Welcome to the Transplant QIA 2019 Phase Two Kickoff meeting. The webinar will begin promptly at 2:00PM.
IPRO ESRD Network of New York
2019 Phase Two
Transplant QIA Kickoff Webinar

February 20, 2019
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
This Webinar is being recorded.

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

Jeanine Pilgrim, Quality Improvement Director
Island Peer Review Organization (IPRO)

• 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 Beachwood, Ohio.
Mission Statement

The Mission of the IPRO End Stage Renal Disease (ESRD) Network Program is to promote health care for all ESRD patients that is safe, effective, efficient, patient-centered, timely, and equitable.
IPRO ESRD Network Service Area (2017 Network Annual Reports)

Network 1
CT, MA, ME, NH, RI, VT
Patients: 14,669
Facilities: 191
Transplant: 15

Network 2
NY
Patients: 29,851
Facilities: 299
Transplant: 13

Network 9
OH, KY, IN
Patients: 33,556
Facilities: 611
Transplant: 12

Network 6
NC, SC, GA
Patients: 49,148
Facilities: 730
Transplant: 10

IPRO ESRD Program
127,224 ESRD Patients
1,831 Dialysis Facilities
47 Transplant Centers
## NW2 Facility Ownership

<table>
<thead>
<tr>
<th>Ownership</th>
<th>ESRD Patient Census</th>
<th># of Dialysis Facilities</th>
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</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>
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<tr>
<td><strong>Totals:</strong></td>
<td><strong>30,601</strong></td>
<td><strong>309</strong></td>
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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

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 Transplant QIA
(Treatment Options QIAs) Overview

Anna Bennett,
Quality Improvement Coordinator
2019 Requirements: Transplant QIA

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)
• Select facilities with the lowest natural trend of patients on the UNOS Waitlist

Baseline: “Natural Trend” a 60-month lookback of patients on the UNOS waitlist
2019 Measures: 6 Steps to Transplant Waitlist

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

To be tracked and reported (aggregate numbers) to the Network on Monthly Status Report (MSR)
### Transplant Six-Step Quality Improvement Activity (QIA) Tracking Form—2019

<table>
<thead>
<tr>
<th>Facility Name:</th>
<th>Facility CCN:</th>
<th>Person Completing Report:</th>
<th>Position at Clinic:</th>
<th>Date of Report:</th>
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**Please report the following in numbers:**

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<tr>
<th>What is the total patient population at this facility?</th>
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<table>
<thead>
<tr>
<th>How many patients are in <strong>Step 1</strong>: Patient interest in Transplant</th>
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<tr>
<th>How many patients are in <strong>Step 2</strong>: Referral call to transplant center</th>
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<th>How many patients are in <strong>Step 3</strong>: 1st visit to transplant center</th>
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<tr>
<th>How many patients are in <strong>Step 4</strong>: Transplant center work-up</th>
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<tr>
<th>How many patients are in <strong>Step 5</strong>: Successful transplant candidate</th>
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<tr>
<th>How many patients are in <strong>Step 6</strong>: On waitlist or evaluate living donor</th>
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QIA Performance Re-Measurement

• 9 month “performance period” (January-September)
• Monthly re-measure (February-October)
  – Step Data to be reported monthly by facility
  – Monthly Trend to Goal provided by ESRD NCC to Network
Project Activities
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)
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

Network Staff
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
  - Transplant Center Staff
Time for a Live Poll!

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

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

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

**Study**
- Analyse data
- Compare results to predictions
- Summarise what was learned
Timeline, Interventions and Resources
QIA Timeline
Monthly/Bi-Monthly (February – October 2019)

- Network to Facility “Reminder” (Reporting/Goal Status)
- Network QIA Newsletter
- Facility Monthly Status Report (Due last day of each month)
  - Intervention(s) utilized
  - Step Aggregate Data
  - 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)
Participate in NCC National 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)*
INCREASE RATES OF PATIENTS ON A TRANSPLANT WAITLIST

Project Guidelines

Transplant is a treatment option that offers the opportunity for better clinical outcomes. This quality improvement activity focuses on increasing the number of patients on the United Network for Organ Sharing (UNOS) Waitlist.

Criteria: Include at least 30% of facilities in Network service area

Baseline: 5 year average trend of patients on UNOS waitlist (10/2013-9/2018)

QIA Activity Period: January 2019 - September 2019

Patients on the waitlist PRIOR to January 1, 2019 will not be counted in the rate. Only NEW patients to the UNOS waitlist from Jan-Sept 2019 will count towards goal

Final Re-Measure: September 2019 UNOS waitlist data

Goals: Facilities selected for this project will demonstrate a 2% increase on the natural trend of patients on the transplant waitlist.

The Network staff will use the 6 Step process described by Sullivan, et al (2012) to monitor the patient progression through this process of getting on a transplant waitlist. These steps track the patients through their navigation from initial interest in transplant to final placement on the waitlist.

The 6 Steps are as follows:

- Interest in transplantation
- Referral call to transplant center
- First visit to transplant center

For more information:

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Newsletters
Chat Check-In – Questions/Comments?
QIA Education Station
CONTEST
Jeanine Pilgrim, Quality Improvement Director
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
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

Grand prize 3 FREE admissions to the 2020 Network Annual Meeting

2018 Winners
BASSETT HEALTHCARE
LITTLE FALLS DIALYSIS
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

Jeanine Pilgrim, Quality Improvement Director
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 dialysis facilities to participate as “spokes”
  - Support facility selection, develop facility needs assessment, educational resources, absolute/relative exclusion criteria referral guide

- **Pilot Implementation Timeline**
  - January-March 2019: First DAT ECHO Clinic (6 Sessions)
  - April 2019: ECHO Clinic Feedback/Evaluation/Report
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!
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?)
• Engage ALL STAFF in treatment options education efforts
• Identify key players and partners at your local Transplant Centers
• Attend National QIA LAN Meetings hosted by CMS and NCC (Next Session: Tuesday, March 19, 2019 3:00-4:00PM)
• Submit Education Station Photo by 6/30 to be eligible for contest
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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