

Kidney Center, Inc (KCI): Offering a Full Spectrum of Kidney Disease Services

By Maya Katkoria, MBA, BS, RN
*Director of Education and Quality Development
Kidney Center, Inc.*



Kidney Center, Inc. (KCI) is a Simi Valley based kidney disease and healthcare management corporation providing comprehensive management and educational services to multiple nephrology practices, out-patient kidney dialysis facilities, clinical laboratories and research facilities in Southern California. The progressive staff of over 700 employees has provided dedicated services under the leadership of veter-

eran nephrologists Dr. Kant Tucker and Dr. Irma Harriman for more than three decades.

The mission of KCI is to dedicate and provide the highest quality of care and comfort to patients by offering a wide spectrum of services designed to meet their every medical need. Along with key elements of success, like quality and safety, KCI maintains its progressive performance through creative work processes and cost containment. These processes help fulfill the ultimate goals of regulatory compliance and financial profitability.

KCI has practiced this ideology to meet their patient's nephrology requirements since they began operations. They have established a versatile approach that provides comprehensive healthcare services to patients diagnosed with kidney disease and transitioning from Chronic Kidney Disease (CKD) to End Stage Renal Disease (ESRD).

KCI manages the nephrology healthcare delivery system by integrating major components like the

nephrology practice, out-patient dialysis services, acute dialysis services, pathology laboratories, centralized dialyzer reuse, CCHT School and more.

KCI provides diversified treatment services depending on patient social dynamics and medical conditions. KCI can also provide services on home modalities like Peritoneal Dialysis and Home Hemodialysis.

Additionally, KCI provides two treatment services that are not so common among other dialysis providers: (1) nocturnal dialysis services and (2) dialysis treatments to patients who are on ventilator support and tracheostomy.

One of KCI's more remarkable achievements is to allow certain chronic, unstable ESRD patients to receive outpatient dialysis. This major initiative provides outpatient dialysis services to patients, who are on ventilator support and tracheostomy.

KCI may be the only provider in the country that accepts this group of

patients. This frees ICU beds allowing hospitals to focus on their other critically ill patients.

These services not only give patients greater life expectancy but provide an opportunity to move out of the inpatient hospital environment with its related negatives.

KCI's other significant accomplishment was adoption of a Centralized Dialyzer Reuse Processing System. KCI is one of the few companies in the nation operating this type of program.

Moving from a traditional on-site reuse process, KCI adopted a program where a common dialyzer processing location serves multiple dialysis facilities.

The system is successfully operated by one set of specialized technicians focused on error elimination. They have provided extensive favorable reuse outcomes to client entities. This program has successfully

passed through multiple surveys from the California Department of Public Health.

KCI has thrived by adopting novel concepts, ultimately advantageous to patients and the community. Under the leadership and guidance of its founders, KCI has adopted a culture of democracy and creativity. Employees can speak openly about their experiences and provide feedback towards improvement. Management turnover is low and employees contribute towards the organization's accomplishments. This has been key for the overall success of the organization.

Working with KCI for more than a decade has given me an excellent opportunity to develop as a leader and, most importantly, a caregiver. I enjoy being the common element between facility operations and corporate management. I appreciate the opportunity to apply it to both ends.

Maya Katkoria is the Director of

Education and Quality Development at KCI. She has been associated with KCI for fourteen years and has been involved in multiple divisions of the organization such as pathology laboratory, research, reimbursement, acute services, facility operations, and education.

Her computer science education provides excellent background for her role as coordinator of KCI's Electronic Health Records (EHR) system and applications.

She oversees key components of the overall dialysis spectrum. She holds mixed responsibilities in operations and quality development on clinical, administrative, and EHR tasks and their related education.

She is also a Clinical Coordinator at Kidney Dialysis Center of Verdugo Hills in Glendale, California where ESRD patients on ventilator support and tracheostomy are treated.

Reprinted with permission from the California Healthcare News. To learn more about the California Healthcare News visit cahcnews.com.