

B. New Patient Packet

In 2009, the Patient Services Department continued to coordinate the New Patient Packet program. During the year, the Network Coordinating Center (NCC) sent out a combined total of 12,705 New Patient Packets to patients in Network 9 and Network 10 (8,137 in Network 9 and 4,568 in Network 10). Out of the 12,705 Packets, 11,801 packets reached new ESRD patients without error. The Network investigated the reason that the remaining 904 packets did not first reach the intended patients.

Reasons for error included:

- Incorrect address, Post Office forwarded to correct address
- Incorrect address, no forwarding address provided
- Patient Deceased
- Patient Identification Issues

Figure 95 and Figure 96 summarize the actions related to the delivery of New Patient Packets.

Figure 95 - 2009 New Patient Packet Activity			
New Patient Packets	Network 9	Network 10	Total
Total New Patient Packets Sent	8,137	4,568	12,705
Packets Delivered Without Error	7,536	4,265	11,801
Packets Returned For Correction	601	303	904
Resolution of Required Correction:			
New Patient Packets Forwarded by Post Office	196	73	269
Deceased Patients	119	69	188
New Patient Packets Returned & Corrected by Network Office	180	87	267
Packets Undeliverable, Beyond Network Control	106	74	180

The following table provides a breakdown of the reasons that the

packets could not be delivered that were beyond the Network control.

Figure 96 - Reasons for Packets Undeliverable, Beyond Network Control

Reasons for Returned Packets Out of Network Control	Network 9	Network 10	Total
Recovered Function	20	6	26
Address Stayed the Same	65	50	115
Patient had Transplant	11	2	13
Patient Discontinued Dialysis	1	1	2
Patient Moved to New Network	1	6	7
Patient Refused Mail	1	0	1
Patient Transferred out of Facility	6	9	15
Patient was Lost to Follow-Up	1	0	1

The acceptable return rate for all new patient packets is under 6% and the average is 4.2% Monthly, the Network tracks the reasons for the returns which include death, moving to a nursing home, moving out of state, recovering function, network error in entering the data, and facility error in completion of the 2728.

The Network determined that an acceptable return rate of New Patient Packet due to Network error is less than one percent. Overall, the return rate due to Network error has remained under one percent with an average of .25 percent.