

Compliance Standards: Quality of Clinical Care

Care

Fresenius Medical Care is committed to providing superior clinical care to our patients.

Clinical care must be based on patient medical needs and physician orders.

Fresenius will provide clinical services, including laboratory testing, which are appropriate, safe, and in compliance with applicable laws, regulations and professional standards.

Patient care should be guided by the intended outcome of the patient's treatment plan in accordance with established clinical standards and protocols. Sound clinical judgment, focused on the best interest of the patient, should be applied at all times.

Review

Fresenius will periodically review patient care policies, procedures and clinical protocols to ensure that they meet or exceed current standards of practice.

We will seek new, innovative and cost-effective approaches for improving the quality of care provided to our patients.



Providers of Patient Care

Only persons with appropriate professional credentials, and who are properly licensed, certified and trained, may be permitted to provide patient care services.

Physicians will be granted conditional medical staff privileges, pending credentialing, only after the facility Medical Director and Governing Body have determined that the applicant has the requisite training and licensure to provide medical services at a Fresenius dialysis clinic. After the credentialing process is completed, the Governing Body will review and consider applications for medical staff privileges.

Members of the medical staff of a Fresenius dialysis facility are required to adhere to the policies, procedures and standards set forth by federal, state and local regulations and Company policy regarding the quality of clinical care.

Training

All newly appointed Medical Directors are required to complete Patient Privacy training. Training is required to be completed by all Medical Directors.

Quality of Clinical Care: Q & A

Quality of Patient Care

Q: *One of the transportation providers frequently runs behind schedule, and some of our patients arrive at the facility 20 to 30 minutes late for their late afternoon dialysis treatments. Instead of making up this time, the charge nurse stops the treatments at the regular time the unit is scheduled to close. I am concerned that these patients are not adequately dialyzed. Who can I speak to about this situation?*

A: Most dialysis units have policies and procedures to deal with late arrivals and non-compliant or uncooperative patients. The Clinical Manager (“CM”) or the Medical Director should be notified of this problem, and appropriate steps should be taken to resolve the transportation problem.

Technician Acting Outside of Scope of Employment

Q: *A patient care technician recently transferred from an FMCNA dialysis unit in another state, which allowed technicians to administer IV heparin to patients. Technicians are not allowed to give heparin in this state, but she still administers it herself. The CM knows the technician is giving the medication, but she says that the technician is administering the medication properly, so it’s not a problem. I am uncomfortable talking to the CM about this. What should I do?*

A: If you know that it is a violation of state law for a patient care technician to administer a medication, you should report the situation to the Area Manager or the Medical Director. This is the case even if the technician has been trained and administers the medication properly, and even if the CM allows her to give it. If you don’t feel comfortable speaking with anyone in the dialysis facility, you can contact your Business Unit Compliance Officer, Divisional Director of Compliance or the Office of Ethics and Compliance.

Challenging a Doctor’s Authority

Q: *One of the attending physicians in my unit often misses scheduled rounds and seems to hurry through when he does come. I am concerned that he is not reviewing laboratory and medication orders on a frequent basis. As a charge nurse, I am reluctant to challenge the doctor, but I am concerned about the well-being of his patients. What should I do?*

A: Express your concerns directly to the CM or the Medical Director. If you are reluctant to bring the issue up at the facility level, you can contact your Regional Quality Manager, Divisional Vice President of Quality or the Clinical Quality Department in Waltham. It is important that this kind of concern be addressed seriously on a clinical basis to avoid potential harm to patients