Welcome to the ESRD Network of the South Atlantic
Supporting Gainful Employment of ESRD Patients: Vocational Rehabilitation Quality Improvement Activity April Webinar

We will be starting the webinar momentarily
April 18, 2018 2pm
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
Patient Services Director
**ESRD Network of the South Atlantic**
marrington@nw6.esrd.net
919-463-4515

Chanell McCain
Community Outreach Coordinator
**ESRD Network of the South Atlantic**
cmmcain@nw6.esrd.net
919-463-4523
Meeting Agenda

• Vocational Rehab Project Overview
  – Purpose of Facility Selection
  – Resources

• Next Steps
  – Important dates
  – Monthly Reporting Requirements

• Open Forum Discussion and Q & A
  – Facility Success Spotlights

• Closing Remarks & Next Steps
Learning Objectives

• Learn about the results from your RCA survey intervention and the implications for the QIA
• An understanding of the projects purpose, goals, interventions, and resources
• Learn about the requirements and purpose of the Qualitative Survey
• Understand reporting requirements and deadline dates
• Learning about accurate reporting and supporting resources such as SHARE Approach
  • CROWNWeb Education and Best Practices
  • The SHARE Approach
  • SMART Goals
  • Supportive Resources
Supporting Gainful Employment of ESRD Patients: Vocational Rehabilitation QIA Project Overview
QIA Overview

Measures:

- Patients 18-54
- Baseline: October 2016 – June 2017 / Re-measure: September 30, 2018
- Referred patients Baseline: 4.019%. Project Goal: 5% improvement = 9.019%
- VR services Utilization Baseline: 1%. Project Goal: 2% improvement = 3%

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

Project Goals: Update

- Current rate: 4.4% (referred) and 1.1% (enrolled)
RCA Survey Results

Facility Identified Root Causes/Barriers

- Patient Fears: 84%
- Lack of Education: 33%
- Patient Refusal: 43%
- Medically Ineligible: 25%
- Unpleasant Experiences: 12%
RCA Survey Results

• Barriers Identified
  - Patient Fears (84%)
  - Patient Refusal (43%)
  - Lack of Education and Evaluation & Processes (33%)

• Rapid Cycle Improvement
  - Results inform current interventions planned
  - Identified Needs to Address

• Results informed interventions
  - Changes implemented to reflect RCA Findings
    • Improved Surveys
    • Resources and Toolkit Development
    • Assess current processes and identify areas for improvement and support
    • New focus on accurate reporting and CROWNWeb
Questions or Comments?
Addressing Barriers & Root Causes
Interventions and Resources
Barrier #1: Patient Fears: Patient Poster

- To be sent to each facility in the project and hung up in a high visibility place (waiting room or entry way).
- Patients are to be encouraged to write on the poster.
- The goal of the poster is to bring awareness of the common concerns of each patient.
- Send photos of your posters to the Network via email by June 1.
Barrier #2 Patient Refusal: ESRD Vocational Rehabilitation Resource Toolkit

• Contact information for State Vocational Rehabilitation Program
• List of Employment Networks specific to State
• Ticket to Work Program information
• Vocational Rehabilitation Patient Booklet
• The Share Approach
• SMART goals
Barrier #3: Lack of Education: The SHARE Approach

- Department of Health and Human Services Curriculum Resource
- Concept of engaging patient in their health care decision making to improve the quality of health care
- Patient-Centered care: “Care that is respectful of and responsive to individual patient preferences, needs, and values” and that ensures “that patient values guide all clinical decisions.”

The SHARE Approach

- Essential Steps of Shared Decisionmaking
- Step 1: Seek your patient’s participation
- Step 2: Help your patient explore and compare treatment options
- Step 3: Assess your patient’s values and preferences
- Step 4: Reach a decision with your patient
- Step 5: Evaluate your patient’s decision
## Barrier #3 Lack of Education: 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>
</tr>
</tbody>
</table>
CROWNWeb Education
If the report field is blank, it means no information was provided in CROWNWeb.

Remember – When adding/updating these records, the effective date automatically populates as TODAY’S DATE. Make sure to update the Effective Date to 2017 or prior or it will not be reflected on your 2017 CMS-2744.
CROWNWeb Education

- Patient Classification and Reporting Accuracy

Vocational Rehabilitation Worksheet – Generated from CROWNWeb 2744 Report

### Updating CROWNWeb

- Open CMS 2744 Vocational Rehabilitation Report (see example above)
- Review report (may need assistance from facility Social Worker)
- Make corrections in CROWNWeb on the patient’s View Patient Attribute History tab
  - Enter CROWN UPI → Click Search
  - Click on CROWN UPI → Click View Patient Attributes History link
  - Click Edit Patient Attributes History
  - Update the required sections → Click Save.
- Regenerate your 2744 and Save to see your updated numbers

<table>
<thead>
<tr>
<th>Vocational Rehabilitation Status</th>
<th>1. Referred to VR</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vocational Rehabilitation Status Change Date</td>
<td>2. Currently in VR</td>
</tr>
<tr>
<td></td>
<td>3. Completed VR</td>
</tr>
<tr>
<td></td>
<td>4. Not Eligible for VR</td>
</tr>
<tr>
<td></td>
<td>5. Declines VR</td>
</tr>
</tbody>
</table>

Enter the correct Status Change Date or the date the patient was admitted to your facility
## Patient Classification and Reporting Accuracy
### Vocational Rehabilitation Worksheet – Generated from CROWNWeb 2744 Report

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Enter the correct Status Change Date or the date the patient was admitted to your facility</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Employment Status</th>
<th>Enter the correct Status Change Date or the date the patient was admitted to your facility</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Employment Status Change Date</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unemployed</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td>5</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employed Full Time</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employed Part Time</td>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>Homemaker</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>8</td>
</tr>
<tr>
<td>Retired Due to Age/Preference</td>
<td>5</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Retired (Disability)</td>
<td>6</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medical Leave of Absence</td>
<td>7</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Student</td>
<td>8</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Enter the correct Status Change Date or the date the patient was admitted to your facility.
# CROWNWeb Definitions

## Vocational Rehabilitation

<table>
<thead>
<tr>
<th>CROWNWeb Category</th>
<th>Scenario:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referred to VR</td>
<td>Social worker gave patient phone number for VR</td>
</tr>
<tr>
<td>Referred to VR</td>
<td>Patient is being recommended for VR, but has not agreed to participate</td>
</tr>
<tr>
<td>Currently in VR</td>
<td>Patient went to VR orientation and was assigned a counselor</td>
</tr>
<tr>
<td>Currently in VR</td>
<td>Patient filled out an application</td>
</tr>
<tr>
<td>Declines VR</td>
<td>Patient went to VR orientation and did not follow up after the orientation</td>
</tr>
<tr>
<td>Declines VR</td>
<td>Patient has indicated they do not want to participate in VR program</td>
</tr>
<tr>
<td>Not Eligible for VR</td>
<td>Patient has co-morbid conditions that prevent them from being able to work</td>
</tr>
<tr>
<td>Not Eligible for VR</td>
<td>Patient is undocumented and does not have a legal right to work in the US</td>
</tr>
<tr>
<td>Completed VR</td>
<td>Patient went through VR program and achieved their VR goals (got job, completed college, etc.)</td>
</tr>
</tbody>
</table>
CROWNWeb Reporting
Vocational Rehabilitation

[Diagram showing a form with options for current status and effective dates for various categories such as citizenship, Medicare enrollment, employment, school, and vocational rehabilitation.]
Chat Check-In – Questions/Comments?
Monthly Requirements
Project Interventions

• Monthly Qualitative Survey
• Patient poster

Vocational Rehabilitation Resources

• Tuesday April 24th available on the Network website
  • Share Approach
  • Smart Goals
  • Patient Resources
  • State Contacts

NCC LAN Participation

• Tuesday April 24th 2pm-3:15pm
Monthly Facility Requirements

- Qualitative Survey
  - Opportunity to identify areas of success, challenge and process of referral on a regular basis
  - Will be given to Cohorts of the project populations
    - 1/3 of Facilities (25)
- Beginning in month of March, only facilities that demonstrate no improvement or reduction in referrals will be required to participate in the Qualitative survey.
- All facilities completed the first survey and will complete during the last month of the project.
Participation in NCC Vocational Rehabilitation 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.

Tuesday April 24th, 2018 2pm-3:15pm

- 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.
- Social Work CEUs available for participating.
Ongoing Interventions

Network Level
- Collaboration with identified 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
  - Share barriers and concerns to connect patients
- Monthly patient focus group calls
- Bi-monthly National Coordinating Center Learning and Action Committee Calls

Facility Level
- Monthly Survey Requirements
- LAN Call participation
- Webinar participation
- Collaborate with Employment Networks and Vocational Rehabilitation Agencies
- Apply and implement interventions to current process
- Assess your processes and include progress in QAPI
- Talk to your patients
Questions or Comments?
Achieving Project Success and Best Practices
Achieving Project Goals

• Identify best practices for referral process
  • Discuss barriers to referring patients with Facility Administration
  • Identify areas of improvement within your facility referral process
  • What is your facility referral process?
  • Get patient feedback

• Recognize the Importance of CROWNWeb and Accuracy
  • Referring team member and reporting team member communication

• Utilize Network provided processes, tools and resources
• Utilize the Network as a resource
Technical Assistance
We’re Here to Help!

• The Network sponsors educational opportunities
  • Face-to-Face Meetings
  • Webinars
  • Conference Calls

• The Network shares data
  • Comparative Network, state, and facility level
  • Incidence, prevalent, and demographic statistics
  • Annual Report

• Network will be providing facility level data each month on eligible patients
Questions or Comments?
Supportive Resources and Next Steps
WISE Ticket to Work Webinars

- **Ticket to Work WISE (Work Incentives Seminar Event)**
- [https://choosework.ssa.gov/webinars-tutorials/index.html](https://choosework.ssa.gov/webinars-tutorials/index.html)

**Webinars & Tutorials**

**WISE Webinars**

Are you interested in learning about how work will affect your Social Security benefits? Social Security hosts free online Work Incentives Seminar Event (WISE) webinars. WISE webinars can help you and your family members learn about the Ticket to Work program and other Social Security work incentives. They are generally held on the fourth Wednesday of each month. Register Now! We look forward to connecting with you on a WISE webinar!

If you can't join this month's webinar, or would like to catch up on past events, check out the WISE archives. Past WISE materials are available for download and you can read transcripts from the webinars.

**Ticket to Work Tutorials**

Learn more about the Ticket to Work program through these self-paced Ticket to Work Tutorials. 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, these six interactive learning modules will equip you with the knowledge you need to achieve your work goals. Note: The tutorials will open in a new window.

[View Modules »](https://choosework.ssa.gov/webinars-tutorials/index.html)
Vocational Rehabilitation: Answers to Your Questions

Explore the various programs offered by the Social Security Administration assisting individuals with returning to the workforce, maintaining employment, and navigating the work environment.

Staying active and involved is an important part of a fulfilling life. Some kidney patients are able to continue to work in their jobs by making only minor changes after they are diagnosed. Other patients may need to look for new types of work.

Becoming enrolled in a vocational rehabilitation agency or employment network may serve as a bridge for kidney patients in returning to the workforce.

What is vocational rehabilitation?
- It’s a process that helps kidney patients overcome barriers in getting a job or returning to the workforce through training, counseling, and career planning.

Am I eligible to receive vocational rehabilitation services?
- The Ticket to Work program is a free and voluntary program people who receive SSA benefits.
- You are eligible for the Ticket to Work Program if you are
  - Between the age of 18 and 54,
  - Diagnosed as blind or have a disability,
  - Receive Social Security Disability Insurance (SSDI), or
  - Receive Supplemental Security Income (SSI).

Why should I consider vocational rehabilitation?
- Research indicates that a person’s ability to work has an effect on their sense of self-worth and on their perception of their overall quality of life.

The Social Security Administration (SSA) runs the Path to Work program. This four-phase program assists individuals who are considering working, ready to find a service provider, searching for employment, or they are currently employed and want to stay on the road to financial independence.

Phase One: 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.

Phase Two: Ready to Work—helps you determine your own work goals then find a Ticket to Work service provider that can help you best.

Phase Three: Getting a Job—takes you step by step through the process of getting ready to enter the workforce, finding and applying for jobs, and being prepared for interviews.

Phase Four: Managing Your Job—provides information to keep you on the path to a better future once you are hired including starting your job the right way, managing money and understanding the impact of work on benefits.
Patient Resources

My Goal—My Roadmap

1: Find your goal and commit.
What is my desire? What do I want to achieve?

2: Assess and plan.
What is blocking me from what I desire?
What will be the benefits of achieving my goal?
What do I need to do to get what I want?
What goals should I set?

3: Take action.
Get started on accomplishing my goal.

4: Evaluate.
How am I doing in reaching my goal?

5: Achieve and sustain!
Did I achieve my goal?
If the answer is "yes"... how can I make sure that I continue to be able to achieve my goal?
If the answer is "not yet"... what changes can I make to my plan to help me achieve my goal?

My Goal—My Action Plan

Step 1: Find your goal and commit.
What is my desire? What do I want to achieve?

- What are S-M-A-R-T Goals?
  - Specific
  - Measurable
  - Achievable
  - Relevant
  - Time-based

Step 2: Assess and plan.
What is blocking me from what I desire?
What will be the benefits of achieving my goal?
What do I need to do to get what I want?
What goals should I set?

Step 3: Take action.
Get started on accomplishing my goal.
Action Step 1:
Action Step 2:
Action Step 3:

Step 4: Evaluate.
How am I doing in reaching my goal?

Step 5: Achieve and sustain!
Did I achieve my goal?
If the answer is "yes"... how can I make sure that I continue to be able to achieve my goal?
If the answer is "not yet"... what changes can I make to my plan to help me achieve my goal?

Dialysis facility staff:
Please keep a copy of this form in the patient's medical record and give the patient the original to use as a guide through the process.
The SHARE Approach

Essential Steps of Shared Decisionmaking: Expanded Reference Guide with Sample Conversation Starters

Workshop Curriculum: Tool 2
Veteran’s Administration

U.S. Department of Veterans Affairs

Vocational Rehabilitation and Employment (VR&E)

Pursue Your Best Opportunity. The VR&E Program provides independent living services that can help you access and participate in community resources and enhance independence in your daily life at home.

Learn more.
Employment Networks and VR Agencies
Facility Success Spotlight

Sharing Opportunity

• Platform to spotlight on facilities that are experiencing success in referring patients and keeping them enrolled in services
• Best Practices
• Network will identify or Volunteer in post survey!
Next Steps

• Qualitative survey (if selected) completion due by 5/15 to the Network.
  • Release Date: 4/27

• Patient Poster and Resource Toolkit
  • Receive Posters by: 4/27
  • Electronically receive Toolkits by 4/30
  • Hang the poster at your facility and submit pictures to the Network by June 1, 2018.

• NCC LAN: PHFPQ QIA
  • Tuesday April 24th, 2018 2:00pm-3:15pm-CANCELLED
  • July
  • September

• Sign up for WISE webinars
Chat Check-In – Questions/Comments?
Questions or 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!
Network 6 (GA, NC, SC)
Melissa Arrington, MSW
Patient Services Director
Phone: 919-463-4500
Fax: 919-388-9637

Chanell McCain, MSW
Community Outreach Coordinator
Phone: 919-463-4523
Fax: 919-388-9637