Aiming Higher to Exceed ESRD Quality Goals

Quality Awards and Best Practices

IPRO ESRD Network of New York Annual Meeting
April 4, 2019
2019 Quality Awards Program

Each year the IPRO ESRD Network of New York recognizes outstanding performance by healthcare providers and patient representatives across New York State.
PATIENT/FAMILY ENGAGEMENT
Kathe LeBeau
Patient Advocate Award

Recognizes a single patient’s accomplishments in patient advocacy, both within and outside of the dialysis clinic.

Kathe LeBeau
1958–2014
Patient Advocate Award

Past Winners
• 2015 Lisa Baxter
• 2016 Pete Savage
• 2017 Barbara Breckenridge
• 2018 Kenneth Teasley

Honorable Mentions: Previous Nominees
• Fred Atkins*
• Stephanie Dixon
• Larry Edwards
• Dawn Edwards
• Roxie Stamps*
• Jacqueline Tooley

*posthumous
2019 Patient Advocate Award Recipient

Dawn P. Edwards

- PAC Advisor
- PAC Chair Queens
- Network Subject Matter Expert
- Patient Speaker/Presenter
- National Patient SME
- Pastoral Counselor
- Community Patient Advocate
INNOVATION
Ellen DeMarco, RN
Director of Dialysis Operations
Rogosin Institute

- Organized Community Tabletop Emergency Drill in NYC
- Coordinated Medicaid Transportation workgroup and Education with MAS
- Partnered with other dialysis providers and NYC North Help Coalition beyond her own clinics to improve community preparedness.
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<th>ROGISIN AUBURNDALE</th>
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What patients had to say…

"Love the aspirational spirit of this display"
"Attention is drawn to each different topic"
"Inspirational and creative, plenty of resources"
"Very attractive, will make patients want to see more"
Southtowns Dialysis, Hamburg

Freedom Center of Westmere, Albany
DCI Rubin Dialysis Center, Troy

DCI Rubin Dialysis Center, Clifton Park

FMS-Albany Regional Kidney Center, Albany
Northtowns Dialysis Center, Tonawanda

HK Freedman Renal Center, Plattsburg

Freedom Center of Syosset, LLC, Hicksville
Suburban Dialysis Center, Amherst

Olean General Dialysis, Olean

Rogosin Institute Auburndale Dialysis, Flushing
Excellence in Facility Education and Engagement

2018 Education Station Contest CHAMPIONS

BASSETT LITTLE FALLS

Patient Advisory Committee (PAC) Voted

Sharing Best Practices: Carol Starr, LPN
Transplant Coordinator Bassett Little Falls Dialysis
CUSTOMER FOCUS
Facility Best Practices: Transplant

“We have huddles about getting patients to home or educate on transplant”

“Our greatest success has been in encouraging patients to consider going outside the area to get on a transplant list”

“We have assigned transplant champions, and ongoing education happens at our regularly scheduled transplant meetings”
The following facility attained the largest number of transplant referrals during the period of October 2013 through September 2018.

ROGOSIN INSTITUTE
Facility Best Practices: Home Therapies

“All staff discuss home therapies options with the patients and if a patient is identified it is discussed at huddle, meetings, etc.”

“Home Therapies Coordinator who holds Education meetings monthly, and bi-weekly calls”

“Lobby Meetings with patients and the staff from the home training programs”
Greatest Increase in Home Therapies Training Rates

The following facility attained the largest number of patients utilizing Home Therapy during the period of October 2013 through September 2018.

ROCHESTER GENERAL HOSPITAL DIALYSIS
Facility Best Practices: Vocational Rehabilitation

“We filled out a VR application form to use as an example to help our patients understand the questions”

“Individual meeting with each potentially eligible patient and review program options”
The following facility attained the highest referral rates to vocational rehabilitation services during the period of January through September 2018.

PURE LIFE RENAL OF BUFFALO INC.
UNCONDITIONAL TEAMWORK & BOUNDARILESSNESS
Recognition of Excellence for Transplant Center Collaboration

IPRO ESRD Network of New York Collaboration with NYKidney Transplant Consortium

Project: Dialysis and Transplant ECHO (DATE)

Dialysis Facility Participants in the Project ECHO Pilot Program (December 2018-April 2019)

- Brookdale Physicians Dialysis Associates
- Cleve Hill Dialysis Center
- City Dialysis Center
- FMS Queens Artificial Kidney Center
- FMS St. Alban's Dialysis Center
- Freedom Center of Rochester
- Hudson Valley Dialysis Center
- Huntington AKC-DaVita Medford Ext.
- Rochester General Hospital-Bay Creek Dialysis Center
- Staten Island Dialysis Clinic/AKC
- Strong Health Dialysis-Clinton Crossings
- University Dialysis Center
Quality Award for Network Collaboration

IPRO ESRD Network of New York Collaboration with Medicare Quality Innovation Network-Quality Improvement Organization

Network Collaboration: Antibiotic Stewardship Train-the-Trainer Pilot Project

NEW YORK RENAL ASSOCIATES
RAPID CYCLE IMPROVEMENT
Facility Best Practices: Reducing BSI

“Patients participating in infection control”

“Correct catheter care/procedure, patient education, staff use of PPE, staff use of Hand Hygiene”

“Good handwashing”

“Infection prevention is everyone's responsibility”
ESRD Quality Incentive Program (QIP) Achievement: Bloodstream Infection (BSI) Reduction

- ADIRONDACK MEDICAL CENTER ESRD
- ASTORIA DIALYSIS CENTER
- BASSETT HEALTHCARE LITTLE FALLS DIALYSIS
- DCI - RUBIN DIALYSIS CENTER - TROY
- DIALYSIS CLINIC, INC.
- ELIZABETHTOWN CENTER, LLC
- FMS-AMSTERDAM DIALYSIS CENTER
- FMS-LIVING CENTER
- FMS-SOUTHERN MANHATTAN DIALYSIS CENTER (MONROE COUNTY)
- FRESENIUS KIDNEY CARE - SARATOGA SPRINGS
- FRESENIUS KIDNEY CARE - WHEATFIELD
- HUNTINGTON HOSPITAL
- ITHACA DIALYSIS CLINIC
- PENINSULA CONTINUUM SERVICES LLC
- RIDGEWOOD DIALYSIS CENTER, INC.
- ROGOSIN WEST SIDE
- S. NASSAU COMMUNITIES HOSPITAL
- SCHENECTADY PARTNERS LLC
- ST. JOSEPHS HOSP. HLTH CTR-YONKERS
- THE NY HOSP MED CTR OF QUEENS
- US RENAL CARE WEST CHEEKTOWAGA
Facility Best Practices: Reducing LTC

“Our Education Station and coordinating efforts by staff educators have most certainly helped to spark interest”

“We were able to convince patient to create AVF after almost 2 years of encouraging and reeducating the advantages of AVF over catheter”

“Staff involvement is key”
ESRD Quality Incentive Program (QIP) Achievement: Long-term Catheter (LTC) Reduction

- AVANTUS HARLEM GREEN DIALYSIS
- BASSETT HEALTHCARE
- BEDFORD PARK DIALYSIS CENTER
- BOROUGH PARK DIALYSIS
- BROOKDALE PHYSICIANS DIALYSIS ASSOCIATES
- BROOKLYN HOSPITAL CENTER
- BROOKLYN HOSPITAL CENTER II
- FRESENIUS KIDNEY CARE - NIAGARA
- KNICKERBOCKER DIALYSIS, INC.
- NYC HEALTH + HOSPITALS/KINGS COUNTY
- NEW YORK DIALYSIS SERVICES, INC.
- PORT CHESTER DIALYSIS & RENAL CTR.
- SHEEPSHEAD BAY RENAL CARE CENTER
- WESTCHESTER ARTIFICIAL KIDNEY CENTER
- WINTHROP UNIVERSITY HOSPITAL
- YONKERS DIALYSIS CENTER
- YONKERS EAST DIALYSIS CENTER
- YORKTOWN AKC
SUSTAINABILITY
### ESRD Quality Incentive Program (QIP) Achievement: Arteriovenous Fistula (AVF)/Graft (AVG)

- AVANTUS HARLEM GREEN DIALYSIS
- BOROUGH PARK DIALYSIS
- BROOKDALE PHYSICIANS DIALYSIS ASSOCIATES
- BROOKLYN HOSPITAL CENTER II
- CELIA DILL DIALYSIS CENTER
- CHINATOWN DIALYSIS CENTER INC
- DYKER HEIGHTS DIALYSIS CENTER
- FRESENIUS KIDNEY CARE - NIAGARA
- GARDEN CITY DIALYSIS CENTER
- GRAND CONCOURSE DIALYSIS FACILITY
- JAMESTOWN DIALYSIS CENTER
- KNICKERBOCKER DIALYSIS, INC.
- MASSENA DIALYSIS CENTER
- MT. SINAI KIDNEY CTR.
- NEW HYDE PARK DIALYSIS CENTER
- NYC HEALTH + HOSPITALS/KINGS COUNTY
- PORT WASHINGTON DIALYSIS CENTER
- QUEENS VILLAGE DIALYSIS CENTER
- QUEENS-LONG ISLAND RENAL INSTITUTE
- RIVER RENAL SERVICES, LLC
- ROGOSIN INSTITUTE-NEPHROLOGY FOUNDATION OF BROOKLYN SOUTH
- SHEEPSHEAD BAY RENAL CARE CENTER
- SOUNDVIEW DIALYSIS CENTER
- SOUTH NASSAU OUTPATIENT DIALYSIS CENTER
- SPRINGFIELD DIALYSIS CENTER
- ST. JOSEPH'S DIALYSIS - SENeca
- STATEN ISLAND DIALYSIS CLINIC/ AKC
- THE ROGOSIN INSTITUTE AUBURNDALE DIALYSIS
- UNITY DIALYSIS AT CHILI
- US RENAL CARE TONAWANDA DIALYSIS
- UTICA AVENUE DIALYSIS CLINIC, INC.
- WINTHROP UNIVERSITY HOSPITAL
- YORKTOWN AKC
Recognition of Excellence Award for Medication Management Initiative

CMS Emerging Success Story: Medication Management and Opioid (MMO) Affinity Group Selected Best-Practice Facility

FMS-KENMORE ARTIFICIAL KIDNEY CENTER
QUEENS-LONG ISLAND RENAL INSTITUTE
THANK YOU FOR ATTENDING
SEE YOU IN 2020!

Don’t forget to please submit your completed program evaluation at your discipline’s respective CEU registration table and make a final visit to the Network Resource Gallery
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