Welcome to the ESRD Network of New York Vocational Rehabilitation Quality Improvement Activity April Webinar

We will be starting the webinar momentarily

April 17, 2018 2pm
Vocational Rehabilitation
Quality Improvement Activity
April Webinar

April 17, 2018
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
ESRD Network of New York
ebaumann@nw2.esrd.net
516 209 5622 – Access to Care
516 209 5624 – Case Consultations
Meeting Agenda

• **Vocational Rehab Project Overview**
  - Purpose of Facility Selection
  - Resources

• **Next Steps**
  - Important dates
  - Monthly Reporting Requirements

• **Open Forum Discussion and Q & A**
  - Facility Success Spotlights

• **Closing Remarks & Next Steps**
Learning Objectives

• Learn about the results of the Root Cause Analysis and Quality Survey Results
• Demonstrate an understanding of Crown Web reporting of Vocational Rehabilitation
• Apply interventions when referring patients ages 18 – 54 including the Share Approach and Smart Goals.
• Understand reporting requirements and deadline dates
Support Gainful Employment of ESRD Patients: Vocational Rehabilitation QIA Project Overview
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 in NYS.

Measures:
• Patients 18-54
• Baseline: October 2016 – June 2017
• Re-measure: September 30, 2018
• Referred patients baseline = 3.895%. Project goal 5% improvement = 8.895%
• VR services utilization Baseline: 1.634%. Project goal 2% improvement = 3.634%

Additional Project Goals:
• Demonstrate a decrease in the disparity gap

Network Actions
• Identify a minimum of five (5) Employment Networks and/or the State Vocational Rehabilitation (VR) agency that serves the recruited patient population.
RCA Survey Results

Project Facility Identified RCA barriers

- Competing CMS initiatives: 4.00%
- No formal process in place: 4.00%
- Small unit population under age 54: 4.00%
- Language barrier: 4.00%
- Concern of loss of benefits: 4.00%
- Lack of interest to return to work: 19.00%
- Lack of Vocational Rehabilitation Resources: 38.00%
- Patient Health Status: 23.00%
RCA findings

Each dialysis facility review their facility data from the baseline period October 2016 – June 2017

Highest ranking barriers include:

- Lack of Vocational Rehabilitation Resources 38%
- Patient Health Status 23%
- Lack of interest in returning to work 19%
Project Interventions

1. CROWNWeb Education to support proper documentation of Patient Health Status
2. Providing Vocational Rehabilitation toolkit to facilities that provide referral resources
3. Providing in the VR toolkit motivational interviewing and goal setting resources to support patients
Questions or Comments?
RCA Survey Results: Interventions

#1 CROWNWeb Education
CROWNWeb Education

- Patient Classification and Reporting Accuracy

Vocational Rehabilitation Worksheet – Generated from CROWNWeb 2744 Report

If the report field is blank, it means no information was provided in CROWNWeb.

Remember – When adding/updating these records, the effective date automatically populates as TODAY’S DATE. Make sure to update the Effective Date to 2017 or prior or it will not be reflected on your 2017 CMS-2744.
CROWNWeb Education

Patient Classification and Reporting Accuracy
Vocational Rehabilitation Worksheet – Generated from CROWNWeb 2744 Report

Updating CROWNWeb

- Open CMS 2744 Vocational Rehabilitation Report (see example above)
- Review report (may need assistance from facility Social Worker)
- Make corrections in CROWNWeb on the patient’s View Patient Attribute History tab
  - Enter CROWN UPI → Click Search
  - Click on CROWN UPI → Click View Patient Attributes History link
  - Click Edit Patient Attributes History
  - Update the required sections → Click Save.
- Regenerate your 2744 and Save to see your updated numbers

| Vocational Rehabilitation Status | 1. Referred to VR  
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<tr>
<td>2. Currently in VR</td>
<td>3. Completed VR</td>
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<tr>
<td>4. Not Eligible for VR</td>
<td>5. Declines VR</td>
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Enter the correct Status Change Date or the date the patient was admitted to your facility
## Patient Classification and Reporting Accuracy

**Vocational Rehabilitation Worksheet – Generated from CROWNWeb 2744 Report**

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## CROWNWeb Definitions

### Vocational Rehabilitation

<table>
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<tr>
<th>CROWNWeb Category</th>
<th>Scenario:</th>
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<tr>
<td>Referred to VR</td>
<td>Social worker gave patient phone number for VR</td>
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<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>
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<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>
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CROWNWeb Reporting
Vocational Rehabilitation
Achieving Project Goals

- Identify best practices for referral process
  - Discuss barriers to referring patients with Facility Administration
  - Identify areas of improvement within your facility referral process
  - What is your facility referral process?
  - Get patient feedback

- Recognize the Importance of CROWNWeb and Accuracy
  - Referring team member and reporting team member communication

- Utilize Network provided processes, tools and resources
- Utilize the Network as a resource
RCA Survey Results:
Interventions:
#2 Vocational Rehabilitation Resources
Patient Poster

- To be sent to each facility in the project and hung up in a high visibility place (waiting room or entry way).
- Patients are to be encouraged to write on the poster.
- The goal of the poster is to bring awareness of the common concerns of each patient.
- Send photos of your posters to the Network via email by June 1.
Resources: Ticket to Work, Social Security
Resources: Veteran’s Administration
Resources: NYS

ACCES-VR (Vocational Rehabilitation)
Assisting individuals with disabilities to achieve and maintain employment and to support independent living
RCA Survey Results: Interventions
#3 Motivational interviewing and goal setting resources
The SHARE Approach

Essential Steps of Shared Decisionmaking: Expanded Reference Guide with Sample Conversation Starters

Workshop Curriculum: Tool 2
Project Resources: Smart Goals

My Goal—My Roadmap

1: Find your goal and commit.
What is my desire? What do I want to achieve?

2: Assess and plan.
What is blocking me from what I desire? What will be the benefits of achieving my goal? What do I need to do to get what I want? What goals should I set?

3: Take action.
Get started on accomplishing my goal.

4: Evaluate.
How am I doing in reaching my goal?

5: Achieve and sustain!
Did I achieve my goal? If the answer is “yes”... how can I make sure that I continue to be able to achieve my goal? If the answer is “not yet”... what changes can I make to my plan to help me achieve my goal?

My Goal—My Action Plan

Step 1: Find your goal and commit.
What is my desire? What do I want to achieve?

- S-M-A-R-T Goals?
  - Specific
  - Measurable
  - Achievable
  - Realistic
  - Time-based

Step 2: Assess and plan.
What is blocking me from what I desire?

Step 3: Take action.
Get started on accomplishing my goal.

Step 4: Evaluate.
How am I doing in reaching my goal?

Step 5: Achieve and sustain!
Did I achieve my goal? If the answer is “yes”... how can I make sure that I continue to be able to achieve my goal? If the answer is “not yet”... what changes can I make to my plan to help me achieve my goal?
Questions or Comments?
Monthly Activities:
Qualitative Survey
Monthly Facility Requirements

• On the **15th of the Month** starting in February and ending in September facilities will be asked to fill out a Qualitative Survey sharing with the Network their successes, barriers, and overall progress with Vocational Rehab in their facilities.

• Please note that not all facilities will be asked each month.

• All facilities completed the first and will complete the last month.
Next Steps and Upcoming Opportunities
Next Steps

• Hang up the patient poster in your facility. Email pictures of the posters to the Network by June 1, 2018
• If your facility is asked – complete the qualitative survey.
• Facilities will receive electronic toolkit by the end of April 2018.
• Attend the NCC meeting for the project on 4/24 *
• Sign up for WISE webinars
Tuesday April 24th, 2018
2:00pm-3:15pm

**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.

These are not calls led by the Network, but the National Coordinating Center https://www.esrdncc.org/en/ meant to bring together the facilities in the projects across the 18 Networks in order to disseminate ideas and discuss the goals of CMS

Social Work CEUs will be provided *
WISE Ticket to Work Webinars

**Webinars & Tutorials**

**WISE Webinars**
Are you interested in learning about how work will affect your Social Security benefits? Social Security hosts free online Work Incentives Seminar Event (WISE) webinars. WISE webinars can help you and your family members learn about the Ticket to Work program and other Social Security work incentives. They are generally held on the fourth Wednesday of each month. [Register Now](#) We look forward to connecting with you on a WISE webinar!

If you can’t join this month’s webinar, or would like to catch up on past events, check out the [WISE archives](#). Past WISE materials are available for download and you can read transcripts from the webinars.

**Ticket to Work Tutorials**
Learn more about the Ticket to Work program through these self-paced Ticket to Work Tutorials. 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, these six interactive learning modules will equip you with the knowledge you need to achieve your work goals. Note: The tutorials will open in a new window.

[View Modules »](#)
Facility Success Spotlight

Sharing Opportunity

• Platform to spotlight on facilities that are experiencing success in referring patients and keeping them enrolled in services
• Best Practices
• Network will identify or Volunteer in post survey!
Questions or Comments?
Closing Remarks
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!
Network 2
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Fax: 516 326 8929