The webinar will begin momentarily! This webinar is being recorded.

You will be notified via email when today’s presentation slides and recording are available on our website.
Welcome/Opening Remarks

Alexandra Cruz
Quality Improvement Coordinator
Vocational Rehab Lead
Housekeeping Reminders

• All lines have been muted to eliminate background noise

• Please submit ALL questions and comments via chat or Q&A at any time

• There will be breaks for answering questions

• Be present and engaged in today’s presentation
Meeting Agenda

- Overview of IPRO ESRD Network Program
- Overview 2018 Vocational Rehab QIA
- Review 2019 Vocational Rehab QIA Goals/Measures and requirements
- Discuss project interventions and tools
  - Patient Engagement Activities
- Open Forum Q&A (2)
- Closing Remarks/Next Steps

You will receive a copy of this slides and link to the recorded webinar within 5 business days via email
• 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, Princeton, NJ, San Francisco, CA, Beachwood, OH and Morrisville, NC.
ESRD Network
Role/Responsibilities

- Improve Quality of Care for ESRD patients
- Promote patient engagement / patient experience of care
- Support ESRD data systems and data collection, analysis and monitoring for improvement
- Provide technical assistance to ESRD patients and providers
- Evaluate and resolve patient grievances
- Support emergency preparedness and disaster response
IPRO ESRD Network 2018 Service Areas
(2017 Network Annual Reports)

Network 6
NC, SC, GA
Patients: 49,932
Facilities: 756
Transplant: 10

Network 7
OH, KT, IN
Patients: 33,556
Facilities: 611
Transplant: 12

Network 2
NY
Patients: 29,851
Facilities: 299
Transplant: 10

Network 1
CT, MA, ME, NH, RI, VT
Patients: 14,669
Facilities: 191
Transplant: 15

IPRO ESRD Program
128,008
ESRD Patients
1,857
Dialysis Facilities
47
Transplant Centers
### IPRO ESRD Network 6 Service Area by Facility Ownership (As of October 2018)

<table>
<thead>
<tr>
<th>Ownership</th>
<th>Patients</th>
<th>Facilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>FKC</td>
<td>20,966</td>
<td>280</td>
</tr>
<tr>
<td>DaVita</td>
<td>16,652</td>
<td>269</td>
</tr>
<tr>
<td>DCI</td>
<td>2,375</td>
<td>41</td>
</tr>
<tr>
<td>US Renal Care</td>
<td>1,620</td>
<td>32</td>
</tr>
<tr>
<td>American Renal Associates</td>
<td>2,230</td>
<td>31</td>
</tr>
<tr>
<td>DSI</td>
<td>942</td>
<td>17</td>
</tr>
<tr>
<td>Wake Forest</td>
<td>1,716</td>
<td>15</td>
</tr>
<tr>
<td>Independents</td>
<td>3,214</td>
<td>71</td>
</tr>
<tr>
<td>Veterans</td>
<td>217</td>
<td>6</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>49,932</strong></td>
<td><strong>756</strong></td>
</tr>
</tbody>
</table>

- **233 Facilities, 18,310 Patients, 5 Transplant Ctrs**
- **155 Facilities, 10,219 Patients, 1 Transplant Ctr**
- **368 Facilities, 21,403 Patients, 4 Transplant Ctrs**

Other Patients: 595

Reside Outside of Network but dialize in Network
ESRD Network Structure

Centers for Medicare & Medicaid Services (CMS)
- Contracted ESRD Network Statement of Work (SOW)

18 ESRD Networks
- 50 States and Territories

ESRD National Coordinating Center
- Learning and Action Network (LAN) Calls
- Large Dialysis Organizations (LDO) Data Submission

Quality Improvement Activities
- ALL Medicare Certified Outpatient Dialysis Centers
2018 Vocational Rehab QIA Overview
Support for Gainful Employment: Referrals

<table>
<thead>
<tr>
<th>Facility Name</th>
<th>State</th>
<th>Baseline Rate</th>
<th>Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>BMA OF BEATTIES FORD INC</td>
<td>NC</td>
<td>5.06%</td>
<td>166.67%</td>
</tr>
<tr>
<td>FRESENIUS MEDICAL CARE SOUTH COLUMBIA</td>
<td>SC</td>
<td>0.00%</td>
<td>150.00%</td>
</tr>
<tr>
<td>DAVITA JONESBORO DIALYSIS CENTER</td>
<td>GA</td>
<td>3.60%</td>
<td>107.69%</td>
</tr>
<tr>
<td>SOUTHPOINT DIALYSIS</td>
<td>NC</td>
<td>3.61%</td>
<td>100.00%</td>
</tr>
</tbody>
</table>
Support for Gainful Employment: Receiving Services

<table>
<thead>
<tr>
<th>Facility Name</th>
<th>State</th>
<th>Baseline Rate</th>
<th>Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>ARBOR PLACE DIALYSIS</td>
<td>GA</td>
<td>0.00%</td>
<td>33.33%</td>
</tr>
<tr>
<td>BUCKHEAD DIALYSIS</td>
<td>GA</td>
<td>0.00%</td>
<td>16.67%</td>
</tr>
<tr>
<td>FRESENIUS MEDICAL CARE SOUTH COLUMBIA</td>
<td>SC</td>
<td>9.89%</td>
<td>25.00%</td>
</tr>
<tr>
<td>BMA OF MARIETTA INC</td>
<td>GA</td>
<td>0.00%</td>
<td>14.29%</td>
</tr>
</tbody>
</table>
Population Health Focused Pilot QIA: Supporting Gainful Employment

2019 Vocational Rehab QIA Goals/Measures/Requirements
Increase Rates of Patients in the Transplant Waitlist

Purpose:

- To promote referral and use of Vocational Rehab (VR) and Employment Network (EN) programs to support gainful employment of ESRD Patients

Criteria:

- Identify 10% of dialysis facilities to participate (80 Facilities)

Network/Facility Goals:

- Demonstrate a 10% point improvement in the number of patients being referred to VR/EN.
- Demonstrate a 5% point improvement in the number of patients using VR/EN services.
  - Ensure 100% of patients are screened for interest in vocational rehab services and response documented in CROWNWeb.
  - Reduce disparity if any identified.
6 Proposed Steps Leading To Gainful Employment

1. **Educate** about VR/EN services
2. Assess **interest and eligibility** of working/school
3. **Referral** to VR/EN (Goal 1)
4. **Follow up** as needed
5. Initiation of **services** (Goal 2)
6. Successful **gain** of employment or going back to school

All data is pulled from CROWNWeb and provided to the ESRD NCC

The ESRD NCC provides this data to the ESRD Network
Baseline and Goal

1- What is our baseline?
   • 0%

2- Where do we need to get?
   • 10% increase from baseline for REFERRALS, to 10%
   • 5% increase from baseline for USING SERVICES, to 5%

3- Whose goal is that?
   • Your facility AND the Network

4- Is this over my total patients?
   • No, only eligible patients
How was my facility selected?

10% (80) of facilities in the Network with the lowest 25\textsuperscript{th} percentile

- Data provided by ESRD NCC that includes information for time period of October 2017 - September 2018

- Exclusion
  - Facilities in $\geq 2$ projects in the Network
  - Facilities with an AVERAGE census $<10$ Pts
  - Positive performance of 5\% or more in facilities from 2018 project (graduated facilities)

- Inclusion
  - All modalities
  - All dialysis organizations
  - Lowest 25th percentile (all within 0\% baseline)
Breakdown of facilities - Project Involvement

- 28 facilities in 1 Project (VR only)
- 52 facilities in 2 Projects
  - 35 - Blood Stream Infection (BSI)
  - 17 - Home Dialysis

Home Dialysis QIA

Vocational Rehab QIA

BSI QIA

NW Leads:
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Alexandra Cruz
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Loretta Ezell
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Facility/ Provider Responsibility in Quality Improvement Activities

Participate in Network Activities

- Participate and complete Quality Improvement Activities (QIA)
- Educate staff and patients on QIA requirements
- Share educational resources from the Network with staff members, patients and family/caregivers
- Attend NCC- National Learning and Action Network (LAN Calls)
- Patient and Family Engagement (PAC)
- Keep staff contact information updated in CROWNWeb
- Keep patient information updated in CROWNWeb
Other Facility Responsibilities

Communicate with the ESRD Network

- Respond to inquiries and other information request
- Submit completed survey tools to the Network upon request
- Participate in conference calls with the Network as requested
- Report impacts to your facility or patients during an emergency
- Contact the Network to discuss patient issues in advance of considering a discharge
- Share your best practices/successes/challenges/barriers
CMS Required Partnerships

Other suggested partnerships by CMS:

- Church groups
- Universities
- Social organizations
- Other Patient support groups
- Fraternities/ sororities

Has a VR/EN agency hosted a lobby day at your facility?
83% No, but think is good idea
Chat Check-In – Questions/Comments?
Interventions, Tools and Resources
2019 Intervention Strategies Overview

Knowledge and Practice Assessment
• Root Cause Analysis (5 Why’s)
  100% Completed - Thank you!

Report Card
• Quantitative Data
• Facility Achievement Levels “Reach the Gold Pot with Vocational Rehab”

Provider Education
• Webinars
• NCC LAN Calls (1 CEU upon registration)

Attestation
• Monthly attestation that CROWNWeb has been updated with new and existing patients interest and eligibility
• Final confirmation that every patient was assessed for interest

Patient Engagement and Education
• Patient Facility Representative
• Lobby Day/ Education Sessions
• Vocational Rehab resources

Virtual Collaborative Meetings
• Share best practices

DSI Charlotte Latrobe Dialysis
CMS Required Interventions

• Tracking, reporting and analyzing patient progress on referral and use of services of VR/EN

• Patient Engagement

• Facility participation in the CMS established National LAN for Supporting Gainful Employment coordinated by ESRD NCC (1 CEU provided per call upon registration with lic. # and completion of quiz)
  – Webinars that create a diverse forum to include facilities, all facility staff, patients, organizations, and stakeholders for addressing problematic issues
  – Set the pace and tone for Vocational Rehab goals related to quality improvement activities and create an open sharing of best practices and data
Facility Report Card

- Keeps goals at the center
- Review and discuss during QAPI
- All team approach
- Provides structure QI strategies
- Aligns facility objectives with CMS goals and priorities
- Keeps your quality improvement strategies front and center by reviewing with interdisciplinary team on a monthly basis
- State surveyor might request a copy upon visit to your facility to demonstrate participation in QIA projects with the Network
“Reach to the Gold Pot with Vocational Rehab” Initiative

Primary Colors—All Facilities Begin at this Level

• Complete Key Contact Survey
• Complete & Submit Knowledge and Practice Assessment (RCA)
• Facility Commitment to:
  – Assess all patient’s interest in returning back to work and document in CROWNWeb
  – Attend PHFP-Supporting Gainful Employment NCC LAN calls and complete takeaway survey
  – Host at least one Lobby Day during project period
• Attend the Vocational Rehab Kick-off Webinar or complete Post-Assessment
• Identify at least one “Patient Representative” for one of the three patient engagement activities (QAPI, Peer Mentorship, Patient Support Group)
“Reach to the Gold Pot with Vocational Rehab” Initiative

**Secondary Colors**—Next Level after Completion of All Primary Color Activities

- Facility has chosen and implemented one of the three Patient Engagement Activities
  - QAPI
  - Peer Mentorship
  - Patient Support Group
- Facility has completed a Network patient engagement activity
- Network receives picture of lobby education on vocational rehab resources
“Reach to the Gold Pot with Vocational Rehab” Initiative

**Indigo**—Next Level after Completion of All Primary & Secondary Colors Activities

- Share at least one best practice identified during this QIA
- Share one story of a patient that has been referred to VR/EN.
“Reach to the Gold Pot with Vocational Rehab” Initiative

Gold Pot—Next Level after Completion of the rainbow colors – Must complete All Requirements to Achieve First Class!

• Facility attestation of all suitable patients have been reassessed for Vocational Rehab and completed monthly attestation of documentation.

• Facility attendance to ESRD NCC LAN calls

• Attend wrap-up webinar

• Facility participated on all requested Collaborative Calls.
Knowledge & Practice Assessment Results: Patient Education

Educational resources that leads provide to patients:
- 70% Local VR info
- 32% Ticket to Work Program

Have you introduced your patients to any smartphone App or website for VR education?
- 97% No
Vocational Rehab Resources
Lack of interest and education

- Vocational Rehab Interest Form
- NW6 Dis-Ability Pamphlet
- NW 6 Vocational Rehab Flyer
- Ticket to Work (Wise Webinars and Tutorials)
- Kidney Works- AAKP
- JumpStar- GTF
- Good Will
- Veteran Affair Vocational Rehab Program
- Renal Network Support
- State VR Agency
PAC Facility Representatives Support QIA Projects

Lack of interest and education

Facilities will identify at least one patient to be a PAC Patient Facility Representative for 2019 Vocational Rehab QIA

- Partner with Project Lead to support the implementation of targeted interventions for the Vocational Rehab QIA.
- Assist with distributing educational resources.
- Collaborate on the creation or refresh of the Education Station and hosting a Lobby Day.
- Foster positive relationships between patients, providers, ESRD stakeholders and the Network.

If your facility is in more than one project, you may choose one patient that have multiple interests or different patients to represent each project.
Facilities will choose at least one of the three Patient Engagement Activities to Participate in for 2019

Quality Assurance Performance Improvement (QAPI)
- Patient Representative, family/caregiver monthly attendance in facility led QAPI meetings

Implement a Patient Support Group
- Consider this group being patient, family/caregiver or staff led
- Consider naming your group

Peer Mentorship Training
- PAC Facility Representative will go through online training
- Speak to peers about treatment options
Knowledge & Practice Assessment Results: Poor Health

Partnership with Quality Improvement Organizations and Quality Improvement Networks

- Community Calls with other healthcare agencies to promote VR in ESRD patients
  - Hospitals
  - Nursing Homes

Georgia & North Carolina

South Carolina
Knowledge & Practice Assessment Results: Staff Issues

Have you had the opportunity to discuss best VR practices with other facilities or colleagues?
• 69% No

Has your facility identified best practices?
• 86% No

Do you have a standardized practice of assessing interest of being referred or using services of VR/EN?
• 39% No
Performance Check-In Calls

Staff Issues

- Pair high performers with low performers within same organization
- Open platform to drive meaningful and productive conversations
- Share best practices and resources to overcome barriers
- Focus on progress, performance, and expectations
Executing the Quality Improvement Cycle by Having a Team Approach: Staff Issues

Form your QI Team – Get Everyone involved in the Project!

- Facility Administrator/Clinic or Nurse Manager
- PCT/CCHT’s
- Patient’s/Family Members/Caregivers
- Social Worker
- Dietitian
- Administrative Assistant
- Medical Director/Extender
Chat Check-In – Questions/Comments?
CROWNWeb Documentation and other definitions

STOP!
If you are not the individual responsible for documenting in CROWNWeb, go grab them if they are available!
Eligibility- CROWNWeb

- Patients age 18-55
- Have a disability and receive SSDI or SSI
- Not currently employed, in school or receiving specialized training
- Interested in receiving VR services

Note: The Eligibility Criteria for each VR/EN Agency might be different!
Where do I document?

1. Patients
2. View or Edit Patient Attribute History
What do I document?

**CROWNWeb Vocational Rehab Options**
- Referred to VR
- Currently in VR
- Completed VR
- Not Eligible for VR
- Declines VR

**CROWNWeb Current School Status Options:**
- School Full Time
- School Part Time
- Not In School

**CROWNWeb Employment Status Options**
- Unemployed
- Employed Full Time
- Employed Part Time
- Homemaker
- Retried Due to Age/ Preference
- Retired (Disability)
- Medical Leave of Absence (MLA)
- Student
How often I document?

Make sure you document

• For every new patient
• For every existing patient
  – Information should not be more than one year old
  – Recommended to update with annual POC
How can I verify this information for the monthly attestation?

**2744 Report**

- Print and revise monthly the Vocational Rehab Worksheet
- Update information as needed in CROWNWeb
Available Documents

To be send via email a PDF copy of

- Vocational Rehabilitation Worksheet Guide
- Updating Misc Information in CROWNWeb (Medicare_Employment_School_VR)

Who will receive the email?

- Project Lead and Back-Up
- Clinic Manager/ Facility Administrator
- CROWNWeb Contacts
- Lead or Corporate SW
Definitions - Referral

You responded that a successful referral is when:

- 66% When the patient successfully make his or her first visit to VR/EN office

What counts as referral for CROWNWeb?

- To provide verbal or written recommendation to a patient to use VR/EN services
- To provide VR/EN agency number
Definitions- Using Services

You responded that a patient is successfully using the services when:

- 55% The patient went to first appointment

What counts as using services in CROWNWeb?

- To be seen by a benefit council (including Benefit Fair at lobby)
- To have first visit to VR/EN agency
Need Data Department Support?

- Submit a ticket through Fresh Desk at
  - NW6Help@iproesrdnetwork.freshdesk.com
- Or visit our website at:
  - http://help.esrd.ipro.org/support/home
Closing Remarks/Next Steps
All In-Center Facilities Reminder
NHSN - National Healthcare Safety Network

- Healthcare–associated infection tracking system
- Dialysis Event Surveillance training is required of all hemodialysis facilities
- Monthly NHSN reporting of data is needed to meet QIP requirements
- Complete NHSN Training and Network Attestation Survey (Jan-Aug of 2019)

New to NHSN? Enroll Facility Here
For first time facility enrollment.

Outpatient Dialysis Facilities
Enrollment for outpatient dialysis clinics.

Reporting & Surveillance for Enrolled Facilities
Training, protocols, forms, support materials, analysis resources and FAQs.

Loretta Ezell
Quality Improvement Director
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Phone 919-463-4507
What to expect?

Main communication via email (acruz@nw6.esrd.net)

• “ACTION REQUIRED…”
• “REMINDER…”
• “REMINDER- DUE TODAY…”
• “PAST DUE”
  – 1st: Lead, Back-Up + Manager/Administrator + Director of Operations/ Clinical Service Director
  – 2nd: Above + Regional Quality Manager/ Director of Clinical Services
  – 3rd/ Final: Regional/ Division Vice President
  – If not completed by date, facility reported to CMS for noncompliance with QIA
• “SHARING RESOURCE”
• Other announcements

Communicate, Communicate, Communicate
  • Always keep an open communication with the Network!
Next Steps/Actions

- Please complete the **Webinar Survey** in the pop-up window right after this call *(Due today)*
- Update patient VR status in CROWNWeb and attest of completion (survey will be sent in early March for February’s data)
  - PDF documents will be released in the next 5 business days
Next Steps/Actions

• PAC- Patient Facility Representative recruitment
  • Review the PAC Recruitment Guide
  • Discuss with patient candidates
  • Gather information in Application Form (Pg 2)
    - To be submitted via HIPAA compliant REDCap Tool
      https://redcap.ipro.org/surveys/?s=J8MKTEFYLK
  • Fax to the Network the Participation and Confidentiality Agreement (Pg 3)

Do NOT send patient information via email!

Fax ONLY doc with patient signature to 919-388-9637

Review

Discuss and fill with patient (keep for your records)

Input data in REDCap
Stay in Touch!

- Facebook
  - https://www.facebook.com/IPROESRDProgram

- Website
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