Welcome to:
Vocational Rehab QIA
Mid-Point Webinar

The webinar will begin at 3pm!

This Webinar is being recorded.

You will receive a communication email to notify you when the slides and recordings are available at our website.
Vocational Rehabilitation QIA Mid-Point Webinar

July 18th, 2019
Welcome/Opening Remarks
Alexandra Cruz, Quality Improvement Coordinator
IPRO ESRD Network Program
Reminders

• All phone lines will be muted

• Please submit ALL questions and comments via chat at any time

• There will be breaks for answering Q & A

• Be present and engaged in our topic presentations

• Remain open-minded and respectful in hearing other’s opinions
Agenda

• Project Goals Review
• Progress towards goal
• Documentation in CROWNWeb
  - Case Discussion
• Resources
• Education Stations - SME Selected Winners
• Next Steps
2019 Employment/VR Goals, Measures and Definitions
2019 Requirements: Support Gainful Employment of ESRD Patients

• **Purpose:**
  - Assist ESRD patients with seeking gainful employment and/or returning to work
  - Collaboration with Employment Network (EN) and/or State Vocational Rehabilitation (VR)

• **Criteria:**
  - 10% of dialysis facilities in the Network service area (80 Facilities)
  - Patients Ages 18-54

• **Measures:**
  - Baseline: October 2017 – June 2018/Final Re-measure: September 30, 2019
QIA Goals and Definitions

- **100%** Screening (Employment/School/VR)
- **10%** improvement in VR Referrals
  - Give patient contact information/website
- **5%** Improvement in Utilization
  - Appointment with/be assigned a Counselor
### Progress Towards Goal - As of June

<table>
<thead>
<tr>
<th>2019</th>
<th>Screening</th>
<th>Referral</th>
<th>Using Services (from referred*)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baseline</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Progress (June)</td>
<td>90.4% (596)</td>
<td>36.4% (240)</td>
<td>1.25% (3)</td>
</tr>
<tr>
<td>Goal</td>
<td>100%</td>
<td>10%</td>
<td>5%</td>
</tr>
<tr>
<td>Status</td>
<td>Not Met</td>
<td>Met</td>
<td>Not Met</td>
</tr>
</tbody>
</table>

**659 Eligible Patients**
CROWNWEB Documentation
Measures: CROWNWeb VR Fields

Patient Record – Correcting Previous Entry

1. Patients Tab
2. Click on the CROWN UPI to navigate to the Patient Attribute page
3. Click “View Patient Attribute”
4. Make desired update(s)
5. Click “Edit Patient Attribute History”
6. Click Submit
1- Patients Tab
2- Click on the CROWN UPI to navigate to the Patient Attribute page
3- Click “Edit Patient”
4- Make desired update(s) under Misc Info - Status and Effective Date
5- Click Submit
# CROWNWeb Reporting

## Common Scenarios - 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>

## Common Scenarios - General

<table>
<thead>
<tr>
<th>Scenario</th>
<th>Action Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient is no longer at my unit</td>
<td>All information is still required if patient was at your unit as of the end of the survey year.</td>
</tr>
<tr>
<td>I do not know the date the patient changed statuses</td>
<td>Use the earliest date you are sure of the patient’s status.</td>
</tr>
</tbody>
</table>
| I made the change in CROWNWeb but it is not reflected on my 2744 | • Regenerate the survey after you made the change  
  • Verify the Effective Date in CROWNWeb is correct  |
| CROWNWeb status is blank but the patient has a status that will not affect the 2744 | Update CROWNWeb                                                                 |
| I am trying to update the effective date on the patient attributes page, but the date is grayed out | If you are changing the date only, but not the status, you must change it from the Patient Attributes History page. |
| I do not have the option to “Edit Patient” or “View Patient Attribute History” | Contact the Network. You may have lost the scope to make the change if the patient has left your facility. |

### Error Messages

Error-The effective date for a change to patient employment status must be after the most recent previous change to this patient attribute. Please use the Patient Attribute History page to view or edit the history of this attribute.

**Action Needed:** You cannot add a prior date to the Patient Attributes page. You must make the change from the Patient Attributes History page.
## NW6 Scenarios

<table>
<thead>
<tr>
<th></th>
<th>VR Status</th>
<th>Referral Status</th>
<th>VR Current Status</th>
<th>Employment Status</th>
<th>Credit?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient #1</td>
<td>Declines VR 3/19/19</td>
<td>[Blank – No referral documented]</td>
<td>Currently in VR 3/18/19</td>
<td>Employed Part Time 5/13/19</td>
<td>Yes, if documentation corrected</td>
</tr>
<tr>
<td>Patient #2</td>
<td>Currently in VR 3/6/19</td>
<td>[Blank – No referral documented]</td>
<td>Currently in VR 3/6/19</td>
<td>Employed Part Time 1/1/18</td>
<td>No, due to prior employment status not achieved through this project</td>
</tr>
</tbody>
</table>
Questions?
Resources
Resources #1
Resource #2

Ticket to Work

https://choosework.ssa.gov/webinars-tutorials/index.html
Resource #3

Kidney Works (AAKP)

https://www.kidneyworks.org/
Resource #4

Georgia Transplant Foundation- JumpStart

https://gatransplant.org/jumpstart/about-jumpstart/
Podcasts:
- Ticket to Work: Support for People who have a Disability and Want to Work
- Working 9-5: What a way to make a living!
- Kidney Works™
  A Job Retention Program for People with CKD
- Working through your Illness

https://www.rsnhope.org/rsn-programs/kidney-disease-resources/back-to-work/
VR Services Overview

Services to individuals with disabilities to help them prepare for, secure, regain or retain employment

Services might vary by location*

- Vocational assessment
- Vocational counseling and guidance
- Physical and mental restoration services
- Vocational training
- School-to-work transition
- Rehabilitation technology
- Supported employment
- Job search and job placement
- Referral to other agencies for needed services
- Group support to improve work skills and behaviors; in addition to emotional/physical tolerances
- Substance abuse treatment

For non-citizens, must have a work permit to use services
Resource #6 – Vocational Rehab Agencies (GA)

- Website: [https://gvs.georgia.gov/](https://gvs.georgia.gov/)
- Link with office contacts with County Serving areas: [https://gvs.georgia.gov/text-only-location-list](https://gvs.georgia.gov/text-only-location-list)
- Services available: [https://gvs.georgia.gov/vocational-rehabilitation-can-work-you](https://gvs.georgia.gov/vocational-rehabilitation-can-work-you)
Resource #6 – Vocational Rehab Agencies (NC)

- Website: https://www.ncdhhs.gov/divisions/dvrs
- Link to local offices: https://www.ncdhhs.gov/divisions/dvrs/vr-local-offices
- CAP- Client Assistance Program: http://cap.state.nc.us NCCAP@dhhs.nc.gov
Resource #6 – Vocational Rehab Agencies (SC)

- Website: [https://scvrd.net/](https://scvrd.net/)
- Services overview: [https://scvrd.net/client-services-overview/](https://scvrd.net/client-services-overview/)
- Link for agencies by location: [https://scvrd.net/offices/](https://scvrd.net/offices/)
### Resource #7 - Employment Network

<table>
<thead>
<tr>
<th>Types of Services</th>
<th>EN</th>
<th>WF</th>
<th>VR</th>
<th>WIPA</th>
<th>PABSS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Benefits / Work Incentives Counseling</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Career Planning / Counseling</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Job Search and Placement</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Ongoing Employment Support</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Training Programs</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Special Programs for Veterans and Youth-In-Transition</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Tuition Support for College Coursework</td>
<td>✓</td>
<td></td>
<td></td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Rehabilitation Services</td>
<td>✓</td>
<td></td>
<td></td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Legal Support and Advocacy</td>
<td>✓</td>
<td></td>
<td></td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Assistance with Accommodations</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

- Help with career counseling and assistance with job placement, including help in understand how benefits may be affected by work.
- Some provide to a localized community, others across several states or nationwide.
Resource #8 - Vocational Rehab Program for Veterans

https://www.benefits.va.gov/vocrehab/index.asp
Resource #9- Goodwill Vocational Services

Georgia
http://www.goodwillworks.org/VocationalRehab

North Carolina
https://www.goodwillnwnc.org/jobs/
Resource #9- Goodwill Vocational Services

South Carolina

https://goodwillscwi.org/services/supported-employment/
Resource # 10 - Virtual Resources

https://choosework.ssa.gov/findhelp/ (Then select “Start Your Direct Search” option)
Some Benefits from receiving VR services

• Be tax paying citizens
• Decrease dependence in entitlement programs
• Increase independence overall
• Higher self-esteem
• Less depression
• Fewer barriers to healthcare
• Higher income
• Insurance coverage
Everyone did a great job!
Thank you for participating of this activity!
3rd Place

Augusta Home Dialysis
2nd Place

Honeycreek Dialysis
1st Place

West Pettigrew Dialysis
Lobby Education Initiative – General PSME Feedback

- Keep board simple
- Avoid small font or too much reading
- Use bright colors (avoid black background)
- Focus on positive messages
- Having people involved in the education is more engaging
- Keep adults as your target audience
- Be mindful of how humor might be interpreted by other cultures, age group, religions, etc.
- Work with your Patient Facility Representative to design or plan lobby education
Next Steps
Plan for Sustainability

- Include assessment of returning to work/school part of your Plan of Care schedule (30, 90 days)
  - Discuss Quality of Life (QOL)
  - Set goals for QOL
- Identify a form or series of questions you should ask every patient
  - Refer to VR/EN when patient is ready or request
- Standardize the process of documentation in CROWNWeb for your facility
  - New entries
  - Update as needed
- Reassess when needed or at Annual Plan of Care
Next Steps

July
• CMS Sharing Call – 7/22/19 @ 11am
• Selected Facilities – 1:1 Call with Network (“RESPONSE REQUIRED” email)
• Start working on the Summer Challenge (QAPI/ Support Group)

August
• CROWNWeb Documentation Attestation  90%
• Selected Facilities – 1:1 Call with Network
• Summer Challenge Ends 8/31/19 (Survey will be sent out)

September
• CROWNWeb Documentation Attestation 100%
• Selected Facilities – 1:1 Call with Network
CMS Sharing Call – What to Expect

• WebEx Call
• Lines will be open, please connect your audio to computer microphone or phone (or call in)
• You will be able to use the Chat as well
• Be ready to answer
  - Successes
  - Challenges
  - Feedback about resources and interventions
  - Regional Nuances
  - Identified Issues
• Moderator of the call will be Gequincia Polk, CMS Subject Matter Expert
• Required participation of at least one person per facility in the Voc Rehab QIA Project
Questions?
Thank You!

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http://ipro.org