Welcome to the ESRD Network of the South Atlantic Population Health Focused Quality Improvement Activity Kickoff

We will be starting the webinar momentarily

January 8, 2018
3pm
Population Health Focused Pilot: Support Gainful Employment for ESRD Patients
Quality Improvement Kickoff Webinar

January 8, 2018
Opening Remarks

Melissa Arrington, MSW
Patient Services Director, NW6
Housekeeping Reminders

• Be present and engaged in our topic presentations
• Please be prepared for sharing and actively participating in the open discussion
• Speak up on the line, send in questions/comments in the chat
• Remain open-minded and respectful in hearing other’s opinions
Meeting Facilitators / Host

**Melissa Arrington**  
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Meeting Agenda

• Overview of IPRO ESRD Network Program
• Vocational Rehab Project Overview
  - Purpose
  - Goals
  - Interventions
  - Resources
  - Important dates
  - Facility selection process
  - Monthly Reporting Requirements
  - RCA Tutorial
• Open Forum Discussion and Q & A
• Closing Remarks & Next Steps
Learning Objectives

• Learn about the history of ESRD Network Program and Network role/responsibilities
• An understanding of the projects purpose, goals, interventions, and resources
• Learn about the requirements and purpose of the Root Cause Analysis Questionnaire
• Understand reporting requirements and deadline dates
IPRO ESRD Network Overview
Island Peer Review Organization

- Founded in 1984, IPRO, a national independent, not-for-profit organization, holds contracts with federal, state and local government agencies as well as private-sector clients nationwide.
- Provides a full spectrum of healthcare assessment and improvement services that enhance healthcare quality to achieve better patient outcomes and foster more efficient use of resources.
- Headquartered in Lake Success, NY and also has offices in Albany, NY, Hamden, CT, Camp Hill, PA, Morrisville, NC, Princeton, NJ, San Francisco, CA and now, Beachwood, Ohio.
IPRO ESRD Network 2017 Service Areas (2016 Network Annual Reports)

Network 1
IN, KY, OH
Patients: 14,417
Facilities: 286
Transplant: 15

Network 2
NY
Patients: 29,607
Facilities: 286
Transplant: 13

Network 9
OH, KT, IN
Patients: 33,417
Facilities: 599
Transplant: 14

Network 6
NC, SC, GA
Patients: 47,856
Facilities: 707
Transplant: 10

IPRO ESRD Program

125,297 ESRD Patients
1,786 Dialysis Facilities
52 Transplant Centers
### IPRO ESRD Network 6 Service Area by Facility Ownership

<table>
<thead>
<tr>
<th>Ownership</th>
<th>ESRD Patient Census</th>
<th># of Dialysis Facilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>FKC</td>
<td>18,659</td>
<td>266</td>
</tr>
<tr>
<td>DaVita</td>
<td>15,846</td>
<td>239</td>
</tr>
<tr>
<td>Dialysis Clinic Inc.</td>
<td>2,438</td>
<td>37</td>
</tr>
<tr>
<td>American Renal Associates</td>
<td>2,091</td>
<td>28</td>
</tr>
<tr>
<td>Renal Advantage</td>
<td>1,217</td>
<td>19</td>
</tr>
<tr>
<td>Wake Forest University</td>
<td>1,853</td>
<td>16</td>
</tr>
</tbody>
</table>

- **FKC**: 215 Facilities, 17,232 Patients, 5 Transplant Ctrs
- **DaVita**: 148 Facilities, 9,849 Patients, 1 Transplant Ctrs
- **American Renal Associates**: 350 Facilities, 20,161 Patients, 4 Transplant Ctrs
- **Wake Forest University**: Other Patients: 595, Reside Outside of Network but dialyze in Network
ESRD Network Role/Responsibilities

• Improve quality of care for ESRD patients
• Encourage patient engagement
• Support ESRD data systems and data collection
• Provide technical assistance to ESRD patients and providers
• Evaluate and resolve patient grievances
• Support emergency preparedness and disaster response
Support Gainful Employment of ESRD Patients
Quality Improvement Overview
Support Gainful Employment of ESRD Patients

Purpose:
• Assist ESRD patients with seeking gainful employment and/or returning to work

Criteria:
• 10% of dialysis facilities in the Network service area
  – 72 Facilities selected

Measures:
• Patients 18-54
• Baseline: October 2016 – June 2017 / Re-measure: September 30, 2018

Project Goals:
• 5 percentage point improvement of patients referring to with an Employment Network (EN) or a State Vocational Rehabilitation (VR) agency
• 2 point percentage improvement of patients utilizing the services of Employment Network or State Vocational Rehab services
• Demonstrate a decrease in the disparity gap

Network Actions
• Identify a minimum of five (5) Employment Networks and/or the State Vocational Rehabilitation (VR) agency that serves the recruited patient population
Participation in NCC Vocational Rehab Learning and Action Network Meetings

Learning and Action Network (LAN)

A group of health care professionals and stakeholder organizations, which come together to improve patient care or population health and spread best practices through peer-to-peer learning and solution sharing.

- Learning and Action Network meetings are led by the National Coordinating Center (NCC) and will consist of patients, stakeholders and facilities in the project across the 18 networks.

- Each facility in the project will be asked to attend the LAN meeting every other month

- During the meeting dialysis facilities will be asked to share best practices and to share those interventions with all facilities in the Network
Disparity Assessment

Disparity defined by CMS in the 2018 Statement of Work as:
Differences in the delivery of health care, access to health care services and medical outcomes based on ethnicity, geography, gender and other factors.

The Network will be reporting to CMS the identified disparities as part of this project with the goal of reducing identified disparities.

Age **
Ethnicity
Facility Location (Rural vs. Urban),
Gender
Race
Chat Check-In – Questions/Comments?
Project Interventions: First Steps

- Initial RCA to be filled out by each facility by January 10, 2018
- Monthly Qualitative Survey due February 15, 2018
- Poster Intervention “What do you know about Vocational Rehab?”
Project Interventions: Next Steps

- Poster Intervention – Disparity in a workplace setting

- Introduction of Smart Goals materials, Employment Network Materials, Vocational Rehab resources, Ticket to Work Program information

- Implementation of the Smart Goals into the dialysis facility VR referral process
Ongoing Interventions

- Collaboration with the Employment Networks to support the needs of the ESRD community
- Collaboration with the Veterans Administration to support the needs of the ESRD Veteran’s community
- Monthly patient focus group calls
- Bi-monthly National Coordinating Center Learning and Action Committee Calls
**Project Resources: Smart Goals**

<table>
<thead>
<tr>
<th>Specific</th>
<th>What exactly needs to be accomplished? Why do we want to accomplish this goal?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Measurable</td>
<td>How will we know we have succeeded? How much change needs to occur? How many actions or cycles will it take?</td>
</tr>
<tr>
<td>Attainable</td>
<td>Do we have the resources to achieve the goal? Is the goal a reasonable stretch? Is the goal likely to bring success?</td>
</tr>
<tr>
<td>Relevant</td>
<td>Is this a worthwhile goal? Will it be meaningful to management / the team? Can we commit to achieving this goal?</td>
</tr>
<tr>
<td>Time-bound</td>
<td>What is the deadline for reaching the goal? When will we begin taking action?</td>
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Project Resources: Veteran’s Administration

VR&E Eligibility Criteria

Veterans:
- Honorable or other than dishonorable discharge
- A VA service-connected disability rating of 10 percent or more; or memorandum rating of 20 percent
- Apply for Vocational Rehabilitation and Employment benefits

Active Duty Servicemembers:
- Expect to receive a honorable discharge
- Obtain a VA memorandum rating of 20 percent or more
- Obtain a Proposed Disability Evaluation Service (DES) rating
- Servicemembers awaiting discharge due to a medical condition resulting from a serious injury or illness that occurred in the line of duty may be automatically entitled to VR&E benefits under the National Defense Authorization Act (NDAAA) of 2008.
- Apply for Vocational Rehabilitation and Employment benefits
Welcome to the Path to Work!

Whether you are just considering working, ready to find a service provider to help you, are looking for a job, or already working and want to keep on the road to financial independence, explore the Path to Work to learn more at every part of your journey. Select the phase that best describes where you are on your journey at the top and then use the blue buttons to navigate to each article.

Phase 1: Ticket to Work discusses what you should know about when considering working while on benefits. It discusses the Ticket to Work program, dispels myths about working on benefits, and provides you the success stories of real people who used the program to inspire you.
Monthly
Required Activity: RCA
Root Cause Analysis Survey – CMS requirement for all facilities in the project to complete. The purpose will assist the Network in understanding each unit’s process in referring patients to Vocational Rehabilitation.
Questions or Comments?
Next Steps and Upcoming Opportunities
Monthly Facility Requirements

- On the 15th of the Month starting in February and ending in September each facility will fill out a Survey Monkey sharing with the Network their successes, barriers, and overall progress with Vocational Rehab in their facilities.
Next Steps

- RCA completion due by 1/10 to the Network.
- February 15th the first monthly survey will be due for January 2018.
Please join us for an IPRO ESRD Network of the South Atlantic hosted Webinar!

What You Need to Know about CMS’ 2018 Priorities, Goals, and Quality Improvement Activities

Wednesday, January 10, 2018
1 PM – 2 PM EST

Join us for this informative webinar, hosted by the Network, to understand CMS’ expectations for dialysis facilities in 2018.

Learn about CMS’ new goals and priorities and how they will affect ESRD patient care in 2018. Medical Directors, Facility Administrators, Nurse Managers, Social Workers, Dieticians and Facility QI Project loads are strongly encouraged to attend.

Topics include
- Patient and Family Engagement
- Emergency Preparedness
- Data Management
- Healthcare Associated Infections (HAIs)
- Long-Term Catheter (LTC) Reduction
- Transplant Referral Coordination
- Home Therapies
- Vocational Rehabilitation
- Learning and Action Networks (LANs)

To register for this Network Council meeting, go to https://ipro.webex.com/ipro/onstage/g.php?MTID=e5bb60263421bf154c21a414717227

For more information, please contact the Network at 919-463-4500.

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RCA Training Opportunity

RCA Educational Webinar Jan 17th

- Additional assistance offered by the Network
- Open to all facilities participating in Quality Improvement Activities
- Optional
- RCA completion due by 1/10 to the Network
Chat Check-In – Questions/Comments?
Closing Remarks
We need your feedback and suggestions!
Please complete our Webinar Evaluation to share your thoughts.
We welcome and value your input!
Thank You for Participating in our PHFPQ Quality Improvement Activity!
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