Welcome to the Gainful Employment/Vocational Rehabilitation 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/
• 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 Employment/VR Quality Improvement Activity
• Review
  - RCA and PDSA Form
  - Goals/Measures
  - Network Timelines
  - Roles and Responsibilities
  - Facility Reporting Requirements
  - Resources, Interventions and Tools
• Open Forum Q&A
• Closing Remarks/Next Steps
Learning Objectives

• Understand QIA purposes, goals, and interventions.
• Review Root Cause Analysis and Plan/Do/Study/Act
• Learn intervention strategies and resources
• Understand reporting requirements, QIA timeline and deadline dates
Network Program 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**
  - Learning and Action Network (LAN) Calls
  - Collaboration with Large Dialysis Organizations (LDO) Data

Centers for Medicare & Medicaid Services (CMS)

ESRD National Coordinating Center (NCC)

18 ESRD Networks

Quality Improvement Activities in ALL Medicare Certified Dialysis Facilities
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 Employment/VR QIA Overview

Anna Bennett,
Quality Improvement Coordinator
What is PHFP?

**Population Health Focused Pilot**

- **Population**
  - Overall Improvement
    - Process Establishment/Change

- **Health**
  - Optimal Health
    - Working with each patient individually for Quality of life (QoL)

- **Focused**
  - 32 facilities
    - 10% of the Network Service Area

- **Pilot**
  - Something New/Innovative
    - Rapid Cycle Improvement
Why are WE in the QIA?

30/31 facilities in the QIA have:
- 0% VR Referral Rate and
- 0% VR Utilization Rate

Goals: (by 9/30/2019)
- 10% patients referred to VR/EN
- 5% patients utilizing VR/EN

Problem Statement for QIA:

*Why are my facility's VR rates so low?* (Root Cause Analysis)

What are WE going to do to improve VR rates? (Interventions)

How are WE going to improve our rates? (Process Improvement)

RCA, PDSA and QAPI
Why QAPI?

Quality Assurance (QA) and Performance Improvement (PI).
QAPI takes a systematic, comprehensive, and data-driven approach to maintaining and improving safety and quality while involving all clinical staff in practical and creative problem solving.

It’s the LAW (Well, the CfCs) § 494.90 Condition: Patient plan of care.
The Condition for Patient plan of care reviews individual patient outcome data and addresses the goals and plans set for individual patients, while the Condition for Quality assessment and performance improvement (QAPI) reviews aggregate data for trends and commonalities and addresses facility-wide goals and improvement plans.
Why VR? Patient Assessment and Plan of Care

CMS Measures Assessment Tool 2.5

<table>
<thead>
<tr>
<th>CMS Measures Assessment Tool 2.5</th>
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</thead>
<tbody>
<tr>
<td><strong>V515</strong></td>
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<tr>
<td><strong>V555</strong></td>
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<tr>
<td><strong>V562</strong></td>
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<tr>
<td><strong>V515</strong></td>
</tr>
</tbody>
</table>

**CMS Measures Assessment Tool 2.5**

- **V515** - Current physical activity level & referral to vocational & physical rehabilitation
  - Abilities & barriers to independent living; achieving physical activity, education & work goals

**CMS Measures Assessment Tool 2.5**

- **V555** - (8) Rehabilitation status
  - Productive activity desired by patient
  - Pediatric: formal education needs met
  - Vocational & physical rehab referrals as indicated

- **V562** - (d) Patient education & training
  - Dialysis experience, treatment options, self-care, QOL, infection prevention, rehabilitation

*Page 18*
Process Improvement

- **Identify Process for VR Screening, Referral and Utilization**
  - 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

- **Share Information**
  - Share with facilities interventions identified
  - Report monthly implementation of interventions

**YOU are a resource**
Share what you know (Educate)
Train others (Train-the-Trainer)
Six Attributes: Focus Areas

• **Customer Focus**
  - The patient, family members and care partners are YOUR customer
  - YOU (dialysis facility staff) are the Network’s Customer

• **Innovation**
  - What is a new way to look at this?
  - What are you doing successfully that others are not doing?

• **Boundrilessness**
  - Are we thinking and working outside of the box/area?

• **Unconditional Teamwork**
  - Are we working together? (with your peers? patients? with stakeholders/service agencies?)

• **Rapid Cycle Improvement**
  - Adopt, Adapt or abandon?

• **Sustainability**
  - How can we make this last?
Measures: CROWNWeb VR Fields Patient Record

### Updating Misc Info through View Patient Attributes History

<table>
<thead>
<tr>
<th>Use Patient Attribute HISTORY link to make updates:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Research correct status and effective date(s)</td>
</tr>
<tr>
<td>2. Search for Patient in CROWNWeb</td>
</tr>
<tr>
<td>3. Click on the CROWN UPI to navigate to Patient Attributes page</td>
</tr>
<tr>
<td>4. Click View Patient Attribute History link</td>
</tr>
<tr>
<td>5. Click Edit Patient Attribute History link</td>
</tr>
<tr>
<td>6. Make desired update(s)</td>
</tr>
<tr>
<td>7. Click Submit</td>
</tr>
<tr>
<td>8. Research correct status and effective date(s)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Fields that can be corrected through Patient Attributes History Page</th>
<th>Medicare Enrollment Status &amp; Effective Date*</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Employment Status &amp; Effective Date*</td>
</tr>
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<td></td>
<td>School Status &amp; Effective Date*</td>
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<tr>
<td><em>Vocational Rehabilitation Status &amp; Effective Date</em></td>
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<tr>
<td>Citizenship Status and Effective Date*</td>
<td></td>
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<tr>
<td>Citizenship Status and Effective Date*</td>
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</tbody>
</table>

*The Effective Date should be the original date of the attribute status. (This is not necessarily today's date, which CROWNWeb defaults to)*

### CROWNWeb Vocational Rehabilitation Options:
- Referred to VR
- Currently in VR
- Completed VR
- Not Eligible for VR
- Declines VR
Root Cause Analysis

• Take time to find a Root Cause
  • Discuss with Team and Patients
  • Follow a format

• Identify Top 3 Root Causes

• Identify Intervention(s) for a Root Cause

• Launch Interventions
  • Plan
  • Do
  • Study
  • Act

Types of RCA Utilized YTD

Five Whys
Fishbone
Current Reality Tree
Pareto Analysis
Davita "Deep Dive"
Plan, Do, Study, Act

### SECTION 2

**PDMSA CYCLE:** Describe the intervention to address the root causes.

<table>
<thead>
<tr>
<th>PLAN</th>
<th>DO</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Clinic:</strong> Name</td>
<td><strong>What:</strong> What implementation entail? Specifically what will staff do?</td>
</tr>
<tr>
<td><strong>Goal:</strong> 0.00%</td>
<td><strong>When:</strong> When will implementation of the intervention (the what), begin?</td>
</tr>
<tr>
<td><strong>Predictions:</strong> What are you trying to accomplish?</td>
<td><strong>Who:</strong> Who is the facility staff member that is responsible for overseeing the PDSA process?</td>
</tr>
<tr>
<td><strong>Data needed:</strong></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>STUDY</th>
<th>ACT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Review Data:</strong></td>
<td><strong>What changes can be made that will result in improvement?</strong></td>
</tr>
<tr>
<td><strong>What are your facility’s baseline rates for:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Utilization:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Intervention start date:</strong></td>
<td><strong>On what date did “Do” actions begin?</strong></td>
</tr>
<tr>
<td><strong>Interim performance targets and dates:</strong></td>
<td><strong>How will the facility check process and how often?</strong></td>
</tr>
</tbody>
</table>

### The PDSA cycle

- **Act**
  - *What changes are to be made?*
  - *Next cycle?*
  - *Plan to carry out the cycle (who, what, where, when)?*
  - *Plan for data collection*

- **Plan**
  - *Objective*
  - *Predictions*
  - *Plan to carry out the cycle (who, what, where, when)?*
  - *Plan for data collection*

- **Study**
  - *Analyze data*
  - *Compare results to predictions*
  - *Summarize what was learned*

- **Do**
  - *Carry out the plan*
  - *Document observations*
  - *Record data*

Optimal Reference:

[http://www.hri.ox.ac.uk/resource-teams/resources/fundamentals-of-the-model-for-improvement_and-testing_changes_on_a_small_scale_using_PDSA_Cycles](http://www.hri.ox.ac.uk/resource-teams/resources/fundamentals-of-the-model-for-improvement_and-testing_changes_on_a_small_scale_using_PDSA_Cycles)
Definitions, Responsibilities, and Timeline
QIA Goals and Definitions

- 10% improvement in VR Referrals
  - Give patient contact information/website
- 5% Improvement in Utilization
  - Appointment with/be assigned a Counselor
Eligibility Process
To be eligible for VR you must:
• have a disability that interferes with getting or keeping a job;
• be able to benefit from Vocational Rehabilitation (VR) services; and
• need VR services to get, keep or advance at your job.

Presumed Eligibility
If you provide proof you receive Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI) that is based on SSA determination of your disability, ACCES-VR will assume you are eligible for VR services.
Network Role & Responsibilities

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

- Attend National LAN Calls
- RCA, Process Assessments
- Track Interventions
- Submit Feedback to Network (Monthly Status Report)
- Engage Staff/Patients/Family
- Evaluate for Disparities
- Integrate QIA Activities into monthly QAPI
- Establish/Improve Relationship with
  - Local/Regional EN/VR Office
QIA Timeline/Reporting
Monthly/Quarterly (February – 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 VR/EN staff)
  - Patient feedback
  - Success/Barriers
  - How patients were engaged
  - BRIEF summary of QAPI reporting presented to staff

- Quarterly NCC QIA LANs (and pre-work questionnaire)
Chat Check-In – Questions/Comments?
Resources and Interventions
2019 Intervention Strategies

Facility Self Assessment/ QAPI Benchmarking
- Root Cause Analysis
- Staff Knowledge Assessment
- Patient Knowledge Assessment
- Monthly “Report Card”

Specific Interventions
- ESRD NCC Best Practice Interventions
- Network Resources

Patient Engagement
- Education Station
- Collect Patient Feedback
- Patient Interest Checklist
- VR/EN Liaison

Interdisciplinary Team Approach
- ESRD NCC LAN Calls
- Cohorts/Shared resources
MEI Patient Interest Checklist

Give to patient prior to Plan of Care Meetings (30 day or Annual)
Time for a Live Poll!

Could the MEI Checklists be useful?

The PDSA cycle

**Act**
- What changes are to be made?
- Next cycle?

**Plan**
- Objective
- Predictions
- Plan to carry out the cycle (who, what, where, when)
- Plan for data collection

**Study**
- Analyse data
- Compare results to predictions
- Summarise what was learned

**Do**
- Carry out the plan
- Document observations
- Record data
Resources

- QIA Webpage
  - https://network2.esrd.ipro.org/provider/qia/employment
- Monthly QIA Newsletter
- Monthly Reporting Reminders
- Network Webinars
  - Kickoff
  - Mid-Point
Access-VR Offices

http://www.acces.nysed.gov/vr/district-offices

District Office Locations

Locate a District Office in your community by clicking on your county or select from list of offices.

District Office Listing
- Albany District Office
- Bronx District Office
- Brooklyn District Office
- Buffalo District Office
- Garden City District Office
- Hauppauge District Office
- Malone District Office
- Manhattan District Office
- Mid-Hudson District Office
- Queens District Office
- Rochester District Office
- Southern Tier District Office
- Syracuse District Office
- Utica District Office
- White Plains District Office

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NY State Employment Networks (County Level)

Target Facilities

Resources (Green current contact info)
Albany
Clinton
Columbia
Cortland
Dutchess
Erie
Lewis
Nassau
New York City (Kings, New York, Queens)
Onondaga
Orange
Otsego
Rockland
Saint Lawrence
Schenectady
Westchester
Contest and Closing Remarks

Jeanine Pilgrim, Quality Improvement Director
QIA Education Station

CONTEST
Education Station Contest Overview

- Create a dynamic visual display highlighting/celebrating Quality of Life (Volunteerism, Hobbies, Work/VR)
- **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
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 VR Resource Centers
• Attend National QIA LAN Meetings hosted by CMS and NCC

March 7, 2019
ESRD NCC Support Gainful Employment LAN
(1 free CE)
Registration via e-mail invitation or link on QIA webpage
https://network2.esrd.ipro.org/provider/qia/employment/
Chat Check-In – Questions/Comments?
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
ESRD Network of New York (Network 2) Staff

Sue Caponi  
Executive Director  
CEO, ESRD Program  
scaponi@nw2.esrd.net

Jeanine Pilgrim  
Quality Improvement Director, Network  
Assistant Director  
jpilgrim@nw2.esrd.net

Anna Bennett  
Quality Improvement Coordinator  
Emergency Manager  
abennett@nw2.esrd.net

Novlet Russel-English  
Quality Improvement Coordinator  
Nephrology Nurse  
nrussel-english@nw2.esrd.net

Laura Edwards  
Administrative Coordinator  
ledwards@nw2.esrd.net

John Cocchieri  
Quality Improvement Data Support Coordinator  
jcocchieri@nw2.esrd.net

Erin Baumann  
Patient Services Director  
ebaumann@nw2.esrd.net

Danielle Andrews, MPH  
Community Outreach Coordinator  
dandrews@nw2.esrd.net

Sharon Lamb  
Data Coordinator  
slamb@nw2.esrd.net
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