to receive this type of call. The dog would also be able to open the door for the medics when they arrive.
- The dogs are trained for your special needs and trained to work in your home.

There might be a wait in getting a dog since Summit Assist Dogs staff must find dogs that are especially sensitive to sound. Once they do the first part of the training, Summit staff come to your home to complete training with you and the dog.

If you are interested in this great program, let your home dialysis staff know. They will help you apply. After your application is processed, you are on their list for a dog. There is no cost for these wonderful dogs, though there is a \$25 application fee. The home hemodialysis unit also has brochures about this service that you can receive. For more information, contact the unit at (206) 292-2558.

## Gates Foundation donates laptop computers

By Syrenka Slettebak, Manager of Community Health Education and Volunteer Programs

I am so grateful to the Bill and Melinda Gates Foundation for their continuing support of Northwest Kidney Centers' Internet-Laptop program. Four years ago, the Gates Foundation gave NKC dozens of used Gateway computers. This allowed us to place three laptops in every NKC community dialysis center. Over the years, hundreds of patients have enjoyed using these computers during their dialysis treatment. But, lately the computers have shown their "wear and tear," and are now being replaced.

Recently, the Gates Foundation made a second, very generous donation of "gently-used" laptop computers to NKC! These Toshiba laptops are newer and wireless. When patients log onto the computer, NKC's home page appears, so you can always find out what's happening at NKC. Several Web sites of interest to patients have been "bookmarked," saved to "favorites," and set as home-page tabs. This will allow patients to easily access information about diabetes, home dialysis, transplantation, organ donation and more. Also, the newer laptops have DVD and CD capability, so you can watch a movie or listen to music while you dialyze.

The Toshiba laptop computers are currently being installed in the dialysis centers. If you have any questions about NKC's Internet-Laptop program, please contact me at (206) 292-2771, ext. 5355, or [syrenka@nwkidney.org](mailto:syrenka@nwkidney.org).



*L to R: Alvin Tran and Syrenka Slettebak of NKC and Tom Wilcox and Kaye Hibshman of the Gates Foundation. The Foundation donated 60 "gently-used" laptops to NKC for its Internet-Laptop program for patients.*

## Coach's Corner

### Will it be faith or fear?

By Sharon Pahlka, kidney patient and life coach



Today was a difficult day. Have you ever been in a situation where you felt overwhelmed? We all react differently, but the underlying cause is the same – fear. Fear that we can't handle it. Fear that there is too much on us. All kinds of fear.

How did Coach Sharon react? I started complaining. A good friend called, and I had my platform. (He was a good listener.) I spewed forth the challenges and hard place I felt I was in. He listened patiently and then had this advice for me. "If you have accepted something, then don't complain."

For example:

- Relatives come for a surprise visit and ask to spend the night, and you say "no problem," even though you are cringing inside. Don't complain.
- A co-worker asks you to work their shift, and you accept. Don't complain.
- A friend asks to borrow money, and you accept. Don't complain.

You get the idea. I knew he was exactly right. Complaining was only increasing my fear by rehashing the things I was uncertain about and replaying them back in my mind, without taking action. It was making me tired, too.

Within an hour of this helpful call, I talked to a beloved friend who also listened and was helpful in a different way. She talked about all the things I could do. It made me feel empowered and ready to take action to get out of my fear-driven uncomfortable place. I then spent the day doing all the things I knew to do. My difficult day changed!

The next time I catch myself complaining, I plan to carry faith rather than fear, to *do* rather than talk.

**Coaching Question:** What shall you carry today? Will it be faith or fear?

**Coaching Tip:** Take action rather than complain.

**Homework:** Practice saying "no" several times each day for a week. When you do say "yes" and accept a situation, be aware and don't complain.

**Quotes:** "Excessive fear is always powerless."

*Aeschylus*

"When thinking won't cure fear, action will."

*W. Clement Stone*

## Thank you for filling out the NKC Patient Survey

Northwest Kidney Centers staff very much appreciate that more than 400 patients filled out the Patient Survey that was sent or given to all NKC patients in April. Your responses and comments gave us very valuable insights. All of the leadership staff throughout NKC are made aware of this valuable information. Watch for details of the survey results in the next *Output* newsletter. For more information, contact Sonja Coffman, Community and Patient Relations Coordinator, at (206) 292-2771, ext. 6923, or [sonja@nwkidney.org](mailto:sonja@nwkidney.org).

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The *Output* provides general information and is not intended to serve as a treatment guide. Patients must never change their treatment unless directed to do so by their doctor or transplant team.

Values: Service • Excellence • Integrity • Teamwork • Stewardship  
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Northwest Kidney Centers is an equal-opportunity employer and service provider.

## **“Breakfast of Hope” 2008 raises \$310,000**

With the help of generous community donations, Northwest Kidney Centers is increasing our investment in community benefits to conduct screenings, increase outreach efforts and expand research. And, we will continue to provide stellar dialysis care to our neighbors and friends who require it. The 6th annual Breakfast of Hope raised \$310,000 to benefit these efforts. Thanks for your generosity and support.



*Northwest Kidney Centers Foundation staff Cindy McRoberts and Marcie Wirtz at the “Breakfast of Hope.”*



*Treena and Graham Kerr (kneeling) take a moment after the Breakfast to pose with Northwest Kidney Centers Vice President of Development Jane Pryor and Breakfast MC Jaimé Mendez of Fisher Broadcasting.*



*Northwest Kidney Centers president and CEO Joyce Jackson (center) with Graham Kerr, “The Galloping Gourmet,” and his wife Treena.*



*Tina Marie (center), along with her husband and two sons take a moment to say hello to Graham and Treena Kerr. Tina is a peritoneal dialysis patient at Northwest Kidney Centers and was featured in the video shown at the Breakfast.*



*Sidney (the kidney) surrounds himself with staff from Northwest Kidney Centers' Information Technology department.*



*Graham Kerr and “Seattle Times” columnist Jerry Large at Northwest Kidney Centers’ “Breakfast of Hope.”*

## **Congratulations to NKC Volunteers of the Year: Jean, Ray, Mika, Greg, Doug & Kira Kusumi**

By Syrenka Slettebak, Manager of Community Health Education and Volunteer Programs

Many of you probably know or have at least met Jean Kusumi, RN. Jean is a longtime employee who has worked at several Northwest Kidney Centers locations including Scribner, Lake City and Haviland Kidney Centers. She is a nurse who cares deeply about her patients. What you may not know is that she and her whole family are also longtime Northwest Kidney Centers volunteers!

The Kusumi family is truly exceptional. They are the only family I know of in which every person is a member of the Northwest Kidney Centers volunteer program. Jean is passionate about community outreach and health education. She is a member of the Northwest Kidney Centers Speakers Bureau and enjoys talking to groups of people about kidney function and disease, prevention and dialysis. Jean, her husband Ray, and her children Mika, Greg, Doug and Kira are also very active outreach volunteers. They volunteer at the Northwest Kidney Centers booth during Hispanic Seafair, the Chinatown-International District Summer Festival, Pista sa Nayan: Filipino Seafair and more. Greg and Doug have been in charge of the Kids Korner at the

Northwest Kidney Centers Kidney Health Fest for African American Families for several years. Ray took charge of the children's area at our organization's Family Health & Kidney Expo for three consecutive years. Mika assisted staff and patients at Lake City Kidney Center. Kira helps out in the children's area as well as at community events. The list of their contributions is so long that it is impossible to list everything here.

Clearly, the whole Kusumi family greatly deserves this special award. Congratulations, Jean, Ray, Mika, Greg, Doug and Kira!



*The Kusumi Family front to back: Kira, Mika, Doug, Jean, Greg and Ray — Northwest Kidney Centers 2007 Volunteers of the Year.*