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.
Meeting Agenda

- Overview of IPRO ESRD Network Program
- Patient Advisory Committee (PAC)
- Patient and Family Engagement (PFE)
- Overview of 2019 Quality Improvement Activities
  - Promoting appropriate Home Dialysis (HHD & PD)
  - Improving Transplant Coordination
  - Blood Stream Infections (BSI) Reduction
  - Long Term Catheter (LTC) Reduction
  - Population Health Focused Pilot QIA (PHFPQ)
- Patient Health Coach (PHC)
- Closing Remarks & Next Steps
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 Beachwood, Ohio.
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
- Support emergency preparedness and disaster response
- Evaluate and resolve patient grievances
IPRO ESRD Network 2019 Service Areas
(2017 Network Annual Reports)

- **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

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

- **Network 9**
  - OH, KT, IN
  - Patients: 33,556
  - Facilities: 611
  - Transplant: 12

- **IPRO ESRD Program**
  - 128,008 ESRD Patients
  - 1,857 Dialysis Facilities
  - 47 Transplant Centers
## ESRD 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>
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<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>
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<tr>
<td>Wake Forest</td>
<td>1,716</td>
<td>15</td>
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<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>

- 368 Facilities 18,310 Patients 4 Transplant Ctrs
- 155 Facilities 10,219 Patients 1 Transplant Ctrs
- 233 Facilities 18,310 Patients 1 Transplant Ctrs

Other Patients: 595
Reside Outside of Network but dialyze in Network
CMS ESRD Program Goals

• Goal 1: Empower patients and doctors to make decisions about their health care
• Goal 2: Usher in a new era of state flexibility and local leadership
• Goal 3: Support innovative approaches to improve quality, accessibility, and affordability
• Goal 4: Improve the CMS customer experience
CMS Focus on Patient Engagement Activities

Facilities will choose **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 – (Kidney Love, Day By Day, Renal Reflections, Kidney Line, Keepin’ it Renal, For the Love of Kidneys, Kidney Keepers, Kidneys Unlimited, etc.)

- **Peer Mentorship Training**
  - PAC Facility Representative will go through online training
  - Assist Patient Health Coach
  - Speak to peers about treatment options
Quality Improvement Focus Areas
Network 6
Quality Improvement Department

Alexandra Cruz
Quality Improvement Coordinator

Loretta Ezell
Quality Improvement Director

Michelle Lewis
Quality Improvement Coordinator
Increase Rates of Patients Dialyzing at Home

Criteria:
- Identify 30% of dialysis facilities to participate (231 Facilities)

Network/Facility Goal:
- Demonstrate a 2 percentage point improvement in the natural trend of patients using a home modality

National Goal:
- By 2023 increase the number of ESRD patients dialyzing at home to 16% from the 2016 national average of 12%

12.0% → 16.0%  
5 Year Goal
Current Dialysis Treatments types in the United States

88% In-Center Dialysis

10% Peritoneal Dialysis

2% Home Hemodialysis


The current national average of patients dialyzing at home is only 12%
Home Dialysis Facts

• It is a requirement by Medicare that ESRD patients receive treatment option education at least once per year.

• When surveyed 32% of patients responded they were not informed or educated on all treatment options.

• Treatment options include:
  • In-Center Hemodialysis
  • Home Treatment – Peritoneal Dialysis
  • Home Treatment – Home Hemodialysis
  • Transplant
Increase Rates of Patients on Transplant Waitlist

Criteria:
- Identify 30% of dialysis facilities to participate (231 Facilities)

Network/Facility Goal:
- Demonstrate a 2 percentage point improvement in the natural trend of patients on the waitlist or being evaluated for living donor

National Goal:
- By 2023 increase the number of ESRD patients on the transplant waitlist to 30% from the 2016 national average of 18.5%
Transplant Statistics

750,000 people affected by ESRD in the US

100,000 ESRD patients on waitlist

20,161 ESRD patients transplanted

The current national average of patients on the transplant waitlist is only 18.5%
Kidney Transplant Options

The benefits of transplantation extend to ESRD patients regardless of age, gender, or ethnicity, or conditions like diabetes and hypertension.

Transplant Centers have different criteria for determining waitlist eligibility.

**Benefits**
- Improved health and quality of life.
- Greater freedom (no dialysis treatments)
- Increased energy levels
- Fewer diet restrictions

**Considerations**
- Surgery recovery
- Possible kidney rejection
- Anti-rejection medication needed to maintain transplanted kidney
Reducing the rates Blood Stream Infections

Criteria:
• Identify 50% of dialysis facilities to participate (376 Facilities)

Network/Facility Goal:
• Demonstrate a 20% or greater reduction in the rates of blood stream infections

National Goal:
• By 2023 reduce the rates of blood stream infections in dialysis patients by 50% that occurred in 2016

50% Reduction 5 Year Goal
Reducing Blood Stream Infections

• Infections are the second leading cause of death in patients ESRD
• The majority of blood stream infections are catheter related BSIs
• Reducing BSIs reduces hospitalization and improves quality of life
Reducing the rates Long Term Catheters

Criteria:
• Identify 20% of dialysis facilities with the highest infection rates to participate

Network/Facility Goal:
• Demonstrate a 2% or greater reduction in the rates of long term catheters

National Goal:
• By 2023 achieve less than 10% of long term catheter accesses in dialysis patients

10.6% → <10% 5 Year Goal
Advantages and Disadvantages of Vascular Access Types

Choosing a vascular access is important, it is a Lifeline for a Lifetime
Benefits BSI and Long Term Catheter Reduction

The benefits of BSI and Long term catheter reduction include:

BSI Reduction

• Reduced hospitalizations
• Improved quality of life

LTC Reduction

• Fewer catheter related infections
• Better dialysis clearance
• Freedom to shower and swim
ESRD Beneficiaries between the ages of 18 and 54 may be eligible to receive free services including:

- Job training
- Career counseling
- Vocational rehabilitation
- Job placement
- Ongoing support services necessary to achieve a work goal
Facility Participation in Quality Improvement

Your facility is participating in at least one ESRD Network Quality Improvement project to improve the quality of care of all ESRD patients we serve.

To achieve their facility quality improvement goal and the improvement goals at a national level, we must partner with facility staff like you!

Your facility has committed to engage patients, improve experience of care and has identified you as the Patient Health Coach to collaborate with the Patient Facility Representative in one of the following focus areas:

- Peer Mentorship Program
- Creating a Patient Support Group
- Incorporating Patient Representation into the facility Quality Assurance Performance Improvement (QAPI) meeting
Patient Advisory Committee (PAC) Tiered Level of Involvement

1. PAC Member
   • ESRD Patient or Family/Care Partner interested in learning more about ESRD

2. PAC Facility Representative
   • Nominated by Facility Social Worker
   • Participate in facility quality improvement activities
   • Participate in local committees
   • Share information with others at the facility and in the community

3. PAC Advisors
   • Act as a subject matter expert working on national Quality Improvement Projects identified by CMS.
   • Coordinate regional conference calls to assist other PAC Facility Representatives
PAC Facility Representatives Support QIA Projects

Facilities to identify at least **one** patient to be a PAC Facility Representative for engagement in Quality Improvement Activities

• Partner with Project Lead and Patient Health Coach to support the implementation of targeted interventions for quality improvement initiatives.
• Assist Patient Health Coach with distributing educational resources.
• Collaborate with the Patient Health Coach 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.
How Coaches help Patients Get Involved

**Patient Engagement Activity**
- QAPI, Support Group, Peer Mentorship Program

- **Project Lead**
- **Patient Health Coach**
- **Patient Facility Representative**
- Share information with other patients and their family/caregiver
- Provide feedback to facility leadership

**Improved patient experience of care & quality of life**
Patient Health Coach Role Overview
Patient Health Coaching

- Effective patient education method.
- Assist patients in making their own healthcare decisions based on their needs.
- The Patient Health Coach and patient relationship is a structured, accountability partnership focused on the overall health and outcome goals.
Patient Health Coach Role

- Viewed as an expert
- Trusted partner in the patient’s care
- Encourage patients to be engaged and active in his or her care decisions
- Resource provider for educational materials
- Encourage patients to feel safe to openly discuss questions or concerns with you and other members of their healthcare team
- Celebrating with the patient as they take each step toward better health on their ESRD journey

“Tell me and I forget, teach me and I may remember, involve me and I learn.”
Benjamin Franklin
How Do Patient Health Coaches Help Patients Get Involved?

- Learn about the patients' values, interest, and goals
- Listen to Patient Concerns
- Help patients understand the benefits of being involved in their care
- Provide Educational Resources
- Discuss ideas or questions patients may want to pursue with their healthcare team
- Explore opportunities for patients to become more involved in decisions about their care
- Help to build communication between patients and care team
- Provide information to help patients make important decisions
“Coaching Fundamentals” Foundational Module

- Understand how your role as a Patient Health Coach will make a difference.
- Learn how you can provide a facility leadership role with patients.
- Discuss effective communication strategies and techniques.
- Understand the importance of keeping patient information confidential.
Quality Improvement Activity – Focus Area Modules

- Encourage patients to be engaged and active in healthcare decisions
- Empower and support patients in achieving personal health goals
- Encouraging to openly discuss questions or concerns with patient health coach and other members of their healthcare team
- Improve knowledge of Quality Improvement focus area
ESRD Professional Training Series Modules: QAPI & Patient Support Group

- How to form a Support Group
- How to facilitate a support group
- Understand the Quality Incentive Program and your facility reporting measures
- Optimize customer satisfaction and improve clinical outcomes through a heightened focus on patient and family centered care
- Incorporate patients in QAPI Activities
Quality Improvement Activity – Focus Area Module Toolkit

Overview of Topic Specific Focused Area

Decision Making Tools

Planning or Process Guide
Protecting Patient Confidentiality

- Protecting Patient Privacy and Confidentiality is critical to your role as a Patient Health Coach

- Review the Privacy Rule
  - HIPPA
  - PHI
  - PII
  - Confidentiality Do’s and Don’ts
Patient Health Coach & Patient Facility Representative Partnership

• Collaborating on educational resource tools and distribution of resources.
• Creation of education station and hosting a lobby day.
• Sharing information with leadership.
• The Patient Health Coach and Patient Facility Representative relationship is a structured, accountability partnership focused on the overall health and outcome goals of ESRD patients.
ESRD Network Certified Patient Health Coach

- Complete foundational “Coaching Fundamentals” module and post assessment.
- Complete all three focus area modules and post assessments for:
  - Home Dialysis as a Treatment Option
  - Transplant as a Treatment Option
  - Vascular Access Planning
  - Recognition on Network 6 website

Certificate of Completion

Has successfully completed the educational training for a Patient Health Coach: Encouraging Patient Choices in Transplant, Home Modalities, and Vascular Access

Presented by IPRO ESRD Network of the South Atlantic on October XX, 2019

Michelle Lewis  Loretta Ezell
Quality Improvement Coordinator  Quality Improvement Director
End-Stage Renal Disease Network Program  esrd.ipro.org
Next Steps

• Complete the Coaching Fundamentals Module.
• Complete the Coaching Fundamentals Post Assessment.
• Share your success with your facility leadership.
• Take additional modules to improve your knowledge on other topics and grow your Patient Health Coach status.
  – Home Dialysis as a Treatment Option, Transplant as a Treatment Option, and Vascular Access Planning
  – Print educational resources from each module
  – Familiarize yourself with the resources
• Develop a plan to share your knowledge with patients.
• Contact the ESRD Network or go to our website for support and resources.
Stay in Touch!

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

• Website

Emergency Preparedness

Quality Improvement Activities
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Thank You!

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