

## WORDS OF WISDOM

MESSAGE FROM BABAJIDE SALAKO, MD, CEO



As we reflect on these unprecedented past few months, Dialysis Care Center (DCC) has faced unique challenges and situations in the fight against the novel COVID-19 virus.

During this time of uncertainty, the DCC family has continued to embody the values our organization was built on. We

never wavered; continuing to maintain our focus on providing the highest quality, patient-centric care.

Each of our team members have displayed a tremendous amount of dedication, compassion, and commitment not only to our patients but to our colleagues as well. I would like to express my deepest, sincere appreciation. Your efforts have not gone unnoticed.

We are dedicated to providing those within our network the support and transparent communication as we continue to navigate this pandemic. Through leveraging our established strengths and implementing new operational procedures, we will emerge stronger at the end of this pandemic.

Social distancing protocols were enacted and eligible personnel were provided the necessary technology to work remotely. Our clinical operation requirements were immediately modified to limit clinic access to only essential staff, require temperature screenings, and the requirement of all floor staff to be fully gowned at all time. Diligent efforts were also made to ensure our clinics always had the necessary inventory of PPE (personal protection equipment) despite nationwide shortages.

We are proud to have navigated this pandemic with the utmost efficiency. Our swift actions have resulted in numerous successes and achievements throughout our organization.

As the cases continued to increase nationwide, DCC continued to strengthen our procedures including new admissions screening processes to ensure streamlined operations. Dialysis Care Center designated locations in Hazel Crest, Illinois and Lebanon, Pennsylvania as COVID-19 only clinics; while designating exclusive shifts across several locations for the dialyzing of COVID-19 positive patients.

Our successes in combating COVID-19 is a testament to our entire DCC organization. Through the tireless efforts of our frontline clinical team members, our expectations were not only met but greatly surpassed. Dialysis Care Center is proud to have met this pandemic head-on while continuing to uphold the quality of care our patients have come to expect.

## MEETING COVID-19 HEAD-ON

Dialysis Care Center's Success Story



# CORONAVIRUS (COVID-19)

In 2020, the world has experienced a historical event in which many of us have never seen in our lifetime. As we fight against COVID-19, Dialysis Care Center has continued to make the health and safety of our patients and team members the highest priority. We have been able to effectively protect those within our facilities through the proactive implementation of updated policies and reinforcing our extensive infection control practices and protocols.

Monique Barnes, MBA, HCM, RN, Vice President of Clinical Operations and Pandemic Incident Commander, took immediate action to provide staff with the latest COVID-19 updates through daily emails and weekly conference calls.

DCC took proactive measures to limit the transmission of the novel virus prior to state mandated shelter-in-place orders.

## REMEMBERING A BELOVED TEAM MEMBER

Betsy Miller - McConnellsburg, PA

Betsy is gone but never forgotten...Betsy Miller was a part of the DCC family, an Administrative Assistant at DCC Fulton County in McConnellsburg, PA. Betsy passed away suddenly May 18th yet will live on in the hearts of our DCC family forever.

Betsy Miller was part of the DCC family for only a few short months but during that time she made a big impact in the lives of her patients and her teammates. Betsy's DCC Fulton County team and the DCC family is heartbroken to lose her so quickly.

Her DCC Fulton County team cherished Betsy and wanted to share some thoughts:

"What I miss about Betsy is always trying to take care of us. By thinking ahead to make our days brighter with little messages or treats when we walked in there; was her notes to start our day right"- Jamie, RN

"She was a beautiful soul who loved to bake because she knew it brought sunshine to others. She was a loyal and dedicated friend and co-worker who will be forever missed." - Erin, Social Worker

**Story Continues on Back....**

## REMEMBERING A BELOVED TEAM MEMBER CONT.

"Betsy had a huge heart and was full of excitement to help our patients. Betsy loved each of our patients and our staff and wanted the best for everyone, putting our needs before her own. She was quickly loved by all and will be sadly missed." -Kayla, Clinic Manager

The DCC family was fortunate to have spent time with Betsy and she will be a part of our family forever.

Rest in Peace Betsy.

## DCC HEROES

### Recognition of our Clinical Team

As we navigate through the COVID-19 pandemic, Dialysis Care Center (DCC) launched #DCCHeroes social media campaign to celebrate our heroes on the frontlines. Throughout the month of April, members of our Dialysis Care Center family recorded short, personal messages expressing their gratitude and appreciation for the hardwork and dedication of our clinical team.

These weekly video submissions enabled our DCC family to support and encourage our clinical team as they diligently and tirelessly continued to provide outstanding care throughout our network. All video submissions were posted to our corporate social media platforms (Facebook & Instagram) to be viewed and further shared through the hashtag #DCCHeroes.

We would like to thank everyone who participated in the campaign and once again express our gratitude to our clinical team, our DCC Heroes, for all they continue to do! *All videos can be viewed through our corporate social media platforms at @DialysisCareCenter.*

## HOW WE'RE ROCKIN' THE HOTTEST FASHION ACCESSORY OF 2020

### DCC's Rock The Mask Campaign

Our current mission is to keep our patients and team members safe during these unprecedented times. Dialysis Care Center took the initiative early in the pandemic to modify our company's protocols to ensure that masks are worn at all times by those within our clinics.

As the new protocol was implemented throughout our network something exceptional happened! Our amazing team members began to share their images of how they were making the transition a smooth and fun experience through the addition of funny faces to their masks — continuing to make their local clinics a warm and light-hearted environment for their patients. Their



**As pictured from Left to Right (left column): DCC Crossville - TN, DCC Chambersburg - PA Pictured above: DCC McHenry, IL**

overwhelming submission of images lead to the birth of Dialysis Care Center's first Rock The Mask campaign. The campaign provided a larger community platform for our Dialysis Care Center family to join in the fun and continue to share their images on our social media platforms using the #rockthemask hashtag for all to see. Here are a few images we have gathered throughout the last couple month.

*More images can be viewed by visiting us at [DCCDialysis.com](http://DCCDialysis.com) or on social media.*

## HONORING OUR DCC NURSES

DCC highlights stories from our very own DCC Nurses with our 'Why I Became A Nurse' series on Facebook in honor of Nurse Appreciation Month.

**FOLLOW US @DialysisCareCenter ON SOCIAL MEDIA!**



## COMPANY CALENDAR

### EVENTS, EDUCATION & UPDATES

#### JUNE

**All Month** – Men's Health Month

**All Month** – National Safety Month

**All Month** – Medication and Treatment Compliance  
(Patient Education)

**All Month** – Nephrology Curriculum: Reviewing Basic Nephrology & Dialysis Principles  
(Employee Education)

**June 10th -16th** – Men's Health Week

#### July

**All Month** – Adequacy  
(Patient Education)

**All Month** – Nephrology Curriculum: Reviewing Basic Nephrology & Dialysis Principles  
(Employee Education)

**July 4th** – Independence Day

**July 28th** – World Hepatitis Day

#### August

**All Month** – National Immunization Awareness Month

**All Month** – Importance of Vaccinations  
(Patient Education)

**August 9th - 11th** – National Health Center Week

**August 12th** – Patient Appreciation Day