Welcome to the Home Therapies QIA and Transplant QIA 2019 Kickoff meeting. The webinar will begin promptly at 2:00PM
This Webinar is being recorded.

You will receive an e-mail to notify you when the slides and recordings are available on our website.
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

Novlet Russel-English, Quality Improvement Coordinator Nurse

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
- Be present and engaged in our topic presentations
- Please be prepared for sharing and actively participating in the open discussions
WebEx Reminders

• This WebEx will be recorded and slides will be made available on the Network Website [https://network2.esrd.ipro.org/events/](https://network2.esrd.ipro.org/events/)

• To ask a private question use the Chat section in the bottom right corner of your screen sending to All Panelists

• To ask a question for the answer to be shared with all Attendees or Privately, use the Q&A section in the bottom right corner of your screen
Agenda

- Overview of Treatment Options Quality Improvement Activities
- Review
  - Goals/Measures
  - Roles and Responsibilities
  - Network Timelines
  - Facility Reporting Requirements
  - Resources, Interventions and Tools
- Community Activities
- Open Forum Q&A
- Closing Remarks/Next Steps
Learning Objectives

• Overview of IPRO ESRD Network Program QIA roles and responsibilities
• Understand QIA purposes, goals, and interventions.
• Review educational resources, reporting requirements and important timeline/deadline dates
• Learn about community partnerships and resources
IPRO ESRD Network QIA
Overview
Jeanine Pilgrim, Quality Improvement Director
Regulatory Guidance: National Level

- 18 ESRD Networks
  - 50 States and Territories

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

- ESRD National Coordinating Center
  - Bi-Monthly Learning and Action Network (LAN) Calls
  - Collaboration with Large Dialysis Organizations (LDO) Data
### NW2 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>7,013</td>
<td>67</td>
</tr>
<tr>
<td>DaVita</td>
<td>6,548</td>
<td>70</td>
</tr>
<tr>
<td>Dialysis Clinic Inc.</td>
<td>2,791</td>
<td>22</td>
</tr>
<tr>
<td>Independent</td>
<td>13,962</td>
<td>144</td>
</tr>
<tr>
<td>Veterans Administration</td>
<td>287</td>
<td>6</td>
</tr>
<tr>
<td><strong>Totals:</strong></td>
<td><strong>30,601</strong></td>
<td><strong>309</strong></td>
</tr>
</tbody>
</table>
QIA Commonalities

• **5-year Target**
  • Guide national health promotion and management to improve the health of all people in the United States living with ESRD

• **Disparity Assessments/Awareness**
  • Race, Ethnicity, Gender, Location, Age

• **CMS Quality Improvement Attributes**
  • Innovation, Rapid Cycle Improvement, Boundariliness and Unconditional Teamwork, Customer-Focus, Sustainability, and Patient Engagement

• **Focus on patient engagement and input**
  • Including *patient voice* in all aspects of project
  • Incorporating patients into *facility QAPI meetings*

• **Participation in National LANs specific to QIA**
  • Invite/Attend ALL NW Facilities every other month
  • Share with QIA facilities interventions identified at the meetings
  • Report in COR report implementation of interventions at QIA facilities
Chat Check-In – Questions/Comments?
2019 Treatment Options QIAs (Transplant and Home Therapies)

Overview

Anna Bennett,
Quality Improvement Coordinator
Why combine interventions for the QIAs?

Efficiency and Streamlining (Rapid Cycle Improvement)
• Both QIAs track patient steps
• Both QIAs involve Treatment Options Education
  • Treatment Options Education Stations
• 61 facilities are in BOTH Home and Transplant QIAs
2019 Requirements: Home Therapies & Transplant QIAs

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

**Purpose:**
- Promote referral to home dialysis modalities,
- Identify and mitigate the barriers to timely referral, and
- Determine the steps to improve referral patterns

**Criteria:**
- Identify 30% of dialysis facilities to participate (94 Facilities)

**Baseline:** “Natural Trend”

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

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

**Criteria:**
- Identify 30% of dialysis facilities to participate (94 Facilities)

**Baseline:** “Natural Trend”
2019 Measures: 7 Steps Home Dialysis and 6 Steps Transplant

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

1. Patient interest in transplant
2. Referral call to transplant center
3. First visit to transplant center
4. Transplant center work-up
5. Successful transplant candidate
6. On waiting list or evaluate potential living donor
Process Improvement

- **Identify Process for Treatment Options Education**
  - Plan of Care meetings
  - QAPI Meetings Tracking/Reporting/RCA

- **Identify or Implement Interventions**
  - Review Baseline, Trend Growth or Identify Barriers

- **Identify Resources**
  - PEOPLE
  - Relationships
  - Materials

- **COHORT**
  - Invite/Attend ALL NW Facilities every other month NCC LAN Calls
  - Share with QIA facilities interventions identified at the meetings
  - Report monthly implementation of interventions at QIA Facilities

YOU are a resource

Share what you know (Educate)

Train others (Train the Trainer)
Goals, Measures and Activities
QIA Goals

• 2 percentage point improvement over the “NATURAL TREND” of facility patients:
  – Utilizing Home Therapies
  – On the Transplant Waitlist

What is the “Natural Trend”?

An analysis of facility data over the past 60 months (5 years)
QIA Re-Measure

- 9 month “performance period” (January-September)
- Monthly re-measure (February-October)
  - Step Data provided to Network by LDO/ESRD NCC
  - Monthly Trend to Goal provided by ESRD NCC to Network
Network Role & Responsibilities

- Engage Community
- PDSA of QIA Activities
- Report to CMS Monthly
- Rapid Cycle Improvement
- Provide Technical Assistance
- Promote Interventions
- Share Best Practices and Barriers
- Attend National LAN Calls
- Trend Data
- Network Staff

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Facility Role & Responsibilities

- Attend National LAN Calls
- RCA, Practice Assessments
- Track Interventions
- Submit Feedback to Network (Monthly Status Report)
- Engage Staff/Patients/Family
- Evaluate for Disparities
- Integrate QIA Activities into monthly QAPI
- Improve Relationship with
  - Home Therapies Training Centers Staff
  - Transplant Center Staff
Time for a Live Poll!

Does participation in Network QIAs improve your facility’s practice and or outcomes?

The PDSA cycle

<table>
<thead>
<tr>
<th>Act</th>
<th>Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>* What changes are to be made?</td>
<td>* Objective</td>
</tr>
<tr>
<td>* Next cycle?</td>
<td>* Predictions</td>
</tr>
<tr>
<td></td>
<td>* Plan to carry out the cycle (who, what, where, when)</td>
</tr>
<tr>
<td></td>
<td>* Plan for data collection</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Study</th>
<th>Do</th>
</tr>
</thead>
<tbody>
<tr>
<td>* Analyse data</td>
<td>* Carry out the plan</td>
</tr>
<tr>
<td>* Compare results to predictions</td>
<td>* Document observations</td>
</tr>
<tr>
<td>* Summarise what was learned</td>
<td>* Record data</td>
</tr>
</tbody>
</table>
Chat Check-In – Questions/Comments?
Timeline
QIA Timeline
Monthly/bi-monthly (January – October)

• **Network to Facility “Reminder”** (Reporting/Goal Status)
• **Network QIA Newsletter**
• **Facility Monthly Status Report** (Due last day of each month)
  • Intervention(s) utilized
  • Activities (i.e. Relationship with HT or TX center staff)
  • Patient feedback
  • Success/Barriers
  • How patients were engaged
  • BRIEF summary of QAPI reporting presented to staff
• **Bi-monthly NCC QIA LANs** (and pre-work questionnaire)
Chat Check-In – Questions/Comments?
Interventions and Resources
Participate in NCC QIA LANs

CMS has established a LAN for each QIA, coordinated by ESRD NCC (1 FREE CEU per webinar)

- 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 QIA Facilities are required to participate in LAN events**
Planned Interventions

- National Bi-Monthly ESRD NCC LAN Calls
  - Mandatory Facility Attendance
  - Mandatory Implementation of Interventions
- Monthly QIA Newsletter
- Monthly Reporting Reminders
- Education Stations
  - Guidelines
  - Resource Materials
- Network Educational Webinars
  - Kickoff
  - Mid-Point
- Patient/Facility Training
  (Peer Mentors and/or Technician Health Coach Programs)
QUALITY IMPROVEMENT

Network activities are designed to align with the Department of Health and Human Services (HHS), National Quality Strategy (NQS), and the Centers for Medicare & Medicaid Services (CMS) priorities designed to result in improvements in the care of individuals with ESRD.

Network Quality Improvement Activities (QIAs)

CMS mandates that the Network shall incorporate a focus on disparities in conducting all of the activities. In each QIA, the Network shall analyze data and implement interventions aimed at reducing disparities.

All QIAs shall use innovative approaches and rapid cycle improvement that incorporate boundariliness, unconditional teamwork, are customer-focused and sustainable to achieve the strategic goals of the ESRD Network Program.

2019 Network QIAs:
Reduce Rates of BSIs
Reduce Long Term Catheter Use
Increase Rates of Patients on a Transplant Waitlist
Increase Rates of Patients Dialyzing at Home
Support Gainful Employment of ESRD Patients
QIA Education Station
CONTEST
Contest Overview

• Deadline for photo to Network June 30, 2019
• Winners to be announced in August
• Winners and finalists will be featured on Network Website, Resources and in Newsletters.
• All finalists will receive certificate

2018 Winners:
BASSETT HEALTHCARE
LITTLE FALLS DIALYSIS

Grand prize 3 free admissions to the 2020 Network Annual Meeting
Order Network QIA Tools and Resources

Use our online QIA Materials Order Form:

https://www.surveymonkey.com/r/NW2QIAResources
Chat Check-In – Questions/Comments?
Community Activities
Map of NY State Home Therapy Training Facilities
NY State Home Therapies Workgroup

Help us climb up in the rankings!

<table>
<thead>
<tr>
<th>State</th>
<th>Center hemodialysis</th>
<th>Home hemodialysis</th>
<th>CAPD</th>
<th>CCPD</th>
<th>All Dialysis</th>
<th>All Home Totals</th>
<th>Percent</th>
<th>Network</th>
</tr>
</thead>
<tbody>
<tr>
<td>Connecticut</td>
<td>3,628</td>
<td>86</td>
<td>121</td>
<td>483</td>
<td>4,346</td>
<td>690</td>
<td>16%</td>
<td>NW1</td>
</tr>
<tr>
<td>Indiana</td>
<td>8,054</td>
<td>210</td>
<td>315</td>
<td>900</td>
<td>9,530</td>
<td>1,425</td>
<td>15%</td>
<td>NW9</td>
</tr>
<tr>
<td>Georgia</td>
<td>18,465</td>
<td>343</td>
<td>410</td>
<td>2,015</td>
<td>21,293</td>
<td>2,768</td>
<td>13%</td>
<td>NW6</td>
</tr>
<tr>
<td>Kentucky</td>
<td>5,417</td>
<td>105</td>
<td>108</td>
<td>599</td>
<td>6,260</td>
<td>812</td>
<td>13%</td>
<td>NW9</td>
</tr>
<tr>
<td>North Carolina</td>
<td>15,479</td>
<td>433</td>
<td>261</td>
<td>1,563</td>
<td>17,844</td>
<td>2,257</td>
<td>13%</td>
<td>NW6</td>
</tr>
<tr>
<td>South Carolina</td>
<td>8,952</td>
<td>152</td>
<td>174</td>
<td>911</td>
<td>10,224</td>
<td>1,237</td>
<td>12%</td>
<td>NW6</td>
</tr>
<tr>
<td><strong>National</strong></td>
<td><strong>448,530</strong></td>
<td><strong>8,987</strong></td>
<td><strong>9,097</strong></td>
<td><strong>41,908</strong></td>
<td><strong>511,270</strong></td>
<td><strong>59,992</strong></td>
<td><strong>12%</strong></td>
<td><strong>National</strong></td>
</tr>
<tr>
<td>Ohio</td>
<td>16,289</td>
<td>349</td>
<td>342</td>
<td>1,479</td>
<td>18,590</td>
<td>2,170</td>
<td>12%</td>
<td>NW9</td>
</tr>
<tr>
<td>New Hampshire</td>
<td>799</td>
<td>20</td>
<td>85</td>
<td>904</td>
<td>105</td>
<td>105</td>
<td>12%</td>
<td>NW1</td>
</tr>
<tr>
<td>Maine</td>
<td>1,041</td>
<td>23</td>
<td>16</td>
<td>80</td>
<td>1,160</td>
<td>119</td>
<td>10%</td>
<td>NW1</td>
</tr>
<tr>
<td>Vermont</td>
<td>357</td>
<td>16</td>
<td>22</td>
<td>395</td>
<td>38</td>
<td>38</td>
<td>10%</td>
<td>NW1</td>
</tr>
<tr>
<td>Massachusetts</td>
<td>6,257</td>
<td>86</td>
<td>101</td>
<td>468</td>
<td>6,964</td>
<td>655</td>
<td>9%</td>
<td>NW1</td>
</tr>
<tr>
<td><strong>New York</strong></td>
<td><strong>29,158</strong></td>
<td><strong>407</strong></td>
<td><strong>484</strong></td>
<td><strong>1,167</strong></td>
<td><strong>31,320</strong></td>
<td><strong>2,058</strong></td>
<td><strong>7%</strong></td>
<td><strong>NW2</strong></td>
</tr>
<tr>
<td>Rhode Island</td>
<td>1,052</td>
<td>49</td>
<td>1,101</td>
<td>49</td>
<td>1,101</td>
<td>49</td>
<td>4%</td>
<td>NW1</td>
</tr>
</tbody>
</table>

Quarterly meetings of community leaders, stakeholders and patient representatives to review the current state of Home Therapies utilization in New York, and work together to ensure that Home Therapies are promoted, and supported.

2018 ADR from the USRDS: https://www.usrds.org/reference.aspx
Map of NY State Transplant Facilities
NYKidney Transplant Consortium
Project ECHO Pilot Program

• NYKidney Mission: Improve utilization of deceased and living donors, and improve access and outcomes of kidney transplantation.

• Project ECHO® (Extension for Community Healthcare Outcomes) is to share education among the dialysis and transplant communities through teleECHO clinics, and to monitor education outcomes.

• The ECHO model is achieved through the creation of ECHO “hubs” or regional centers, in which partner dialysis sites or “spokes” connect through teleECHO clinics, gaining specialty expertise and knowledge.
NYKidney Transplant Consortium
Project ECHO Pilot Program

• **Network Supporting Collaborative Initiative**
  • Recruit 20-30 dialysis facilities to participate as “spokes”
  • Support facility selection, develop facility needs assessment, educational resources, absolute/relative exclusion criteria referral guide

• **Pilot Implementation Timeline**
  • November/December 2018: Recruit Expert Hub and Dialysis Center Participant Spokes
  • January 2018: First DAT ECHO Clinic (6 Sessions)
  • March 2018: ECHO Clinic Feedback/Evaluation/Report

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![Diagram: ECHO vs. Telemedicine]

- **TeleECHO Clinic**
  - Supports team
  - Patients reached with specialty knowledge & expertise
- **ECHO Supports Community Based Primary Care Teams**
- **Traditional Telemedicine**
  - Specialist Manages Patient Remotely
Next Steps/Actions

- **Complete outstanding surveys or assessments from Network**
- **Communicate with Network on challenges, barriers, and best practices**
- **Engage your patients/family members/care partners, PAC Representatives or Mentors in QIA activities (Design Education Station?)**
- **Submit Education Station Photo by 6/30 to be eligible for contest**
- **Engage ALL STAFF in treatment options education efforts**
- **Identify your Transplant Centers and/or Home Therapies Training Centers**
- **Attend National QIA LAN Meetings hosted by CMS and NCC**
Chat Check-In – Questions/Comments?
Closing Remarks

Jeanine Pilgrim, Quality Improvement Director
We need your feedback and suggestions! Please complete our Webinar Evaluation to share your thoughts and comments. We welcome and value your input!
2019 Annual Meeting: Registration OPEN

Topics to include:
• ESRD Network Project Overview • Transplant Coalition Activities • Advanced Directives • Managing Expectations • Tips for the ESRD Diet • QAPI Meeting Guidelines • Quality Awards, and MORE!

Thursday, April 4, 2019
8:00 AM - 3:00 PM

Garden City Hotel
45 Seventh Street, Garden City, NY 11530
Breakfast and Lunch Included

Early-Bird Special: $75.00
Regular Registration (After 2/28/2019) $85.00
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Thank You!

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