



Improving Healthcare
for the Common Good

ESRD Network Coordinating Center
1979 Marcus Avenue
Lake Success, NY 11042-1002
(516) 209-5332
www.esrdncc.org

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The ESRD Network Coordinating Center (NCC) is responsible for the organization and distribution of the informative *New ESRD Patient Orientation Packet (NEPOP)* to all new dialysis patients.

The NCC endeavors to provide the ESRD Network community with favorable levels of support and assistance. In an effort to measure the effectiveness and efficiency of the NEMO system, NEPOP processes, and NCC Customer Service, the NCC submitted an electronic survey to all NEMO users and NEPOP processors. The NEMO User Satisfaction Survey consisted of 10 multiple choice questions.

The results of the 10 question survey are provided below; additional analysis of each response has also been provided.

NCC NEMO User Survey Summary Results

1. The NCC delivers our monthly Network RMF on time (by the 15th of each month).

- 29% I Strongly Agree (Representing 5 responses)
- 65% I Agree (Representing 11 responses)
- 6% I Disagree (Representing 1 response)

2. The NCC confirms receipt of the Network's monthly RMF deliverable in a timely manner.

- 41% I Strongly Agree (Representing 7 responses)
- 59% I Agree (Representing 10 responses)

3. The NEMO system accurately records the processing of the monthly NEPOP returns.

- 6% I Strongly Agree (Representing 1 response)
- 53% I Agree (Representing 9 responses)
- 24% I Disagree (Representing 4 responses)
- 17% I Strongly Disagree (Representing 3 responses)



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4. The NCC is responsive to Network suggestions submitted through the NEMO system.

- 12% I Strongly Agree (Representing 2 responses)
- 35% I Agree (Representing 6 responses)
- 24% I Disagree (Representing 4 responses)
- 6% I Strongly Disagree (Representing 1 response)
- 24% Not Applicable- I have never submitted a suggestions through the NEMO system.
(Representing 4 responses)

5. The NCC clearly communicates with the Networks regarding updates to the NEMO/NEPOP processes.

- 12% I Strongly Agree (Representing 2 responses)
- 59% I Agree (Representing 10 responses)
- 29% I Disagree (Representing 5 responses)

6. The NCC provides adequate NEPOP inventory management and effectively communicates with the Network regarding required NEPOP introduction letter updates.

- 12% I Strongly Agree (Representing 2 responses)
- 53% I Agree (Representing 9 responses)
- 6% I Disagree (Representing 1 response)
- 29% Not Applicable- I have never submitted a NEPOP Introduction letter for updating.
(Representing 5 responses)

7. The NCC responds to inquires and/or concerns in a timely manner.

- 12% I Strongly Agree (Representing 2 responses)
- 59% I Agree (Representing 10 responses)
- 18% I Disagree (Representing 3 responses)
- 6% I Strongly Disagree (Representing 1 response)
- 6% Not Applicable – I have never submitted an inquiry/issue.
(Representing 1 response)



8. The NCC adequately resolves inquiries and/or concerns in a timely manner.

- 12% I Strongly Agree (representing 2 responses)
- 53% I Agree (representing 9 responses)
- 29% I Disagree (representing 5 responses)
- 6% Not Applicable – I have never submitted an inquiry and/or concern to the NCC. (Representing 1 response)

9. I am satisfied with the level of support and service provided by the NCC.

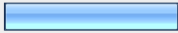
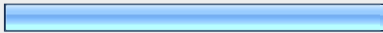

- 12% I Strongly Agree (representing 2 responses)
- 65% I Agree (representing 11 responses)
- 18% I Disagree (Representing 3 responses)
- 6% I Strongly Disagree (Representing 1 response)

10. On average, within a single processing month, how many times do you contact the NCC with questions, comments, or concerns.

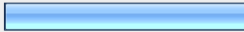
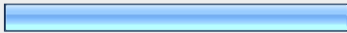
- 71% 1-3 (Representing 12 responses)
- 6% 3-6 (Representing 1 response)
- 24% I have not contacted the NCC with a question. (Representing 4 responses)

ESRD Network Coordinating Center- NEMO Survey


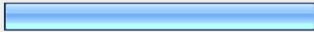
1. The NCC delivers our monthly Network RMF on time (by the 15th of each month).




	Response Percent	Response Count
I Strongly Agree 	29.4%	5
I Agree 	64.7%	11
I Disagree 	5.9%	1
I Strongly Disagree	0.0%	0
If you disagree, please provide an example or further explanation:		0
answered question		17
skipped question		0

2. The NCC confirms receipt of the Networks' monthly RMF deliverable in a timely manner.






	Response Percent	Response Count
I Strongly Agree 	41.2%	7
I Agree 	58.8%	10
I Disagree	0.0%	0
I Strongly Disagree	0.0%	0
If you disagree, please provide an example or further explanation:		0
answered question		17
skipped question		0

3. The NEMO system accurately records the processing of the monthly NEPOP returns.


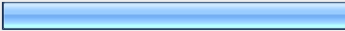


	Response Percent	Response Count
I Strongly Agree 	5.9%	1
I Agree 	52.9%	9

I Disagree		23.5%	4
I Strongly Disagree		17.6%	3
If you disagree, please provide an example or further explanation:			5
			 view
answered question			17
skipped question			0

4. The NCC is responsive to Network suggestions submitted through the NEMO system.


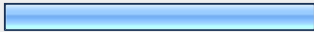


		Response Percent	Response Count
I Strongly Agree		11.8%	2
I Agree		35.3%	6
I Disagree		23.5%	4
I Strongly Disagree		5.9%	1
Not Applicable- I have never submitted a suggestion via the NEMO system.		23.5%	4
answered question			17
skipped question			0

5. The NCC clearly communicates with the Networks regarding updates to the NEMO/NEPOP processes.


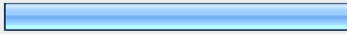
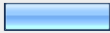



		Response Percent	Response Count
I Strongly Agree		11.8%	2
I Agree		58.8%	10
I Disagree		29.4%	5
I Strongly Disagree		0.0%	0
If you disagree, please provide an example or further explanation:			2
			 view

answered question	17
skipped question	0


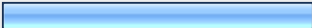
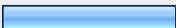

6. The NCC provides adequate NEPOP inventory management and effectively communicates with the Network regarding required NEPOP introduction letter updates.


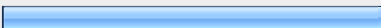
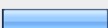


	Response Percent	Response Count
I Strongly Agree 	11.8%	2
I Agree 	52.9%	9
I Disagree 	5.9%	1
I Strongly Disagree	0.0%	0
Not Applicable- I have never submitted a NEPOP introduction letter revision. 	29.4%	5
answered question		17
skipped question		0

7. The NCC responds to inquiries and/or concerns in a timely manner.

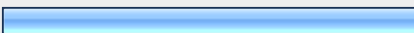

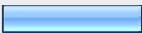
	Response Percent	Response Count
I Strongly Agree 	11.8%	2
I Agree 	58.8%	10
I Disagree 	17.6%	3
I Strongly Disagree 	5.9%	1
Not Applicable - I have never submitted an inquiry/issue to the NCC. 	5.9%	1
If you disagree, please provide an example or further explanation:  view		2
answered question		17

<i>skipped question</i>	0
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8. The NCC adequately resolves inquiries and/or concerns in a timely manner.		
	Response Percent	Response Count
I Strongly Agree 	11.8%	2
I Agree 	52.9%	9
I Disagree 	29.4%	5
I Strongly Disagree	0.0%	0
Not Applicable - I have never submitted an inquiry/issue to the NCC. 	5.9%	1
<i>answered question</i>		17
<i>skipped question</i>		0

9. I am satisfied with the level of support and service provided by the NCC.		
	Response Percent	Response Count
I Strongly Agree 	11.8%	2
I Agree 	64.7%	11
I Disagree 	17.6%	3
I Strongly Disagree 	5.9%	1
If you disagree, please provide an example or further explanation: 		2
<i>answered question</i>		17
<i>skipped question</i>		0

10. On average, within a single processing month, how many times do you contact the NCC with questions, comments, or concerns?		
	Response	Response

		Percent	Count
1 to 3		70.6%	12
3 to 6		5.9%	1
6 to 9		0.0%	0
10+		0.0%	0
0 - I have not contacted the NCC with a question, comment, or concern.		23.5%	4
		<i>answered question</i>	17
		<i>skipped question</i>	0