

Renal ADVENTURES

Renal Ventures Management, LLC
RENALSERV, LLC

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FALL 2008



CAPTAIN'S CORNER

Fall brings change to Renal Ventures

Welcome to the Fall edition of RenalAdventures. In this issue, per our usual practice, we will introduce new Home Office employees, announce several promotions, recognize our RV Difference outstanding employees, discuss our growing educational initiative, present thoughts from our HR group, and inform you about several comings and goings within our company.

Larry Chatfield

It gives me great pleasure to announce that Ron Adams has accepted the Corporate Controller position in our finance group. Ron started in accounting in December 2002 and has had numerous responsibilities in accounting and finance to prepare for his new role. Additionally, Liz Brannon has accepted the role of Regional Director for the Dallas Metro-plex area. We welcome Liz's leadership in helping us to grow and expand our presence in this very important market. Liz will have four of our larger Centers in her area: Lewisville, Carrollton, Denton, and soon Frisco. Each of these Centers has enormous potential, and we are confident Liz's talent and commitment will help us achieve maximum results.

I am also pleased to report that the quality initiative "Shift the Curve", which began in the summer, is moving forward. Initially, we held meetings in Philadelphia and invited all nephrologists and surgeons to gather to discuss improving fistulae placement. From our learning experience with this meeting, as well as with Texas ESRD Network support, our next meeting in Tyler, Texas had sixty attendees from all over eastern Texas. The message we attempted to deliver was the importance of secondary AVF placement in patients who have had at least one graft failure and the necessity to have all incident dialysis patients begin with an AVF. We will keep you apprised of our progress; however, a recent report from Tyler suggests that the vascular surgeons, hospitals, and facilities are making an enormous difference, and that results are changing rapidly. We are now extending the "Shift the Curve" initiative to other areas, and these will be examined at the October Clinical Coordinators' meeting. Several of you have been asked to submit Action Plans to address such outcomes as Standardized Mortality and Hospitalization Rates (SMR and SHR). The question that arises is: "If we are unable to determine why some facilities have such good SMRs or SHRs given that their clinical measures are not appreciably better, what indeed is making the difference?" We are carefully examining this. All of this shows just how our Quality Committee is so engaged in improving patient care.

Finally, several in our group have contacted me regarding whether or not they should continue with their 401(k) plan participation in light of these troubled financial times. Though we are uncomfortable giving investment advice, we feel that because of the tax advantages and the Company's participation, this is a great vehicle to plan for your family's future in the long term. Now is the time to stay the course.

OUTSTANDING EMPLOYEES

RV Difference Employees of the Month/Quarter

Amarillo: Sue Randall

Bayonne: Luis Vega

Brick: Christina David

Carrollton: Shana Lyons

Home Office: Tara Clark, Jomar Castillo

Lewisville: Blessy Rejumon

Midland - Odessa: Richard Thorp

Moorefield: Katrina Davis

Mountain Home: Shari Bower, Mark McGuire, Tina Helms

Newton: Dorothy Nerone

North Denton: Gerrie Walterschied

North Jersey: Roberto Rivera

Passaic: Maria Garcia, Mary Ann Yambao, Manuela Irala

Philadelphia: Lakeesha Dean

Sewell: Judy Ruddrow

Somerville: Lorena Castro

Texas: Leah Snyder, Deanna Baker, Marcy Lewis, Jennifer Gumin, Renee Ebon, Cathee Paniszczyn, Denise McAfee, Jana Thomas, Rochelle Buyco, Laquita Patterson

Trenton: Torri Jones

Tyler: Amy Fox

Westwood: Terry Groncki

NEWS & NOTES

From the Department of Education: Keeping you updated about online learning



The Department of Clinical Education and Staff Development is pleased to tell you that we are actively working on the Learning Management System (LMS) for Renal Ventures. The LMS is a website which houses a great deal of education that staff members need.

The system is scheduled to be ready for employee use by January 1, 2009. Each Center will have one computer dedicated to the LMS, and all staff members will be able to use their Center's computer. This is an exciting time for Renal Ventures, and we are sure that there will be a great deal of excitement once the LMS is up and running!

In addition to the LMS, the Department of Clinical Education and Staff Development will also be setting up two training labs - one in New Jersey and the other in Texas. These labs will be used to check clinical competencies as well as orient staff members to new equipment and clinical techniques. The labs will be open for use in early January 2009.

HUMAN RESOURCES

Human Resources announces exciting programs for employees

The Great Pay Off: Employee Referral Bonuses

Welcome to your Human Resources (HR) Fall 2008 update! Some exciting topics we would like to cover are our Employee Referral Bonuses as well as our RN Tuition Program and our Educational Assistance Program.

We strongly believe that our employees are our best resource for recruiting new talent to Renal Ventures. This year the Employee Referral Program launched - offering two different levels of bonuses to employees, depending on the type of position being filled. The Employee Referral Program offers employees an opportunity to recommend friends, former colleagues, and other qualified individuals to fill vacant positions - while providing our employee a bonus for the recommendation.

The bonus is divided into two "tiers". The Tier 1 Bonus is specific to filling Clinical Coordinator or Registered Nurse roles. This tier level bonus pays our employees \$1,500. The Tier 2 Bonus is for referring individuals to all other vacant positions within Renal Ventures.

Renal Ventures participants must be employed at the time of the referral as well as at the time of the payout to receive the bonus payment. Bonus payments are paid in two separate payouts. The first payment is made after 90 days from the newly hired employee's start date, paying out the first half of the bonus. The second payment is made after six months from the newly hired employee's start date, paying out the second half of the bonus.

Employees who make referrals and the referred individuals who are hired are then both entered into a raffle after the new employee's first 90 days of employment. The winner of the raffle receives a flat panel television set valued at \$700! The drawing will be made at the Clinical Coordinator's Meeting in October. The winner will be announced and featured in the next newsletter. Stay tuned to see who wins the big prize!

Employees interested in finding out more about this exciting program should speak with their manager or contact HR. All current job openings are posted on the Renal Ventures career website at: www.renalventures.com/careers. It is very important that employees complete the Employee Referral Form and provide it to the hiring manager for the position to which they are referring a candidate, in advance of or at the time of the interview. The hiring manager will then sign and date the form as proof of receipt. A copy is given to the employee making the referral, and the original form is sent to

HR to be tracked for the bonus payout and entered into the Bi-Annual Drawing.

HR has also introduced a way to better advertise current job openings by creating Internal Job Postings at each location. While job vacancies have been posted on our website, and will continue to be posted on the Renal Ventures website, HR believes a better job must be done to reach out to current employees - making them aware of vacancies. An Internal Job Postings area is being dedicated at each location. This should contribute to the ability of employees to make referrals and to keep in mind their own career aspirations!

Invest in Your Future – Focus on Education

Renal Ventures continues to offer educational opportunities for its employees. There have been a few modifications to both programs that offer employees education outside of work.

The RN Tuition Program and the Educational Assistance Program continue to be valuable benefits to employees. Both afford employees financial assistance for continuing education. The RN Tuition Program provides employees the opportunity to receive up to \$5,000 annually - either in an advance or as a reimbursement to assist with tuition, books, and fees for pursuing a nursing degree. Those who are interested in this program must apply and be accepted in order to receive this benefit. Questions about the application process can be directed to HR or to a supervisor.

The Educational Assistance Program offers eligible employees up to \$4,000 annually in educational assistance through reimbursements for the cost of tuition, books, and associated fees. Employees must be employed full-time with Renal Ventures for a minimum of six months to be eligible for either of these programs. They must also be "in good standing", having a solid performance record, free of recent disciplinary issues.

Did you know?
FSA enrollment for
2009 will be for a
full calendar year:
January 1 -
December 31.

HERE TO HELP YOU...

Renal Ventures welcomes three new employees to the Home Office!



Tom Bjorkman, Corporate Senior Accountant.

Tom recently joined Renal Ventures after having worked for PricewaterhouseCoopers LLP, a public accounting firm, for four years. When he is not working, Tom enjoys tennis, golf, rooting for his BYU Cougars, and spending time with his family. He and his wife Rachel are expecting their second daughter in early December.

Tom Bjorkman

Sam Christensen, Business Analyst.

Sam joined Renal Ventures prior to working as a financial analyst with the Federal Government. He recently received his MBA from Colorado University at Denver. Sam is a native of Colorado who enjoys snowboarding, hiking, camping, and mountain biking. He loves sports; and the Broncos and Buffs are his two favorite teams. Sam has been married for over 3 years, and has a 2-year-old son named Collin. He and his wife, Jenny, are also expecting a new baby girl in October.



Sam Christensen



LeeAnn Delgado, AR Specialist.

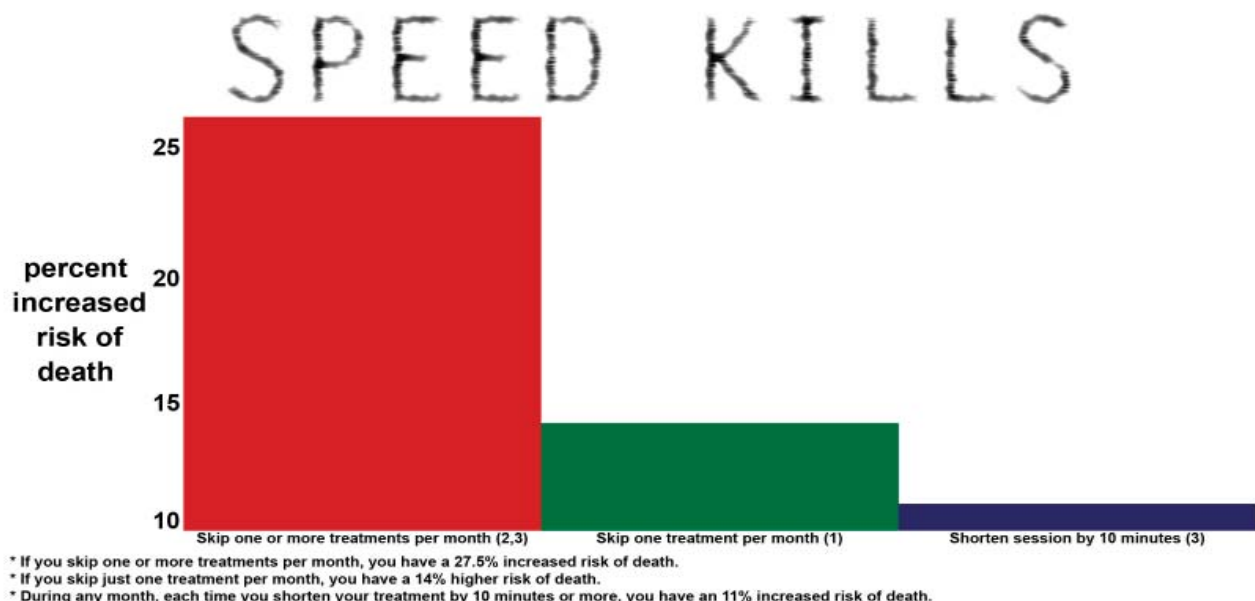
LeeAnn is a native of Colorado. She has 10 years of experience in the collections field, as well as two years in the medical billing field. LeeAnn enjoys her job at Renal Ventures. She has been married for 15 years and has three children. In her spare time, LeeAnn likes to ride Harleys with her husband and spend time with her children.

LeeAnn Delgado

COMING TO YOUR CLINIC...

A new poster with a very important message

Look for this new poster in your clinic. It was designed by the Renal Ventures Quality Committee to help our patients understand the need to follow their physician's dialysis treatment plan.



SPEED KILLS: If you miss or shorten your dialysis, you are shortening your life!



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HOME OFFICE NEWS

Employees participate in the National Kidney Foundation Walk

On September 14, Renal Ventures employees from the Home Office in Denver participated in the National Kidney Foundation's 7th Annual Kidney Walk. The theme of the Walk was "Kidneys and K-9s". Employees, their dogs, and friends joined to make the day a huge success. Through bake sales, donations, and other events, the Renal Ventures team came in First Place in the category of companies raising money for the cause. A whopping \$6600 was raised by the Renal Ventures team for funds and awareness of kidney disease and organ donation. Congratulations Team Renal Ventures! You make a difference because you care!



Front row (left to right): Jennifer Huskey, Tara Clark, Steve Adams, Jennifer Betz. Back row (left to right): Joel Pfitzer & son Parker, Francisco Fuerte, Jill Rossi, Chris Pfitzer & daughter Sara, Brittany Nedwell, Makayla Saling, Pamela Giesler, Larry Chatfield & granddaughter Lucy Kate, Steve Betz.

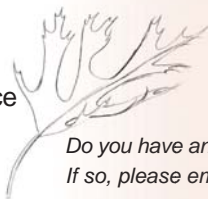
Fall Meeting Schedule

October 23 - 25

Clinical Coordinators Meeting, Home Office

November 5 - 9

ASN, Philadelphia



Do you have an event that you would like to post in the next edition of the RVM newsletter? If so, please email the details to Jill Dellamalva at: jdellamalva@renalventures.com.

Patient Spotlight at the Renal Center of Bayonne

His work comes from the heart. Michael Salvatore is not only an exceptionally talented artist, but he is also a dialysis patient at Bayonne Renal Center. His life, as well as his magnificent hand-carved wooden display pieces, can be described in one word: inspirational.

Five years ago Michael began dialysis. The treatment helps his kidneys, but it has also helped his heart form a creative idea. Soon after his treatments began, his wife Judy gave him a set of power tools to occupy his time during idle hours. At this point, his heart's idea turned into a reality.

Last year, Michael presented the first of what would become several hand-carved gifts to the Bayonne Renal Center. It was a wooden sign into which he carved three hearts and the words "The Staff With Heart". This was his distinctive way of saying "Thank You" to the Center's staff for their care, kindness, and love. From that day on, he proved that his new tools could be used for more than fixing things around the house.

From a fancy sign decorated in lights advertising the Center's fun trips to Atlantic City, to a profound memorial for a recently deceased friend and fellow patient Fred Ongaro - Michael's gifts to the Bayonne Renal Center are not just carved in wood. They are permanently carved into the hearts of everyone who views them.



Michael Salvatore