IPRO ESRD Network of New York
Transplant Coordination QIA
2018 Kickoff Webinar

January 25, 2018
Welcome/Opening Remarks
Jeanine Pilgrim, Quality Improvement Director
Meet the NW2 Quality Improvement Team
Improving Quality of Care for ESRD Patients

Jeanine Pilgrim, Quality Improvement Director

Anna Bennett, Quality Improvement Coordinator and Emergency Manager

John Cocchieri, Quality Improvement Support Coordinator
Housekeeping Reminders

• All phone lines muted upon entry to eliminate background noise/distractions
• Be mindful of muting your phone when not speaking
• Please don’t place the call on hold, instead disconnect your line and rejoin the call when able
• We’ll be monitoring our WebEx chat board throughout the webinar for questions or comments
• Be present and engaged in our topic presentations
• Please be prepared for sharing and actively participating in the open discussion
Agenda

- Overview of IPRO ESRD Network Program
- Review 2018 Transplant QIA Goal/Measures
- Discuss project interventions and tools
- Demonstration on Root Cause Analysis (RCA) and Monthly Collection Tool
- Provide Facility reporting requirements
- Outline of Upcoming Timelines
- Open Forum Q&A
- Closing Remarks/Next Steps
Learning Objectives

• Hear about the history of IPRO ESRD Network Program and Network role/responsibilities
• Understand project purpose, goals, interventions, and available educational resources
• Learn how to complete a Root Cause Analysis (RCA)/Corrective Action Plan (CAP) using online surveys and monthly data collection tool
• Review reporting requirements and important timeline deadline dates
IPRO ESRD Network
Program Overview
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 now, Beachwood, Ohio.
IPRO ESRD Network 2017 Service Area (2016 Network Annual Reports)

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 2
- NY
- Patients: 29,607
- Facilities: 286
- Transplant: 13

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

Total:
- ESRD Patients: 125,297
- Dialysis Facilities: 1,786
- Transplant Centers: 52
**IPRO ESRD Network 2 Service Area by Facility Ownership**

<table>
<thead>
<tr>
<th>Ownership</th>
<th>ESRD Patient Census</th>
<th># of Dialysis Facilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>FKC</td>
<td>6106</td>
<td>57</td>
</tr>
<tr>
<td>DaVita</td>
<td>6575</td>
<td>61</td>
</tr>
<tr>
<td>Dialysis Clinic Inc.</td>
<td>1508</td>
<td>14</td>
</tr>
<tr>
<td>Independents</td>
<td>20269</td>
<td>149</td>
</tr>
<tr>
<td>Other</td>
<td>449</td>
<td>10</td>
</tr>
</tbody>
</table>
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
CMS National Priorities and ESRD Program Goals

HHS Priorities are interpreted for purposes of this SOW as:
- **Priority 1**: Reform, Strengthen, and Modernize the Nation’s Health Care System
- **Priority 2**: Protect the Health of Americans Where They Live, Learn, Work, and Play
- **Priority 3**: Strengthen the Economic and Social Well-Being of Americans Across the Lifespan
- **Priority 4**: Foster Sound, Sustained Advances in the Sciences
- **Priority 5**: Promote Effective and Efficient Management and Stewardship

CMS Goals are interpreted for purposes of the SOW as:
- **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
ESRD 2018 Statement Of Work Requirements

• Decrease to 4 QIAs/Increased number of facilities in each QIA
• 2023 AIM Goals Established
• Emphasis on Patient Engagement
• Use of interventions aimed at reducing disparities.
• Focus on innovative approaches and rapid cycle improvement that incorporates boundariliness, unconditional teamwork, are customer-focused and sustainable
• Collaborative meetings with FKC and DaVita to strategize on facility selection, intervention design, and data collection
• National Learning and Action Networks (LANs) for each project
Chat Check-In – Questions/Comments?
2018 QIA Overview
Improve Transplant Coordination
Increase Rates of Patients on a Transplant Waitlist

Purpose:
- Promote early referral to transplant
- Improve referral patterns by addressing barriers to the steps of waitlist

National Goal:
- By 2023 increase the percentage of ESRD Patients on the transplant waitlist to 30% from the 2016 national average of 18.5%

Criteria:
- Identify 30% of dialysis facilities to participate

Goal:
- 10 percentage point increase of patients placed on the waitlist for transplant by September 30, 2018
CMS Focus on tracking the 7 Steps Leading to Receiving a Transplant

Tracking the movement of patients through the steps to transplant waitlist placement, reporting to CMS the number of patients in each step:

1) Patient suitability for transplant
2) Patient interest in transplant,
3) Referral call to transplant center,
4) First visit to transplant center,
5) Transplant center work-up,
6) Successful transplant candidate,
7) On waiting list OR evaluate potential living donor.
CMS Required Interventions

• **Facility staff to address the kidney transplant process including:**
  - Transplant referral process and center criteria
  - Kidney allocation system
  - Patient self-referral per transplant facility
  - Tracking and reporting the 7 steps leading to a transplant
  - Patient SME’s and/or family/caregivers included at facility level monthly QAPI meetings

• **Patient education and activation partnering with stakeholders**
  - LDO Leadership
  - Assembly of Transplant Coalition
  - DOH: NYC and NYS
  - QIN-QIO
  - National Kidney Foundation (NKF)
  - American Association of Kidney Patients (AAKP)
Chat Check-In – Questions/Comments?
Planned Project Interventions
Network Planned Interventions

- **Facility Rollout, Training, and Monitoring**
  - Identification of Project Lead/Transplant Coordinator
  - Facility Completion of Root Cause Analysis (RCA)
  - Facility Kickoff Webinar/Training and Mid-Point Webinar
  - Peer Mentorship Training Program
  - Technician Training Program
  - PAC Representative Lobby Days/Mentoring
  - Formation of Transplant Coalition/Stakeholder Partnerships
Identified Tools and Resources

• **Facility/Patient Educational Materials**
  - Monthly Data Collection Tool
  - New Poster on 7 Steps and Kidney Allocation System
  - Resource Toolkit on Website and Available in Print
  - Dedicated Education Station – Photo Contest
  - Development of new Standardized Communication Toolkit to support information exchange between facilities and centers
Overview of Interventions and Resource Tools
How Patient Subject Matter Experts (SME) Support QIA Projects

- Emphasis engaging patients to be involved in the development of QIA interventions
- Focus on encouraging facilities to include patients in their QIAs
- SMEs are asked to:
  - Consider becoming a Peer Mentor
  - Joining the Network Patient Advisory Committee
  - Sharing their ESRD journey success story with others
  - Attend meetings led by Network project needs
  - Attend NCC led LANs based on their chosen project of interest
  - Participate in national meetings and technical expert panels
Peer Mentorship: A proven approach on kidney care health outcomes

• Structured patient-centered training curriculum
• Network-hosted webinars and provided welcome kits for facilities
• Available in multiple formats, including both audio and visual components
• Supplemental resource toolkits developed with patients, for patients
• Patient developed role-playing scenarios to support patients practice mentoring
Technician Training for Patient Coach Program

- Hemodialysis Technicians CEU Accredited program
- Effective communication strategies
- Coaching techniques
- Promoting active patient involvement in care
- Discussing transplant and Home Dialysis as modality options
- Helping patients plan for a vascular access
- Reducing Blood Stream Infections
Participate in NCC National Learning and Action Networks (QIA Specific)

CMS has established a LAN for each QIA, coordinated by ESRD NCC

- Create a diverse forum (patients, organizations, and stakeholders) for addressing problematic issues
- Utilize measurable and clear goals with proven effective practices to drive decision making
- Set the pace and tone for goal related activities and to create an open sharing of practice and data
- Initiate change methodology which rapidly tests small quality improvement changes specific to the area of work.
- All Facilities are invited to participate in LAN events
Network-Compiled Resource Toolkit

- Transplant Center Referral Guide
- Conditions of Coverage Excerpt
- External Organization Article Sampling
- Patient Education Materials
- Staff Education Resources
- Peer Mentoring Training Program
- Patient Story Sampling
Toolkit: Resource Examples

New York State Transplant Center Referral Guide

In some cases, a patient can be turned down by one transplant center but found to be eligible at another transplant center. On the following page is a contact list to helpguide dialysis patients.

New York State Renal Transplant Centers

- Downstate Medical Center
- Montefiore Medical Center
- New York University Medical Center

Types of Kidney Donors

Living Donor
- A living donor is someone who donates one of their kidneys.

For more information:

End-Stage Renal Disease Network of New York

Get the Facts: Kidney Transplantation

What is a kidney transplant?
- A kidney transplant is a surgery in which a person with kidney failure receives a new kidney.

Is a kidney transplant right for me?
- Your doctor will talk to you about the risks and benefits of a kidney transplant.

Your Life, Your Choice

Stories from Kidney Transplant Patients and Donors

Your guide to the transplant process

Is a kidney transplant right for me?
- Your doctor will discuss the benefits and risks of a kidney transplant with you.

Razones por las cuales un transplante es una buena idea

- Un buen médico con el que puedas hablar
- Un equipo médico que te atienda
- Un trasplante que funcione bien

Positivos

- Abriendo las posibilidades para las vidas de los pacientes
- Un trasplante que funcione bien
- Un equipo médico que te atienda
- Un buen médico con el que puedas hablar

Comentarios Negativos

- Un trasplante que no funcione bien
- Un equipo médico que no te atienda
- Un trasplante que no te ayude
- Un médico con el que no puedas hablar

Is a kidney transplant right for me?
- Your doctor will discuss the benefits and risks of a kidney transplant with you.

Is a kidney transplant right for me?
- Your doctor will discuss the benefits and risks of a kidney transplant with you.

Is a kidney transplant right for me?
- Your doctor will discuss the benefits and risks of a kidney transplant with you.

Is a kidney transplant right for me?
- Your doctor will discuss the benefits and risks of a kidney transplant with you.

Is a kidney transplant right for me?
- Your doctor will discuss the benefits and risks of a kidney transplant with you.
Education Stations

Ideas from the field:

- Colorful bulletin board
- Bright posters in waiting area
- Resource “booth” on the floor
- Video streamed on education “station”
- Dedicated peer mentor counseling area
- Monthly feature of newsletter patient stories
- Multiple tables - information on different stages in process

Bronx Dialysis Center (Bronx, NY)
- Engaging Bulletin Board
- Featured Toolkit Resources
- Mobile Education Cart

A. Holly Patterson/NUMC (Uniondale, NY)
- Visual poster board with excerpts from toolkit resources
- Pictures and quotes from patients
Chat Check-In – Questions/Comments?
Tool Demonstration
Live Demonstration: Root Cause Analysis (RCA) and Corrective Action Plan (CAP) Tool

2018 NW2 Transplant Coordination 2018 QIA 5-Whys Root Cause Analysis (RCA) and Corrective Action Plan (CAP)

Please complete the following dialysis facility information. (One Survey per Facility CCN)

**CMS Project Goals/Measures:**
Based on data provided by the ESRD National Coordinating Center (NCC), your facility has been identified with low transplant waitlist rates (≤9%), and therefore selected to participate in the Network’s Transplant Coordination QIA for 2018.

**Goal:** 10% increase in the rate of patients placed on a waitlist for transplant, of eligible patients in the targeted facilities, from baseline to re-measure.
**Baseline Measure Period:** October 2016 – June 2017
**Project Period Measurement:** (Monthly) January – September 2018
Live Demonstration: Transplant Step Tracking Monthly Collection Tool

End-Stage Renal Disease Network of New York

esrd.ipro.org

NW2 Transplant QIA: January 2018 Data Collection Tool
7 Steps Patient Tracking

1. Please select your facility from the dropdown list below; facility name and CMS Certification Number (CCN) have been included.

2. Total Patient Census

3. Has the project lead for this QIA changed since last submission?
   - Yes
   - No
Monthly Tool Instructions

Instructions for Entering Monthly Step Data

• **Monthly Data:** Please include the total number of patients who during the month have entered the step for the first time or have not progressed to the next step. (Each patient should only be counted in ONE Step)

• **Year-to-Date Data:** Include all patients who have achieved the step from January to current month.

• **Note:** Not all patients will begin at step 1. If a patient has attained more than one step in a month, only count them in the highest numbered step attained. i.e. Patient expressed interest and attends education session in the month would be counted in step 2.
Chat Check-In – Questions/Comments?
Reporting Requirements
Project Reporting Requirements: Upcoming Timeline

- Key Facility Contact Collection Tool **Overdue – Complete ASAP**
- Begin Monthly Reporting Tool – First Tool **due February 10, 2018**
- Root Cause Analysis (RCA) and Corrective Action Plan (CAP) Tool **due February 12, 2018**
- Monthly reporting on patient movement between transplant process steps **due last day of the month**
- Submission of competency assessment of Network **monthly** educational article/resource
- Interventions with required submission to the Network **as requested**
- Assessment on educational resources distributed to facilities **as requested**
Facility Role/Responsibilities

- **Educate staff members on QIA requirements**
  - Understand outcomes of RCA, CAP, and disparity forecasting tools
  - Review and utilize Network-compiled resource toolkit
  - Develop *Education Station* and identify Peer Mentor program candidate(s)
  - Share monthly educational resources from the Network with staff members
  - Submit completed assessments to the Network upon request

- **Communicate with the Network regularly**
  - Submit monthly tracking tool and respond to information requests
  - Participate in conference calls with Networks as requested

- **Mandatory attendance at Webinars**
  - Share best practice models and lessons learned with peers
  - Participate in National Learning and Action Network (LAN)
Closing Remarks/Next Steps
We need your feedback and suggestions!
Please complete our Webinar Evaluation to share your thoughts and comments.
We welcome and value your input!
Next Steps/Actions

• Submit webinar evaluation survey to share your feedback
• Ensure facility has identified project lead and back-up lead
• **Complete Monthly Data Collection Tool – First Tool Due February 10th**
• **Complete RCA/CAP Survey Tool by February 12th**
• Review transplant educational resource toolkit
• Solicit interested patients for success story collection and peer mentorship training program
• Join CMS National Transplant LAN
Stay in Touch!

- Subscribe to receiving Provider Insider, Emergency Messaging, Kidney Chronicles, and PAC Speaks
  - https://tinyurl.com/ESRDNW2-6
- Facebook
  - https://www.facebook.com/IPROESRDProgram
- Website
  - http://network2.esrd.ipro.org/
<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sue Caponi</td>
<td>CEO, ESRD Program</td>
<td><a href="mailto:scaponi@nw2.esrd.net">scaponi@nw2.esrd.net</a></td>
</tr>
<tr>
<td>Carol Lyden</td>
<td>Director, Quality Improvement</td>
<td><a href="mailto:clyden@nw2.esrd.net">clyden@nw2.esrd.net</a></td>
</tr>
<tr>
<td>Jeanine Pilgrim</td>
<td>Quality Improvement Director</td>
<td><a href="mailto:jpilgrim@nw2.esrd.net">jpilgrim@nw2.esrd.net</a></td>
</tr>
<tr>
<td>Ariana Lucido</td>
<td>Information Management Director</td>
<td><a href="mailto:alucido@nw6.esrd.net">alucido@nw6.esrd.net</a></td>
</tr>
<tr>
<td>Erin Baumann</td>
<td>Patient Services Director</td>
<td><a href="mailto:ebaumann@nw2.esrd.net">ebaumann@nw2.esrd.net</a></td>
</tr>
<tr>
<td>Laura Wright</td>
<td>Administrative Coordinator</td>
<td><a href="mailto:lwright@nw2.esrd.net">lwright@nw2.esrd.net</a></td>
</tr>
<tr>
<td>Anna Bennett</td>
<td>Quality Improvement Coordinator</td>
<td><a href="mailto:abennett@nw2.esrd.net">abennett@nw2.esrd.net</a></td>
</tr>
<tr>
<td>John Cocchieri</td>
<td>Quality Improvement Project Support</td>
<td><a href="mailto:jcocchieri@nw2.esrd.net">jcocchieri@nw2.esrd.net</a></td>
</tr>
<tr>
<td>Sharon Lamb</td>
<td>Data Coordinator</td>
<td><a href="mailto:slamb@nw2.esrd.net">slamb@nw2.esrd.net</a></td>
</tr>
<tr>
<td>Nigisty Lulu</td>
<td>Community Outreach Coordinator</td>
<td><a href="mailto:nlulu@nw2.esrd.net">nlulu@nw2.esrd.net</a></td>
</tr>
</tbody>
</table>
Thank You!

IPRO ESRD Network of New York
1979 Marcus Avenue, Suite 105
Lake Success, NY 11042

http://network2.esrd.ipro.org/

Corporate Headquarters
1979 Marcus Avenue
Lake Success, NY 11042-1072

http://ipro.org