



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)



Improving Healthcare
for the Common Good

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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)



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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)