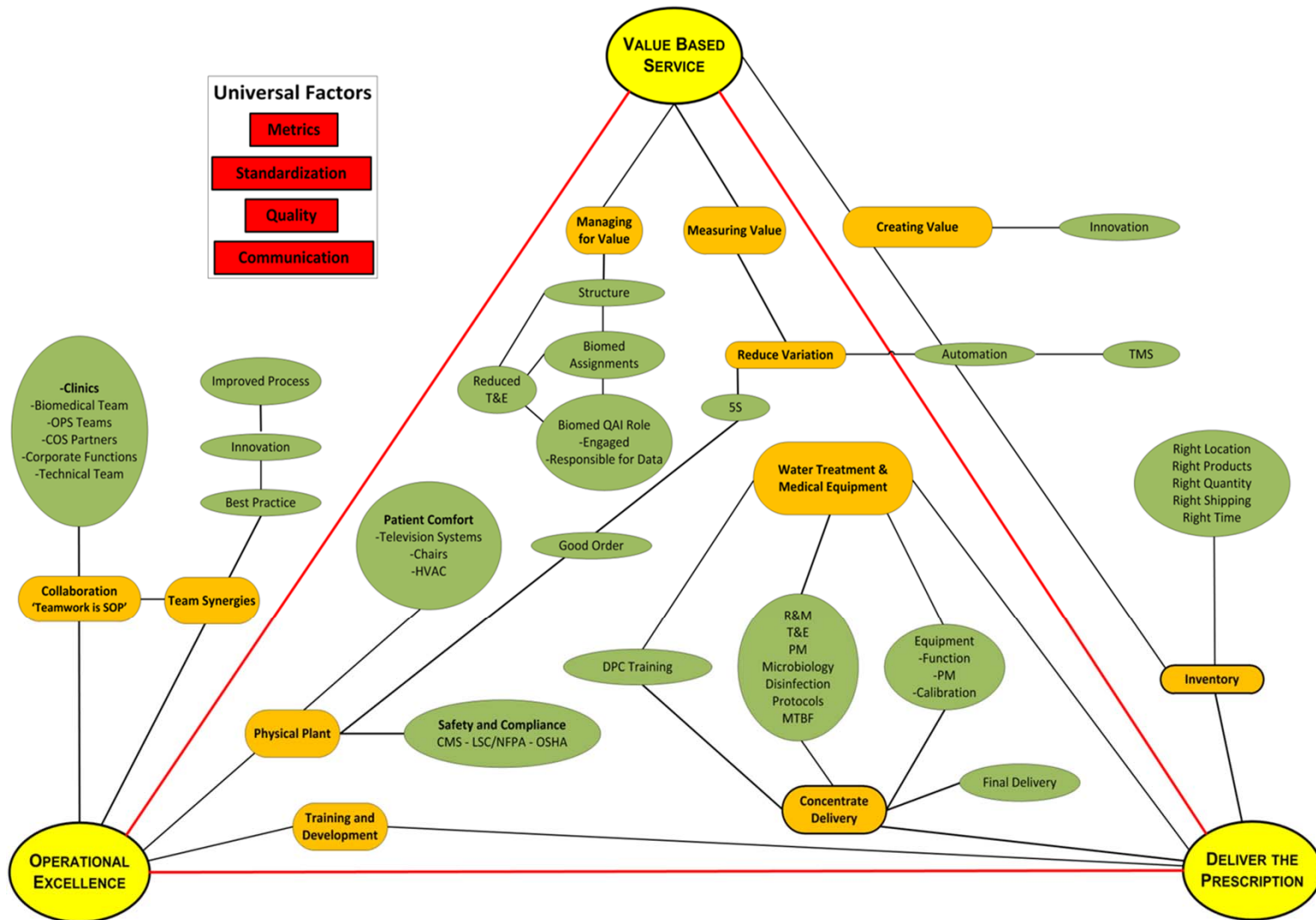


TECHNICIANS IMPACT DIALYSIS OUTCOMES
NANT ANNUAL SYMPOSIUM
TROPICANA HOTEL, LAS VEGAS
20-23 MARCH 2011
RESULTS GET

What Would We Do Without You? – The Importance of the Biomed Technician

Presented By: Mark Gray

VP FKC Technical Services



Delivering the Prescription

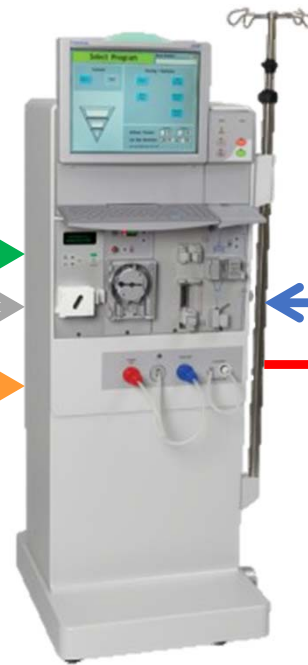
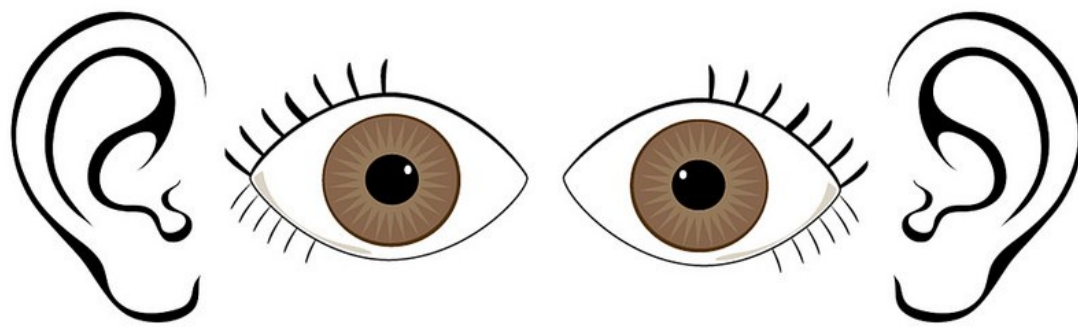


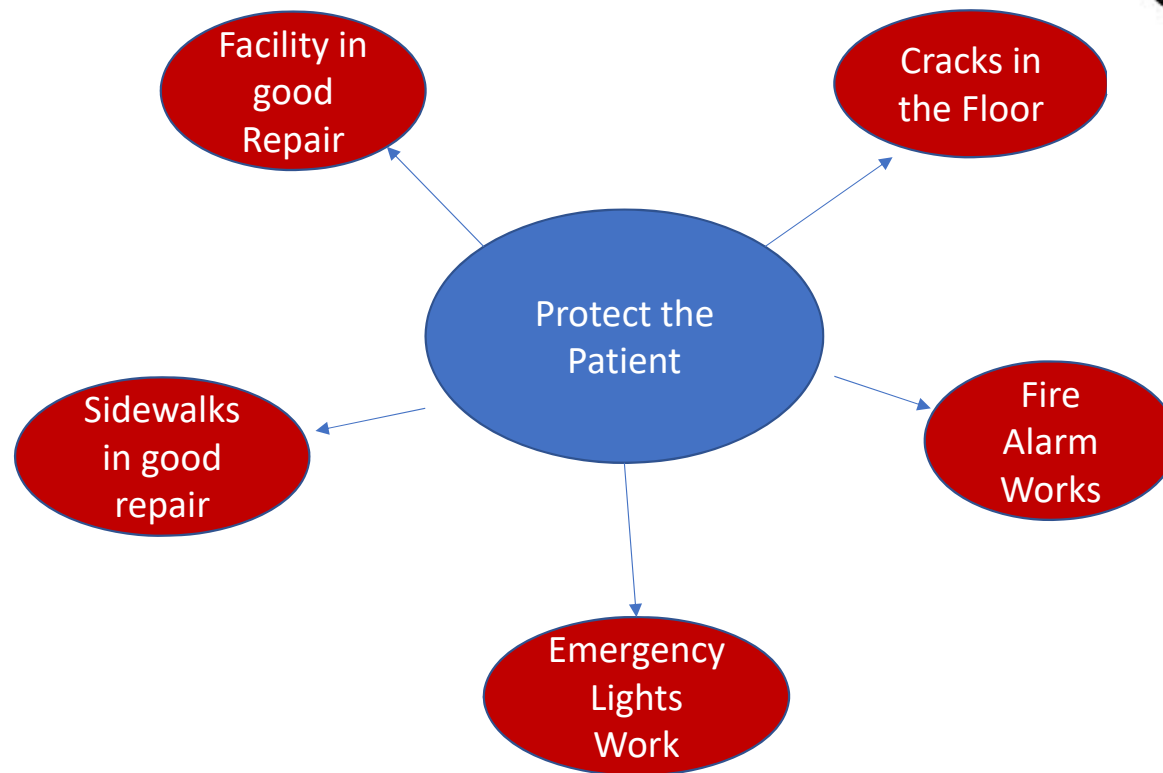
Photo courtesy of: <http://www.libreclimbing.com/>

Operational Excellence

- Key safety activities
- Staff and Medical Director Training
- Plan B, we back stop the clinic personnel when someone does not show up; mix bicarb, mixing acid, test water etc.
- Disaster preparedness, post disaster recovery
- Part of the QAI team and process
- Physical Plant Liaison
- Solution Oriented

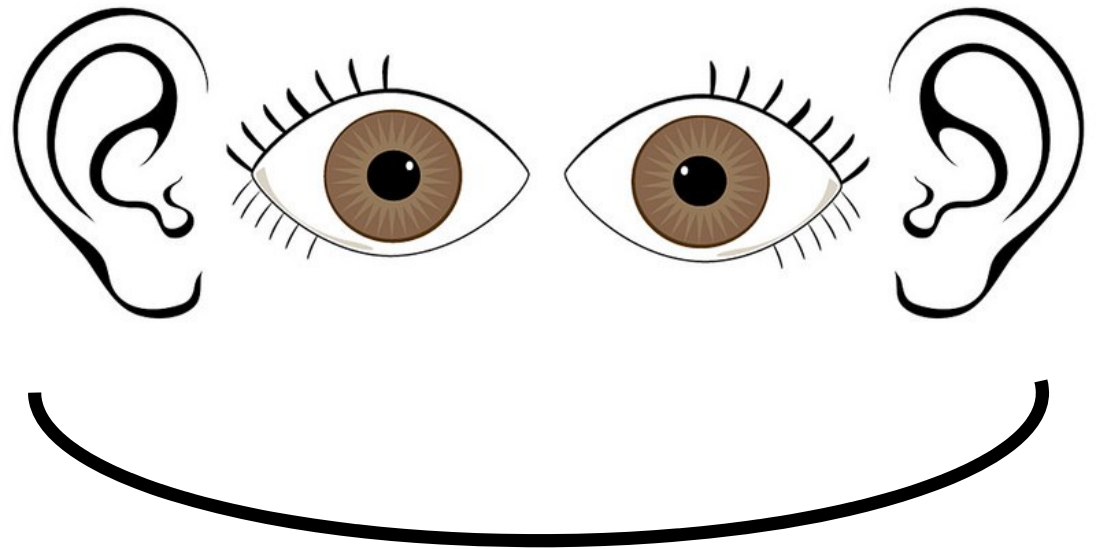




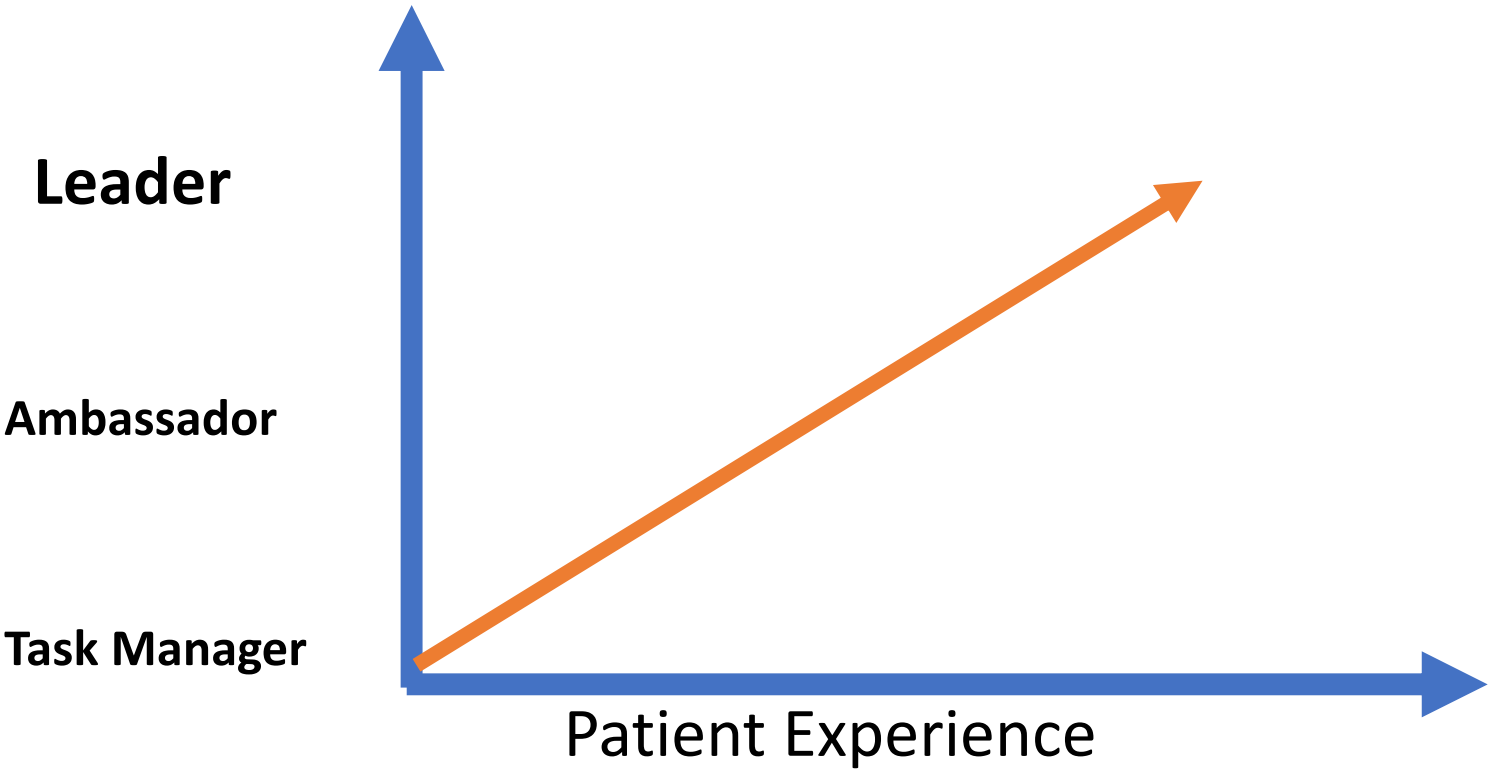


The Biomed can lead a culture with a Positive Attitude & a Smile:

1. Everyone makes a difference.
2. Success is built on relationships
3. Create value for others
4. Reinvent yourself regularly



The Biomed can improve the Patient Experience



The Biomed Provides a state of control

- Water System
- Machine Operation
- Back up support
- Open and Close Clinics to ensure treatments take place
- **Training** and monitoring
- Precision of Treatment (proper maintenance/Calibrations)

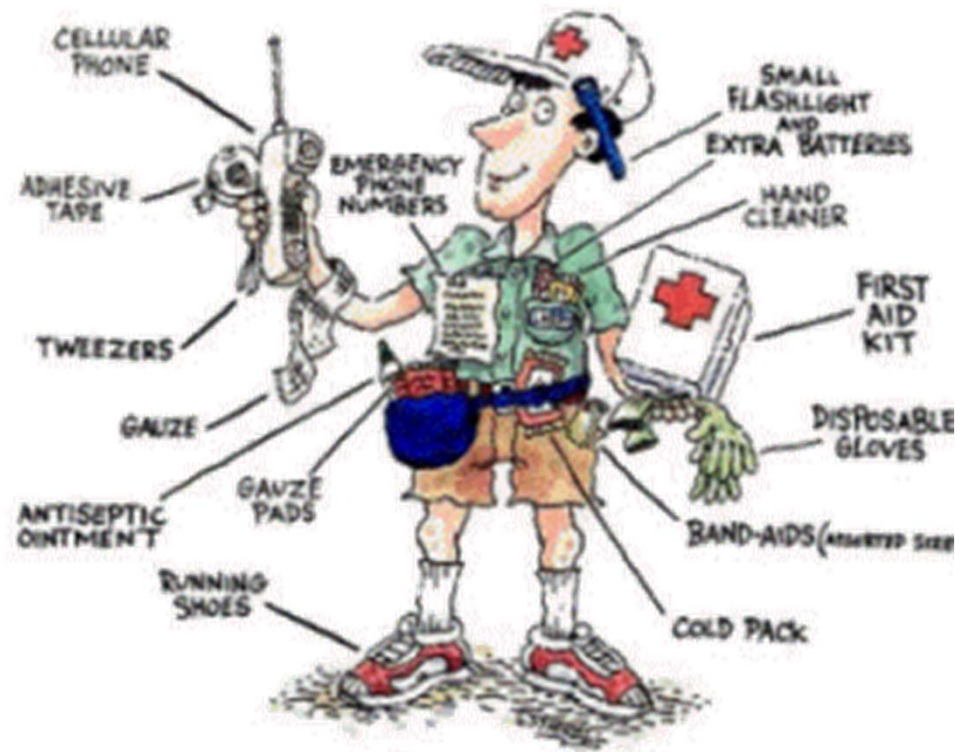


The Biomed is a Change Agent

- Implementing Desired Change
 - New Equipment
 - Additions/deletions to systems
 - New Policies/Procedures.
 - New Software
- Preventing unwanted change
 - Policy Adherence
 - Procedure Adherence
 - “Let me show you how to do that faster.”



Emergency Preparedness



In Emergencies, the Biomed:

- Turns the Lights OFF
- Turns the Lights back ON



No electricity, no problem



What ever it takes to get the job done!



Taking care of the staff





QAI: The Biomed's Role

QAI is where the Rubber meets the Road...

**If You See
Something
WRONG**

**Say
Something
RIGHT**



Remember:

-
- See Something, Say Something, Do Something
 - QAI should never be punitive
 - Report for all modalities.
 - Report anything you feel needs attention
 - You are an important part of the Intradisciplinary team

Without YOU

- NO Water
- NO Working Dialysis Machines
- NO Life Sustaining Treatments

What we deliver:

- We do not perform the Dialysis Treatment, we make the Treatment better.