



Cares Report



NephroPlus Cares Report

Quality. Safety. Outcomes. Always.

At NephroPlus, dialysis is more than a treatment - it is a promise of life lived with dignity. Our clinical programs are built to ensure safer sessions, prevent complications, and continually elevate dialysis outcomes for our guests.

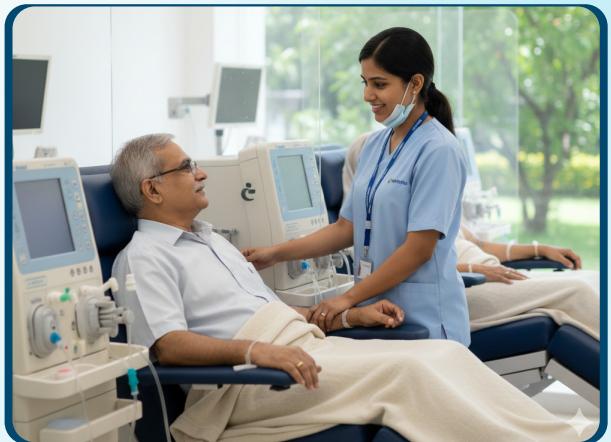
This quarterly report reflects our core belief that quality is measurable and excellence must be demonstrated. Through evidence-based protocols, advanced fluid management, infection-control audits, and data-driven clinical monitoring, we consistently work to help our guests live longer, healthier, and more fulfilling lives.

What We Showcase in This Report

- Transparent performance on clinical metrics
- Initiatives that improve safety and outcomes
- Continuous quality upgrades driven by data

Our Commitment

- Patient-First Care
- Clinical Discipline
- Continuous Improvement
- Quality Without Compromise



Words from the co-founder who is on dialysis for last 27+ years

“Dialysis saved my life, but it didn’t stop me from living it fully. My journey taught me that patients do not just need dialysis — they need dignity, hope, and the freedom to live normally.”

“Quality care is not an option; it is the foundation on which every dialysis session must stand. This report is more than data — it is our commitment to outcomes that truly matter.”

“At NephroPlus, we call them guests because they deserve to be treated with respect, not illness. Every innovation, every protocol, every metric in this report is a step towards one constant goal: enabling people on dialysis to live a better life



Kamal D. Shah

Co-Founder



Initiatives & Key Programs

Enhancing Care Quality Across Network

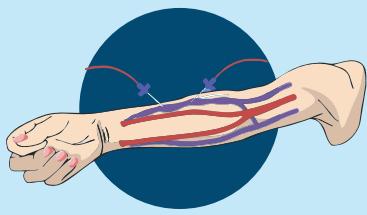
Program	Page
Andhra Pradesh Mortality Reduction Program	3
Hepatitis C Infection Management Program	5
Water Recycling & Conservation Project	7
Needle Stick Injury (NSI) Awareness & Prevention	9



Andhra Pradesh Mortality Reduction Program

Reduction in Mortality Rates

Strategic Hospital Referrals



Increased AVF Creation

Improved Vascular Access Care



Fistula Surgery Optimization



Standardized Catheter Catheter Care



Infection Prevention

Patient Safety Protocols



Enhanced Patient Safety

- Reduced Complications
- Better Outcomes
- Lower Mortality

Project Details

Project Objective	Reduce mortality rates in dialysis patients through enhanced vascular access management
Geography	Andhra Pradesh, India
Start Date	October 2023
Status	Ongoing
Centers Involved	21 dialysis centers
Avg. Patient Population	2,300 patients



Key Strategic Interventions

1. Strategic AVF Referral Program:

Established partnerships with referral hospitals for timely AVF fistula creation and streamlined referral pathways to reduce waiting time for surgical interventions.

2. Catheter Care Protocol Implementation:

Developed and implemented standardized catheter care protocols with enhanced staff training on infection prevention and catheter management.



Success Metrics & Outcomes

Metric	Baseline (Oct 2023)	Current (Sep 2025)	Achievement
AVF Fistula Creation Rate	17.1%	31.7%	85.4% relative increase
Mortality Rate	4.4%	3.6%	18.2% relative reduction
Temporary Catheter Patients	269 patients	120 patients	55.4% relative reduction

Program Impact

- Demonstrated 18.2% reduction in patient mortality through systematic vascular access improvement
- Achieved 85.4% increase in permanent vascular access (AVF) creation, improving long-term outcomes
- Reduced temporary catheter dependency by 55.4%, significantly decreasing infection risks
- Established sustainable referral networks between 21 dialysis centers and partner surgical facilities

Conclusion

The AP Mortality Reduction Program demonstrates that focused interventions in vascular access management deliver measurable improvements in patient outcomes. Through strategic hospital partnerships for AVF creation and standardized catheter care protocols, the program has successfully reduced mortality while improving access quality across 21 centers serving over 2,300 dialysis patients.



Hepatitis C Infection Management Program

Program Overview

A provider-driven Hepatitis C treatment program addressing health system gaps in low-resource hemodialysis settings. Through proactive HCV RNA testing and treatment, the program successfully reduces false positivity, decreases disease burden, minimizes infection risk in dialysis units, and provides cost-effective healthcare solutions while improving patient outcomes.



ENHANCE PATIENT EDUCATION

- Improve understanding of HCV
- Increase treatment adherence



OPTIMIZE SCREENING PROTOCOLS

- Target high-risk populations
- Reduce false positives



STRENGTHEN INFECTION CONTROL

- Upgrade dialysis unit
- Monitor HCV-negative machines

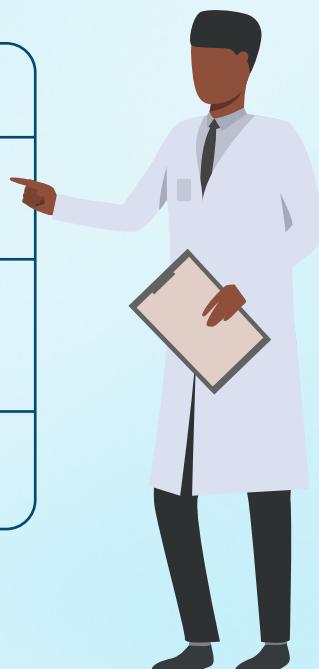


IMPROVE PATIENT OUTCOMES

- Higher SVR rates
- Reduced complications

Project Details

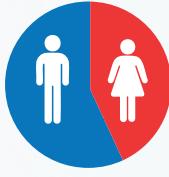
Geography	6 Dialysis Centers under Public-Private Partnership (PPP)
Patients Involved	69 HCV IgM positive patients screened; 49 selected; 40 consented for treatment
Treatment Protocol	Sofosbuvir + Velpatasvir combination for 12 weeks



Patient Demographics



Age Range
23-60 years
Average: 45.5 + 9.5 years



Gender
Male 82%
Female 18%



Vascular Access
100% AVF



Dialysis Frequency
2.5 sessions/week

Key Success Metrics

HCV RNA Testing Results:



20 of 40 patients (50%) tested HCV RNA negative despite positive IgM



20 of 40 patients (50%) confirmed HCV RNA positive and treated

Treatment Outcomes:



17 of 20 patients (85%) completed full 12-week treatment



15 of 17 patients (88.2%) achieved undetectable HCV RNA at 3 months post-treatment

Program Impact

Infection Control Achievement:

87.5%
of patients

(35 of 40) successfully moved to HCV-negative dialysis machines, significantly reducing infection risk in dialysis units

Strategic Recommendations

Proactive HCV RNA testing and treatment addresses false positivity, decreases disease burden, reduces infection risk in dialysis units, improves individual patient prognosis, and proves cost-effective to the healthcare system. There is a critical need to re-explore the present approach to HCV management in low-resource hemodialysis settings.



Enhance Patient Education

- Improve understanding of HCV
- Target high-risk population
- Reduce false positives



Strengthen Infection Protocol

- Upgrade dialysis unit protocols
- Monitor HCV-Negative machine

Water Recycling & Conservation Project

Program Overview

The Water Recycling & Conservation Project is a comprehensive environmental sustainability initiative focused on reducing water wastage in dialysis operations through repurposing RO reject water for non-dialysis applications and implementing systematic water conservation practices across our dialysis center network.



Reducing Water Wastage



Repurposing RO Reject Water



Systematic Conservation Practices

Project Details

Project Objective	Conserve water resources and promote sustainable dialysis practices through RO reject water recycling
Geography	Pan-India Network
Status	Ongoing
Centers Implemented	111 dialysis centers
Water Saved per month	201 Lakh liters (20.1 million liters)



Key Strategic Interventions

RO Reject Water Recycling Infrastructure:



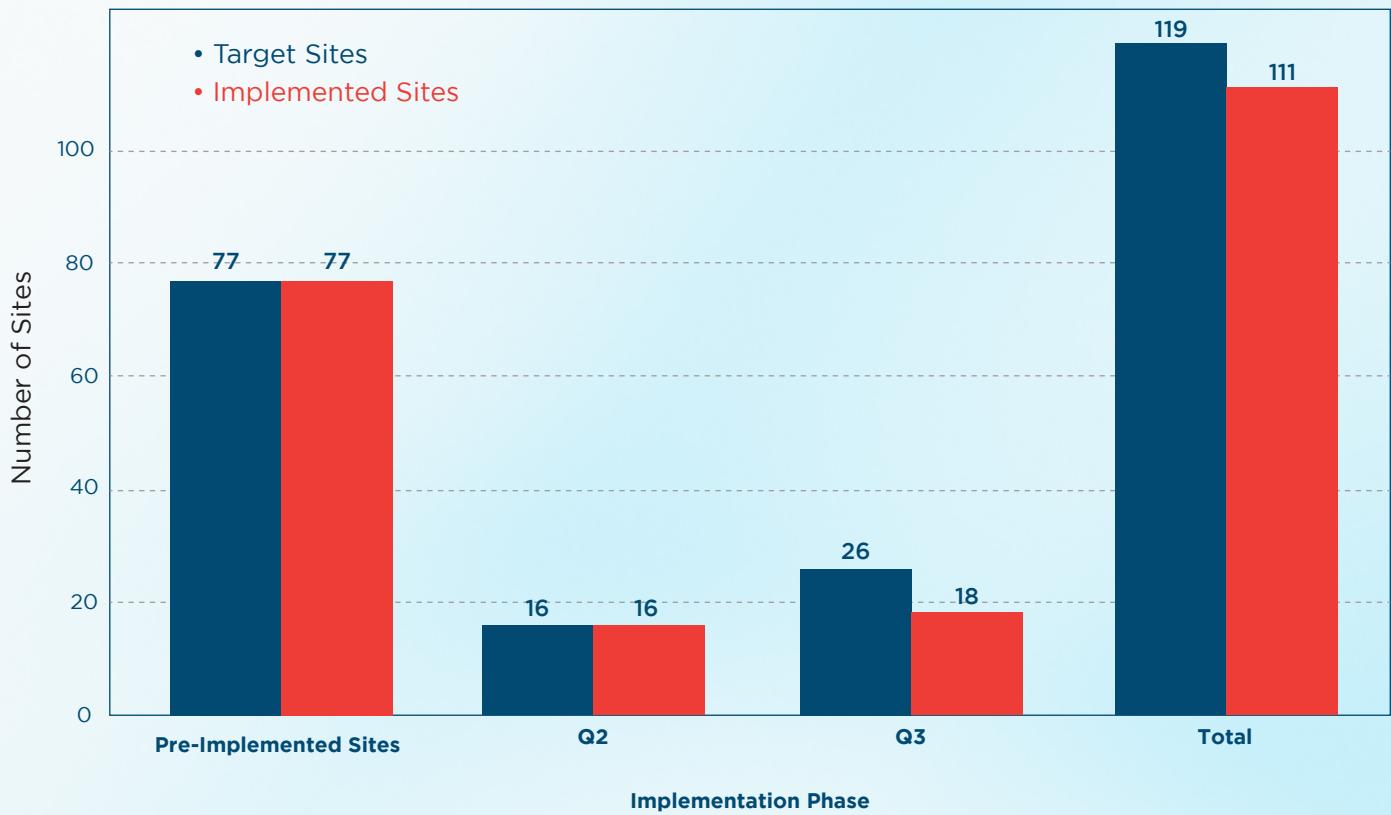
Installed storage tanks, pumping systems, and dedicated piping to collect and distribute RO reject water for washrooms, gardening, floor cleaning, and other non-dialysis purposes.

Site Assessment & Implementation Protocol



Systematic evaluation of water quality, space availability, and infrastructure feasibility to ensure effective recycling implementation.

Success Metrics & Outcomes



Program Impact



Achieved 201 lakh liters (20.1 million liters) of water conservation in October 2025 alone, significantly reducing environmental footprint

201 lakh liters



Implemented recycling infrastructure in 111 centers, exceeding target of 119 centers by Dec 2025.

111 centers



Established systematic water conservation model repurposing RO reject water for washrooms, gardening, cleaning, and other non-dialysis applications

Reject Water



Demonstrated environmental stewardship and commitment to preserving water resources for future generations across our dialysis network

Environmental Future Generations

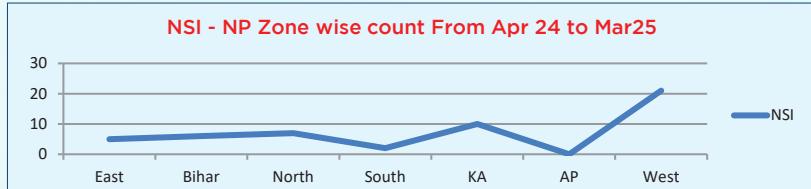
Conclusion

The Water Recycling & Conservation Project demonstrates that environmental sustainability and quality healthcare delivery advance together. Through systematic infrastructure implementation for RO reject water recycling, the program has successfully conserved over 201 lakh liters of water in October 2025 alone across 111 centers. By repurposing water that would otherwise be wasted, we are protecting precious resources, reducing our environmental impact, and building a sustainable dialysis care model for future generations.

Needle Stick Injury (NSI) Awareness & Prevention

Global Impact

- Over 2 Million NSIs occur annually among healthcare workers (WHO).
- A serious occupational hazard with risks of Hepatitis B, Hepatitis C, and HIV.

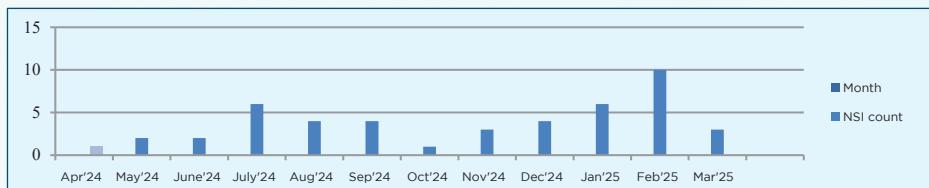


When Are You at Risk?

- Busy or understaffed units
- Fatigue & long shifts
- Recapping needles
- Improper disposal of sharps
- Passing sharps between staff
- Untrained or new staff

NephroPlus NSI Monitoring (Apr 2024 – Mar 2025)

- Tracking all reported NSIs across network
- Documentation via Incident Reporting & Sharps Log
- Ensuring compliance with Needle stick Safety & Prevention Acts



Risk of Transmission & Post Exposure Prophylaxis (PEP)

Pathogen	Risk of Transmission	Post-Exposure Prophylaxis (PEP)
Hepatitis B (HBV)	6–30%	If unvaccinated: HBIG + vaccine series. If vaccinated: check anti-HBs titer.
Hepatitis C (HCV)	1.8–3%	No PEP. Monitor ALT, HCV RNA at 4–6 weeks, anti-HCV at 12 weeks.
HIV	0.3%	Start ART within 1–2 hours. Continue for 28 days. Regular follow-up testing.

Key Prevention Strategies

- No recapping needles
- Safe sharps disposal (puncture-proof containers)
- Adequate staffing & training
- Use safety-engineered devices
- Immediate reporting of any exposure

Our Commitment

- Continuous education & training
- Zero tolerance for underreporting
- Protecting our healthcare heroes

DIALYSIS STAFF TRAINING PROGRAMS

Empowering Clinical Excellence Through Structured Learning

PROGRAM OVERVIEW

Type of Program	Total Clinical Employees	Training Hours	Hours per Week
Elevate	734	16	20
Leads & Senior Technicians	774	28	45
Topics Covered	2,136	38	5 months

1. ELEVATE TRAINING PROGRAM

Target Audience:

- Leads & Senior Technicians
- Technical
- Clinical Operations with
Perchlorate development
- Personality Development
- Healthcare Management

2. EMPOWER TRAINING PROGRAM

Technical Modules

- Technites
- Equipment and Maintenance
- Vascular Access Dialysis Procedures
- Disinfection and Safety Protocols
- Emergencies
- Emergency Preparedness
- Patient and Team

KEY PROGRAM DIFFERENTIATORS



Elevate Program

Advanced program designed for technical expertise

- Intensive 116-meetings with topics including Personality Development, Healthcare within and outside management



Empower Program

covers 38 topics

- Covers all Clinical Operations basics
- Largest reach for Clinical employees, including Emergency Preparedness and Patient Care

PROGRAM IMPACT

Combined: 2870 clinical employee trainings
across Total Topics Prepared



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