On behalf of the staff and management of CDC I want to wish all of you a Happy New Year. I hope that during the holidays you were able to spend time visiting with family and friends. I trust that you enjoyed all of the decorations and festivities at your facility during the past month. I want to thank the staff and volunteers for their participation in making this time so enjoyable.

As we start the New Year it provides us an opportunity to stop and think about everything we have to be thankful for. We all tend to be very busy and it is important to remember to thank others for the things they have done and continue to do to make our lives better and to make us happy. During the next month take some time and talk with your family and friends...
about your best memory of 2014. Also ask them about their best memory of the past year. This should spark some interesting conversation. It is so important to take time to think about all of the good things in our lives.

CDC is again off and running for a busy and productive year. We continue to always look for ways to make things better. We call this Continuous Quality Improvement or CQI. CDC is truly committed to always looking for ways to work together with you, our patients, our staff, our doctors and the hospitals that we work with to make changes which will improve quality and everyone’s satisfaction or happiness with CDC.

We would like your ideas as to how to make things better. This is why we do surveys during the year and why we encourage you to tell a supervisor or a manager when you aren’t happy with something at CDC. We also tell you how to handle complaints if you don’t think that your concerns are being heard. Even though we try to always do things right, mistakes can be made. If you aren’t satisfied about something please speak up when it is a small thing and don’t wait until you get angry. We value your opinions and we want to work with you to make things better.

Towards the end of 2014 most all of you were contacted via mail or phone by an outside company to complete a patient experience of care survey. Hopefully most of you participated in this important process and I thank you for taking the time. Within the next few months CDC will receive our results. We will compare them against the prior year to see if we have made improvements and will look for other opportunities to focus our efforts to improve your level of satisfaction at CDC.

**CDC CARES**

**Customer Service**

**Accountability**

**Relationships**

**Excellence**

**Safety**

The New Year is also a time to set goals for the next year. The management team has been working on establishing a variety of goals and plans for the coming year. In the spirit of continuous improvement we want to continue to improve the quality of care, satisfaction and service we provide to you, to your doctor and to the staff. We always want to try to make things better.

During the past few years CDC has been investing a lot money in many of our facilities, especially the older ones, to make them look newer, to keep them cleaner and make the environment much nicer. Two years ago we made significant improvements at CDC Euclid. During the past year we did the same at CDC Cleveland West. Other improvements have been made at CDC Oakwood, CDC Shaker and CDC Cleveland East. Some changes are also in process at CDC Mentor and more at CDC Shaker.

We are always evaluating new dialysis equipment and supplies to determine how we can make a difference in the quality and safety of our patients. At several facilities we have been doing some pilot projects to test and evaluate different products to make sure we make the best decisions. As a result during the year we are going to be replacing the current dialyzer reprocessing equipment with newer technology from Novaflux. This has been used by CDC Oakwood for the past 2 years with success and a few other facilities have also been converted when the equipment needed to be replaced. This new technology offers significant quality and safety advantages.

From a safety standpoint one of the biggest risks is having needles come out. This is why we insist on never covering up your access site so it can always be visible and to check it frequently to make sure the tape hasn’t come loose or that the needles don’t pull out. We have been evaluating a couple of products to use on higher risk patients to minimize any blood
loss. Any blood loss incident is documented and tracked by our facility and corporate quality teams. These types of incidents still occur but due to increased attention almost all of them are caught much faster and there is minimal blood loss.

The quality of the water is very important in dialysis. CDC recently approved the purchase of new water systems for several facilities in 2015 using new technology that allows for heat disinfection of the system on a daily basis. This costs about 4 times the amount of current systems. We believe that the potential improvement in water quality is worth the high cost. We will install and evaluate the new systems during the year and determine the effectiveness. Chances are we will utilize this in other facilities when the current systems need to be replaced due to age.

For many years we have been purchasing dialysis machines from Fresenius. During the past year we evaluated a new machine made by B Braun and we have decided to buy these machines for 2 facilities and then evaluate them on a variety of levels. Again if these turn out to be better, as machines need to be replaced due to age we will buy the B Braun machines.

In general CDC is committed to continuous quality improvement especially as it relates to quality and safety. We are developing better systems to coordinate your care with your primary nephrologist, your rounding physician, who is the nephrologist who sees you on dialysis, and other physicians who provide your care. We have been using a Care Coordinator at CDC Cleveland East and recently added one at CDC Harborside to try to better manage any transitions of care and to decrease hospital admissions, readmissions and ER visits. CDC has applied to CMS’s Innovation Center to become an End Stage Renal Disease Seamless Care Organization, ESCO. The work done by the care coordinators will help us to learn what we need to do and determine what interventions makes a difference to improve quality and to reduce hospitalizations.

We know that the most important thing that can be done to improve quality is to make sure that patients either never have a temporary catheter or if they have one, to make sure a permanent access, primarily a fistula, is placed as soon as possible so that the catheter can be removed. Not having a catheter increases your chances of not dying by 30%! This is significant.

Another area of major emphasis this year is to better manage your fluid volume and to make sure we evaluate your dry weight and get it as low as it should be.

As I have mentioned in the past CDC has been developing a new 20 station facility at Eliza Bryant Village, EBV. It is located at 7201 Wade Park Avenue. EBV has been providing services to seniors for 118 years. They are also a not-for-profit organization. The new facility is under construction and should be completed in January. We will open once we have had the state licensure and Medicare certification surveys. Hopefully these will be completed in the first few months. We have no control over when these will be scheduled. Once these are complete then we will close CDC Cityview and all of the patients and staff from Cityview will be transferred to EBV. This will be a state-of-the-art facility and we are very excited to develop this facility on the EBV campus. The new B Braun water system and dialysis machines have been purchased for this new unit. Hopefully more dialysis patients will choose to go to EBV if they need short term rehabilitation or long term care. They have a long and consistent history of providing high quality care with excellent customer service.

I want to assure you that CDC is always looking for more ways to improve the quality of your care and your experience with CDC. On behalf of the entire CDC management team, I wish you a very Happy New Year!
The Importance of Washing Your Access

Why do I have to wash my access before starting dialysis? I bathed before I came to dialysis and am not dirty?

1. As a dialysis patient, you are at greater risk for developing an infection. People on dialysis have a weaker “immune system.” This means your body does not protect you from infection like it did when you did not have kidney disease. You are at increased risk of getting an infection. Vascular access infection is a common cause of infection in hemodialysis patients. People with catheters have the highest infection rate! Fistulas have the lowest infection rate. It is important that you can know the signs of an infection: unexplained pain, chills, fever, drainage, redness and/or swelling.

2. The bacteria that protects your skin, may infect you if it gets into your blood. Everyone has bacteria on their skin called “Staph.” However, people on dialysis usually have more on their skin than others. As long as the Staph does not get inside of your body it does not cause an infection. When you wash your access in the unit, you remove a lot of the Staph and it is close to the time of your treatment. The technician does a final cleaning of your access to remove more of the staph just before your needles are placed.

3. Cleaning your access. An easy way to clean your dialysis access is to use the wipes called Sani-Hands which are available at the treatment area. This packet can be easily opened and the wipe kills 99.99% of the germs on your skin. You can easily wipe off your access while your technician prepares for your dialysis treatment. If you need assistance, the patient care staff can to help you. This is why it is important to wash your access after you arrive at the dialysis unit even if you washed it at home.

Remember, your access is your lifeline so prevention of infection is the key.

Tips to prevent slips, trips and falls

Our goal is to help you prevent falls at the dialysis unit and at home. Always tell the staff if you have fallen recently. Frequent falls may be a sign of other health problems.

Here are some things that you can do that will lower your risk for falls.

Prevent falls in the dialysis unit
1. Wear non-slip street shoes to prevent slipping in the dialysis unit.
2. Use the grab bars located at the scales to help with balance. Weigh with your shoes on. Taking your shoes off increases your risk of a fall!
3. Be sure to sit up for a few minutes after you have reclined in a chair before trying to stand.
4. Be careful when bending over from a standing position after coming off of the machine. Your body may still be getting used to being “off dialysis”, and bending over can cause your blood pressure to drop.
5. Tell your nurse if you feel dizzy, weak, or lightheaded so you don’t fall.
6. Learn about your medications to know if you take something that makes you dizzy.
7. Tell the staff if you see a puddle or water on the floor.

Prevent falls at home
1. Use a night light and keep a flashlight handy
2. Make sure lights are easy to turn on and off
3. Remove clutter from the floor, hall and stairs
4. Use hand rails while taking the stairs
5. Remove throw rugs
6. Place double-sided tape under area rugs
7. Wipe up spills
8. Make sure floors are not slippery

For additional tips and resources on fall prevention, please visit www.learnnottofall.com
Artists in Focus

Instead of highlighting one patient for the Artist in Focus, a number of patients will be highlighted sharing reasons why art therapy is important in dialysis, it’s benefits, or share words of encouragement. Thanks to all who contributed.

“Art therapy is important to dialysis because it gives you a focus, it relaxes your mind, teaches you new skills, and if you never did art before, it gives you a new handle on recreation; it soothes my atmosphere here (in dialysis), making time go faster, and helping me be very creative.”

James Leslie, CDC East

“I think art therapy relaxes the patients because although we are going through a lot of problems on dialysis, the projects help take our mind off our treatment, that’s why I do it. At first I didn’t want to do it, but now the projects help take my mind off the machine…it works, at least for me it does.”

Lawrence Scott, CDC East

“I know it’s important to me because it helps me get through the process. Sometimes it’s all doom & gloom at treatment, so it helps, and other times, if I know the art therapist is coming in here I’m okay. It helps me pass the time, keeps me calm & cool, and keeps me occupied.”

Jasmyne Carswell, CDC East

“Art takes your mind off treatment and matters going on at home…it bring me peace of mind. It’s taught me new art techniques, and before I started the art therapy program I was a really shy person, but being involved brought me out of that shyness and has made me blossom as an artist.”

Kier Pollard, CDC Shaker

“I’ve always loved doing arts and crafts, and when given the opportunity to do it here, it gave me a chance to learn something new. It’s more than just something to do, it gives me something to take home and teach my daughter.”

Letitia King, CDC East

“It helps patients console the condition they’re now in, which is on dialysis. Life depending on a machine is very challenging to the mind and body, and art therapy gives you a new insight to achieve what you weren’t able to before.”

Richard Holliday, CDC East

“Art therapy helped me realize a talent I had no idea I had; I could do art, and it surprised me and made me feel good about myself. My family was proud of me too because I showed my art to everyone. Being active gave me something to look forward to on Friday; I knew things
would be relaxing so I look forward to that instead of just coming and sitting in this treatment chair. Art took my mind off things going on in my life. I have accepted dialysis and know that life does go on. People should involve themselves in art therapy program to give them something to look forward to, because it may help those who need to be on treatment for the rest of their life; it might give them courage and make them stronger. I believe if you open up your mind to let go of the sadness, you may be surprised that life does go on; you can appreciate something you can do for yourself, and be grateful for the little things.”

Margaret Taylor, CDC Shaker

“I feel art therapy is important because it lets you express feelings or emotions that you can’t talk about. My experience has been that art therapy allows me to express myself and use my imagination, expressing images that come from inside. Art therapy is a good way to use your active imagination. I feel it’s good for people to express their emotions and gain growth and development from within. It also keeps you active, so don’t be afraid to try it. If it’s something you feel that’s to hard, don’t worry, the art therapist has all types of things that you can do, so there’s something there for you. Join the club and let’s see what’s on your mind and in your heart. Express yourself, I can’t wait to see your artwork in the display case.”

Felicia Vintson, CDC East

“It has been a learning experience, because I never thought I’d be as creative as I am, till I started working with art therapy, even though I bake and decorate cakes for a living.”

Kenneth Hardnick-Banks, CDC East

“I, Mary Garrison, have encouraged a lot of the patients to join with me in doing different things here, making pictures or whatever they like, because for one reason, it helps them to not think about their condition, and it keeps their mind going.”

Mary Garrison, CDC East

“I felt inspired and I was going through a hard time; I had just lost my leg and art therapy was fun and inspiring. I was able to appreciate other people’s work from different units, and they were able to appreciate mine. Now I appreciate learning new things that I haven’t been exposed to before; it keeps me inspired.”

Thomas Stoner, CDC East

“Art Therapy in dialysis is beneficial because dialysis is time consuming physically, mentally, and emotionally, and what art therapy does for me is it gives me a sense of authority in dealing with my life while I’m on the machine. The art therapist brings me a new found enjoyment in what I can do, so a three/four/five hour treatment seems like minutes and seconds. While dialysis is life altering for individuals with kidney failure, art therapy brings your mind, your body, and your soul a new sense of calm. In my opinion, without therapy helping patients focus on something other than treatment, the mind and body would form some kind of resistance.”

Derwin Martin, CDC East

“One of the personal benefits that I’ve experienced in the CDC Art Therapy program is that I was given the opportunity to try something that I have always wanted to do, but hadn’t got around to, art. In the art therapy program I have been given the opportunity to try my hand at making things on my own, learning to draw & use all kinds of art supplies. I no longer consider my hours in dialysis as a drag, but look forward to those hours as a pleasant way of spending my time doing things that I haven’t done before. I would recommend art therapy to anyone.”

Helen Johnson, CDC East
For the Fun of It

Word Search
Find the following words in the word search puzzle below and then match them to their definitions to the right.

1. Hospice ________________________________
2. Living Will ________________________________
3. Palliative Care ________________________________
4. Peace ________________________________
5. Power of Attorney ________________________________
6. Quality of Life ________________________________
7. Advance Directives ________________________________

A. A term that describes how satisfied a person is with his or her life.
B. Health care that helps patients at the end of life.
C. A legal document that tells others what treatments you want in case you cannot speak for yourself.
D. A type of advance directive with instructions that outline a person’s wishes for medical care in case he or she cannot communicate.
E. A feeling of calm that you can have from talking to your family about your wishes for your future healthcare.
F. Comfort and pain treatment to ease the effects of disease.
G. A legal right you can give a friend or relative to make decisions for you.

Sudoku

www.discoveryeducation.com/free-puzzlemaker/

Answers:

1, B, D, 2, 3, F, 4, E, 5, G, 6, A, Z, C
George C. Plataz is a very accomplished, gentle man. Born and raised in Beaver Falls, PA, George knew at a young age that he wanted to be an artist. Known in high school as the artist, he also played football and basketball. Following graduation, George enrolled in the Pittsburg Institute of Art. Two years later, he was offered a job as an agency artist with a prestigious advertising agency, an offer he could not pass up. Shortly after taking this position, America entered into World War II, and George enlisted in the Marines where he served active duty for 4 years and 10 years in the Reserves. Following his discharge, George returned home, honing his talents in design and graphic art as a freelancer and then went to work for the biggest printing firm in Pittsburg.

The knowledge he gained from learning every aspect of the printing process, along with encouragement from clients, George opened his own graphic design studio. His business thrived as he went on to serve some of the biggest companies in Pittsburgh including Kennametal, Allegheny Ludlum Steel Corporation, Vulcan, Inc. which led to national accounts with Black & Decker and Ryan Homes, to name a few. Please note, all of George’s designs were hand drawn, compared to today’s graphic designs which are almost always computer generated.

George also excelled as a portrait artist and was commissioned to paint portraits for university leaders and company executives. In all his years as an artist, the one project George became the most engaged with was the Statue of Liberty portrait. In 1985, he was commissioned to do an oil painting commemoration the Statue of Liberty Centennial by Federated-Fry Metals, one of companies involved in the restoration. George wanted to create something that would depict not only the important historical facts but also aspects of the restoration of this great American symbol. Over the years, George has received numerous national and international awards and recognition for his work.

George met his wife Helene on the train while commuting to Pittsburgh. They started out as friends who talked daily on their trips to and from work, and one day George suggested they go out for dinner. And as they saying goes, the rest is history. They married and had three children that they raised in Beaver Falls, and then moved to Pittsburgh to be closer to George’s firm. Following George’s retirement in 1966, George & Helene decided to move to Northeast Ohio, to be closer to their only son who was having some health issues. They were very active in the Presbyterian Church and also enjoyed traveling, often planning trips around Marine reunions. They are also the proud grandparents of 5 grand and great grandchildren. About 8 years ago, Helen got very sick and George cared for her for 5 years until she passed away in 2011. George & Helene had 65 wonderfully loving and fun years together. George currently lives in Mentor with his son and his wife.

George initially struggled with his new dialysis way of life, but credits his ability to make the transition to his doctor and the staff at CDC of Painesville, who he feels are very professional and incredibly kind. We are grateful to George for sharing his story and his kindness.

George also excelled as a portrait artist and was commissioned to paint portraits for university leaders and company executives.
Mr. Charles Sifford is a world-class athlete and civil rights leader who broke the Professional Golfers’ Association color barrier. He turned pro when he was seventeen years old and was challenged with harassment and death threats while desegregating the PGA. He was the first black player to earn his PGA Tour card in 1961. He went on to win PGA titles in 1967 and 1969. Mr. Sifford was inducted into the World Golf Hall of Fame in 2004. On November 24th 2014, President Obama awarded the Presidential Medal of Freedom to Mr. Sifford, along with 18 other inspiring Americans. The Presidential Medal of Freedom is the nation’s highest civilian honor recognizing those individuals who have made “an especially meritorious contribution to the security or national interests of the United States, world peace, cultural or other significant public or private endeavors.” The 92 year old is the third professional golfer to be granted this honor, following Jack Nicklaus and Arnold Palmer.
## Importance of Protein for Dialysis Patients

**Why is protein important?**
Dialysis treatments remove protein from your body, which means dialysis patients need more protein than others. Your body needs protein in order to build and repair muscles as well as keep your bones, skin, and hair healthy. If you do not get enough protein every day you may experience unintended weight loss, loss of energy, and increased risk of infection.

**How much protein do I need?**
The amount of protein you need each day depends on your overall health, the type of dialysis therapy you’re receiving, and your weight. Work with your dietitian to set a personalized daily protein goal.

**Knowing portion sizes is important!**
Here’s a helpful tip: 3 ounces of cooked meat or poultry is the same size as a deck of cards or the size of a palm of a lady’s hand. It is important to eat protein 3 times each day to prevent muscle breakdown.

**What foods have protein?**
Good sources of protein:
- Beef
- Pork
- Chicken & Turkey
- Fish & Shellfish
- Eggs
- Beans
- Tofu
This type of protein is easily absorbed and used by your body!

## Stuffed Green Peppers

### Ingredients
- 3 green bell peppers
- 1 pound ground beef
- 1 teaspoon unsalted margarine
- ½ cup chopped onion
- 3 tablespoons thick and chunky mild salsa
- 1 teaspoon Mrs. Dash onion herb seasoning
- 2 cups cooked rice
- ½ cup water
- ½ cup soft white bread crumbs
- 1 teaspoon poultry seasoning
- 1 teaspoon melted margarine
- 1 teaspoon paprika

### Preparation
1. Cut green peppers in half lengthwise from stem to bottom. Carefully remove seeds and light green membrane from inside pepper. Parboil until partially cooked, about 4 minutes.
2. In a large nonstick frying pan, cook ground beef, stirring occasionally to separate meat. Remove meat with a slotted spoon and reserve. Discard pan drippings.
3. Place 1 teaspoon margarine in the frying pan and sauté onions until translucent. Add salsa and Mrs. Dash herb seasoning. Mix together. Stir in cooked rice and cooked meat.
4. Place green pepper halves into a 2 quart shallow baking pan. Fill peppers with the meat and rice mixture. If there is excess filling, place around the peppers. Add ½ cup water to the pan.
5. Mix breadcrumbs, poultry seasoning, and melted margarine. Sprinkle crumbs on top of stuffed peppers.
6. Cover and bake at 350°F for 30 minutes. Uncover and bake until browned, about 5 minutes.

### Nutrition Facts (per serving)
- 259 Calories
- 16g Protein
- 20g Carbohydrate
- 12g Fat
- 49mg Cholesterol
- 152mg Sodium
- 313mg Potassium
- 132mg Phosphorus
Healthy Eating

WINTER 2015
Recipes to Collect

What lab value tells me about protein?
Albumin: this tells you how much protein is stored in your body. Eating enough protein each day helps keep your albumin levels within a healthy range.

How do you get enough protein every day?
Make it your goal to eat high-protein foods at every meal. For breakfast, try peanut butter on toast or an egg burrito. Have a protein packed lunch of beans and rice with a side of Greek yogurt for dessert. And for dinner, try stuffed peppers with “dialyzed” mashed potatoes.

If you are having trouble eating protein at every meal and your albumin levels tend to be low, ask your dietitian about protein supplements. Different protein shakes and bars such as Boost, Nepro, and Ensure may give you the extra boost in protein you need!

Liquacel is the protein supplement provided at each of your dialysis treatments if you need it. It provides 16 grams of protein!

Don’t forget about Phosphorus!
High protein foods contain Phosphorus. Taking your phosphorus binders as prescribed will help balance and absorb the extra phosphorus from the foods you eat.

Ingredients
8 bone-in chicken thighs
1/3 cup flour
1 tablespoon balsamic vinegar
1 tablespoon ketchup
4 ounces orange juice
1 tablespoon brown sugar
1 medium onion, chopped
1 medium bell pepper, chopped

Preparation
1. Place chicken and flour into a plastic bag, shake to coat. Add coated chicken to the slow cooker.
2. Mix the orange juice, brown sugar, vinegar, and ketchup together into a bowl. Pour sauce into the slow cooker over the chicken and mix. Cook on LOW for 6-8 hours.
3. Pull chicken off of the bone and serve over white rice with some of the sauce.

Nutrition Facts (per serving)
236 Calories; 15g Fat; 17g Protein; 8.4g Carbohydrate; 94mg Sodium; 273mg Potassium; 153mg Phosphorus

**This recipe contains orange juice, which is high in potassium. The amount of potassium per serving of this recipe is OK for you to eat, though!**

“Rock the ‘Crock’ Renal Friendly Slow Cooker Recipes” from the Children’s Dialysis of Central Texas

Orange Chicken
Yields 8 Servings

Stuffed Green Peppers
See previous page for recipe.

Scan the code to visit us online