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Welcome to the ESRD Network of New York Population Health Focused Quality Improvement Activity Kickoff

We will be starting the webinar momentarily

January 8, 2018



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Population Health Focused Pilot: Support Gainful Employment of ESRD patients

Quality Improvement Kickoff Webinar

January 8, 2018



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Opening Remarks

Erin Baumann, LMSW

Patient Services Director, NW2

Housekeeping Reminders

- Be present and engaged in our topic presentations
- Please be prepared for sharing and actively participating in the open discussion
- Speak up on the line, send in questions/comments in the chat
- Remain open-minded and respectful in hearing other's opinions



Meeting Host



Erin Baumann

Patient Services Director

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Meeting Agenda

- Overview of IPRO ESRD Network Program
- Vocational Rehab Project Overview
 - Purpose
 - Goals
 - Interventions
 - Resources
 - Important dates
 - Facility selection process
 - Monthly reporting requirements
- RCA tutorial
- Open Forum Discussion and Q & A
- Closing Remarks & Next Steps

Learning Objectives

- Learn about the history of ESRD Network Program and Network role/responsibilities
- An understanding of the projects purpose, goals, interventions, and resources
- Learn about the requirements and purpose of the Root Cause Analysis Questionnaire
- Understand reporting requirements and deadline dates

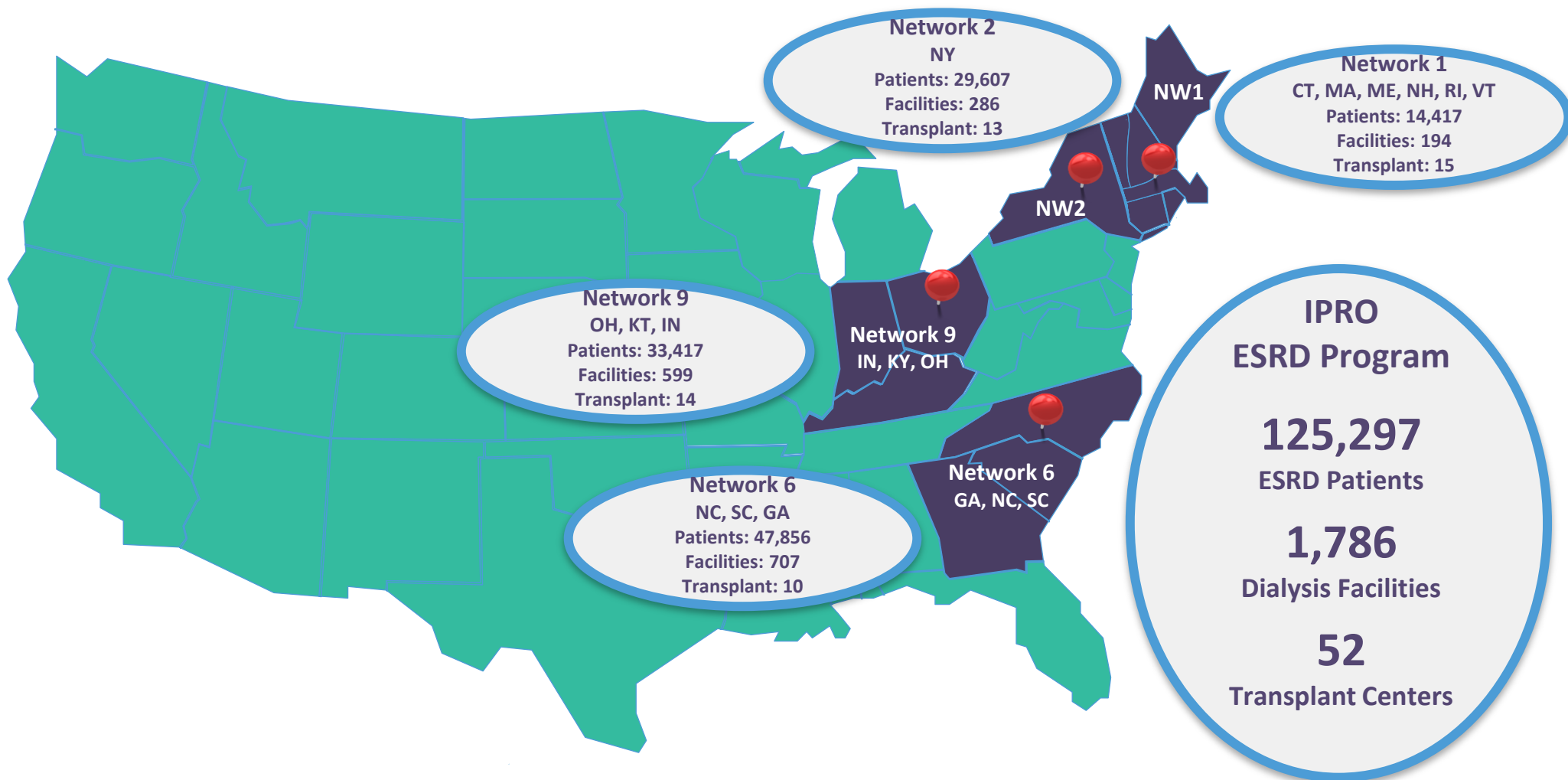
I PRO ESRD Network Overview

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.

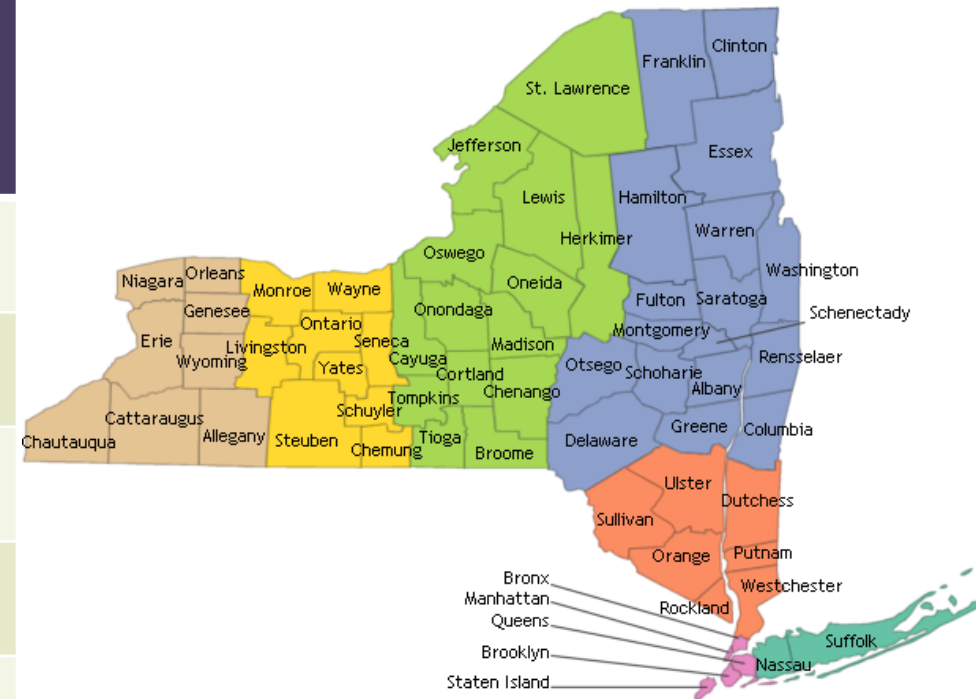
IPRO ESRD Network 2017 Service Areas

(2016 Network Annual Reports)



IPRO ESRD Network 2 Service Area by Facility Ownership

Ownership	ESRD Patient Census	# of Dialysis Facilities
FKC	6106	57
DaVita	6575	61
Dialysis Clinic Inc.	1508	14
Independents	20269	149
Other	449	10



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

Support Gainful Employment of ESRD Patients

Purpose:

- Assist ESRD patients with seeking gainful employment and/or returning to work

Criteria:

- 10% of dialysis facilities in the Network service area
 - 31 facilities selected

Measures:

- Patients 18-54
- Baseline: October 2016 – June 2017 / Re-measure: September 30, 2018

Requirement

- Identify a minimum of five (5) Employment Networks and/or the State Vocational Rehabilitation (VR) agency that serves the recruited patient population

Goal:

- 5 percentage point improvement of patients referring to with an Employment Network (EN) or a State Vocational Rehabilitation (VR) agency
- 2 point percentage improvement of patients utilizing the services of Employment Network or State Vocational Rehab services
- Demonstrate a decrease in the disparity gap

Participation in NCC Vocational Rehab Learning and Action Network Meetings

- Learning and Action Network meetings are led by the National Coordinating Center (NCC) and will consist of patients, stakeholders and facilities in the project across the 18 networks.
- Each facility in the project will be asked to attend the LAN meeting every other month
- During the meeting dialysis facilities will be asked to share best practices and to share those interventions with all facilities in the Network

NCC Learning and Action Network Definition



Learning and Action Network (LAN)

A group of health care professionals and stakeholder organizations, which come together to improve patient care or population health and spread best practices through peer-to-peer learning and solution sharing.

Disparity Assessment

Disparity defined by CMS in the 2018 Statement of Work as:

Differences in the delivery of health care, access to health care services and medical outcomes based on ethnicity, geography, gender and other factors.

The Network will be reporting to CMS the identified disparities as part of this project with the goal of reducing identified disparities.

Age **

Ethnicity

Facility Location (Rural vs. Urban),

Gender

Race

Chat Check-In – Questions/Comments?



Project Interventions: First Steps

- Initial RCA to be filled out by each facility by
 - January 10, 2018
- Monthly Qualitative Survey due
 - February 15, 2018
- Poster Intervention “What do you know about Vocational Rehab?”

Project Interventions: Next Steps

- Poster Intervention – Disparity in a workplace setting
- Introduction of Smart Goals materials, Employment Network Materials, Vocational Rehab resources, Ticket to Work Program information
- Implementation of the Smart Goals into the dialysis facility VR referral process

Ongoing Interventions

- Collaboration with the Employment Networks to support the needs of the ESRD community
- Collaboration with the Veterans Administration to support the needs of the ESRD Veteran's community
- Monthly patient focus group calls
- Bi-monthly National Coordinating Center Learning and Action Committee Calls

Project Resources: Veteran's Administration



VR&E Eligibility Criteria

Veterans:

- Honorable or other than dishonorable discharge
- A VA service-connected disability rating of 10 percent or more; or memorandum rating of 20 percent
- Apply for Vocational Rehabilitation and Employment benefits

Active Duty Servicemembers:

- Expect to receive a honorable discharge
- Obtain a VA memorandum rating of 20 percent or more
- Obtain a Proposed Disability Evaluation Service (DES) rating
- Servicemembers awaiting discharge due to a medical condition resulting from a serious injury or illness that occurred in the line of duty may be automatically entitled to VR&E benefits under the National Defense Authorization Act (NDAA) of 2008.
- Apply for Vocational Rehabilitation and Employment benefits

Project Resources: Smart Goals

Specific

What exactly needs to be accomplished? Why do we want to accomplish this goal?

Measurable

How will we know we have succeeded?
How much change needs to occur?
How many actions or cycles will it take?

Attainable

Do we have the resources to achieve the goal? Is the goal a reasonable stretch?
Is the goal likely to bring success?

Relevant

Is this a worthwhile goal?
Will it be meaningful to management / the team?
Can we commit to achieving this goal?

Time-bound

What is the deadline for reaching the goal?
When will we begin taking action?

Project Resources: Ticket to Work Program

Welcome to the Path to Work!

Whether you are just considering working, ready to find a service provider to help you, are looking for a job, or already working and want to keep on the road to financial independence, explore the Path to Work to learn more at every part of your journey. Select the phase that best describes where you are on your journey at the top and then use the blue buttons to navigate to each article.

Phase 1: Ticket to Work discusses what you should know about when considering working while on benefits. It discusses the Ticket to Work program, dispels myths about working on benefits, and provides you the success stories of real people who used the program to inspire you.

Phase 1: Ticket to Work

[Phase 2: Ready to Work](#)

[Phase 3: Getting a Job](#)

[Phase 4: Managing Your Job](#)



Review:

Required Activity:

RCA

Root Cause Analysis Review

Root Cause Analysis Survey – CMS requirement for all facilities in the project to complete. The purpose will assist the Network in understanding each unit's process in referring patients to Vocational Rehabilitation.

Monthly Facility Requirements

On the **15th of the Month** starting in **February and ending in October** each facility will fill out a Survey Monkey sharing with the Network their successes, barriers, and overall progress with Vocational Rehab in their facilities.

Chat Check-In – Questions/Comments?



Next Steps and Opportunities

- RCA completion due by **1/10** to the Network. If assistance is needed a tutorial will be held for all facilities in Network projects on **1/17**
- Network Council meeting on **1/9**
- **February 15th** the first monthly survey will be due for January 2018.

Network Council Meeting

Tuesday, January 9, 2018, 1:00 PM - 2:00 PM, EST

Webinar: What You Need to Know About CMS' 2018 Priorities, Goals, and Quality Improvement Activities

Dialysis professionals are invited to attend a Network hosted webinar about the role of the ESRD Network, and how the National Quality Strategy (NQS) principles, Department of Health and Human Services (HHS) priorities, and CMS goals should be applied to ESRD patient care in 2018.

The medical director, facility administrator, and nurse manager from each dialysis facility are strongly encouraged to attend to understand facility-level expectations for 2018 initiatives.

Register: <http://network2.esrd.ipro.org/events/>

RCA Training Opportunity

RCA Educational Webinar Jan 17th

- Additional assistance offered by the Network
- Open to all facilities participating in Quality Improvement Activities
- Optional
- RCA completion due by 1/10 to the Network

Closing Remarks



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We need your feedback and suggestions!
Please complete our Webinar Evaluation to
share your thoughts.

We welcome and value your input!



**Thank You for Participating in our
PHFPQ Quality Improvement Activity!**



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