Welcome to the
IPRO ESRD Network of New York
Home Therapies QIA 2018 Kickoff Webinar

The webinar will begin momentarily!
Welcome/Open Remarks
Anna Bennett, Quality Improvement Coordinator
Meet the NW2 Quality Improvement Team
Improving Quality of Care for ESRD Patients

Jeanine Pilgrim
Qi Director

Anna Bennett
Qi Coordinator & Emergency Manager

Nike Ankinjero
Qi Coordinator

John Cocchieri,
Qi Support Coordinator
Carol Lyden, RN, BSN, MS, CNN

- Nephrology Nurse for 42 years!
- With IPRO for 12 years
- Key to the success of the IPRO ESRD Program
- Happy Retirement!
- **As of 2/1/2018 Network SME**
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
Agenda

- Overview of IPRO ESRD Network Program
- Review 2018 Home Therapies QIA Goal/Measures
- Discuss project interventions and resources
- Project Timeline
- Open Forum Q&A
- Closing Remarks/Next Steps
IPRO ESRD Network
Program Overview
On a National Level

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

- ESRD National Coordinating Center
  - Bi-Monthly Learning and Action Network Calls
  - Collaboration with Large Dialysis Organizations (LDO) Data

- 18 ESRD Networks
  - 50 States and Territories

- Quality Improvement Activities
  - ALL Medicare Certified Outpatient Dialysis Centers
IPRO ESRD Network 2017 Service Area

Network 2
New York
Patients: 29,203
Facilities: 291
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

Network 1
CT, MA, ME, NH, RI, VT
Patients: 14,417
Facilities: 194
Transplant: 15

IPRO ESRD Program

124,893 ESRD Patients
1,791 Dialysis Facilities
52 Transplant Centers
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
## IPRO ESRD Network 2 Service Area

<table>
<thead>
<tr>
<th>Ownership</th>
<th>ESRD Patient Census</th>
<th># of Dialysis Facilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>FKC</td>
<td>6,349</td>
<td>62</td>
</tr>
<tr>
<td>DaVita</td>
<td>6,031</td>
<td>58</td>
</tr>
<tr>
<td>Dialysis Clinic Inc.</td>
<td>2,717</td>
<td>22</td>
</tr>
<tr>
<td>Independents</td>
<td>13,786</td>
<td>143</td>
</tr>
<tr>
<td>Veterans Administration</td>
<td>320</td>
<td>6</td>
</tr>
<tr>
<td><strong>Totals:</strong></td>
<td><strong>29,203</strong></td>
<td><strong>291</strong></td>
</tr>
</tbody>
</table>
Large Scale QIAs in 2018

Due to selection criteria, your facility may be in more than one QIA:

- Reduce Rates of BSIs
- Increase Rates of Patients on a Transplant Waitlist
- Population Health Focused Pilot QIA (Vocational Rehabilitation)
- Increase Rates of Patients Utilizing Home Therapies

Monthly Network Calendar (Printable)

30% = 88 Facilities in NY HT QIA
Chat Check-In – Questions/Comments?
2018 QIA Overview
Increase
Home Therapies (HT) Utilization
Increase Rates of Patients Dialyzing at Home

National Goal:

- Increase the national average of number of ESRD patients dialyzing at home from 12% (2016) to **16% by 2023**. (In 2016 NY HT rate was 6%)

Purpose:

- To promote referral to home dialysis modalities,
- Identify and mitigate the barriers to timely referral, and
- determine the steps to improve referral patterns

Criteria:

- Identify at least 30% of dialysis facilities to participate
  - 88 facilities (One exclusion: Home Therapies ONLY)

Network Goal:

- 10 percentage point increase of patients started on home dialysis training
CMS Required Partnerships

• Partnering with:
  – LDO Leadership
  – Patient Groups
  – State Department of Health
  – CMS Quality Improvement Networks (QIN)
  – CMS Quality Improvement Organizations (QIO)
  – ESRD National Coordinating Center (ESRD NCC)
7 Steps Leading to Home Dialysis Utilization

CMS Defined:

1. **Patient interest** in home dialysis
2. **Educational session** to determine the patient’s preference of home modality
3. **Patient suitability** for home modality
4. Assessment for appropriate access placement
5. Placement of appropriate access
6. **Patient accepted** for home modality training
7. **Patient begins home modality training** *(Counts to Goal)*
Timeline

• **January**: Launch QIA (*Determine Barriers*)
  - RCA Tutorial Webinar
  - Kickoff Webinar

• **February**: (*Review Data and Reporting, Begin Interventions*)
  - Submit Baseline Data
  - Attend NCC LAN Call (Feb, April, June, August)

• **March – September**: (*Data tracking, step analysis, utilize/review interventions*)
  - Launch Interventions
    - (webinars TBD)
  - Provide Feedback (Monthly)
  - Attend NCC LAN Calls
Chat Check-In – Questions/Comments?
Interventions, Tools and Resources
CMS Required Interventions

• Tracking, reporting and analyzing patient progress on the 7 steps leading to Home Training

• Patient and/or family/care partners included at facility monthly Quality Assurance & Performance Improvement (QAPI) meetings
Network Planned Interventions

- *Root Cause Analysis Tutorial (RCA)* (recording available)
- *Facility 5 Why’s RCA (facility HT self analysis)*
- *Kickoff Webinar*
- Home Therapies Toolkit
  - Educational Events/Lobby Days/Mentoring
- Training and Mid-Point Webinars
  - Lean Management Tools (Webinar Launch)
  - Technician Training Program (Webinar Launch)
  - Peer Mentorship Training Program (Webinar Launch)
Review RCA Barriers: Absolute or Modifiable?

“The quantity of information given to patients about their diagnosis is difficult to understand & / or stressful for them to hear...”

Arleen Clark, RN, CNN / Karen Burgess, RN, CNN @ Bassett Healthcare
Review RCA

Interventions

- **Staff Education addresses:**
  - No Referrals
  - No Partner
  - Misinformed
  - Lack of Education

- **Patient/Family Education addresses:**
  - Lack of Education
  - Misinformed
  - Fear
  - Non-Compliant
Participate ESRD NCC LAN
CE Available

CMS has established a National LAN for Home Therapies coordinated by ESRD NCC

- Bi monthly webinars create a diverse national forum (QIA targeted facility staff, patients, organizations, and stakeholders) for addressing problematic issues
- Set the pace and tone for home therapies goal related activities and to create an open sharing of practice and data
- All facility staff are invited to participate in LAN events (Nursing CE available)
- First NCC HT LAN Webinar:
  - **Monday, February 5, 2018 from 3:15 PM ET to 4:15 PM ET**
February ESRD NCCLAN: Peritoneal Dialysis

• Share demonstrated practices for peritoneal dialysis growth
• Understand how planned and urgent starts impact peritoneal dialysis growth
• Learn about in-center hemodialysis (ICHD) to peritoneal dialysis (PD) conversions
• Examine patient retention

Monday, February 5, 2018 from 3:15 PM ET to 4:15 PM ET

Tip: Sign on Early!
Network Tools and Resources

Facility/Patient Educational Materials:
- Data Collection Tool
- New Facility Poster on 7 Steps
- Resource Toolkit on Website and available in Print
- Patient Peer Mentor Training
- Facility Staff Training
- Technician Home Therapies Training
- LEAN Huddle Training
- Management WalkRounds Guidelines
- QAPI Integration
LEAN Management Tools

Webinar in Late February

• Data Based
• Root Cause Analysis*
• Continuous Quality Improvement
• Rapid Cycle Improvement
• Standardized Work

*Considering sharing your top 3 modifiable barriers with staff and patients and ask for comments
Peer Mentorship

• Network-hosted webinars
• Welcome Kits for facilities
• Multiple Formats
  – Online/Print/DVD
• Resource toolkits
• Patient developed role-playing scenarios
Technician Training: Home Therapies Navigator

• Effective communication strategies
• Coaching techniques
• Promoting active patient involvement in care
• Discussing Home Dialysis modality options
Network-Compiled Resource Toolkit

- Patient Education Materials
- Staff Education Resources
- Peer Mentoring Training Program
- Patient Stories
Chat Check-In – Questions/Comments?
Requirements
Facility Role/Responsibilities

- **Educate staff and patient leaders on QIA requirements**
  - Identify Peer Mentor program candidate(s)
  - Identify technicians for training
  - Share educational resources with staff members
  - Submit completed assessments to the Network upon request

- **Communicate with the Network regularly**
  - Respond to monthly information requests

- **Mandatory attendance at Webinars**
  - Participate in webinars with Network as requested
  - Share best practices and lessons learned with peers
  - Participate in National Learning and Action Network (LAN)
Closing Remarks
Next Steps/Actions

- Key Facility Contact Tool **Overdue – Complete ASAP**
- Root Cause Analysis (RCA) **Overdue – Complete ASAP**
- Baseline Reporting Tool – **due February 9, 2018**
- Intervention assessment – **as requested**
- Educational materials assessment – **as requested**
- Share Facility Best Practices in:
  - Home Therapies Education
  - Overcoming Barriers
  - Patient Success Stories
ESRD Network of New York (Network 2) Staff

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We need your feedback and suggestions! Please complete our Webinar Evaluation to share your thoughts and comments. We welcome and value your input!
Stay in Touch!

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  - https://tinyurl.com/ESRDNW2-6

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

• Website
  - http://network2.esrd.ipro.org/
Thank You!

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