Welcome to
Support Gainful Employment QIA
Mid-Point Webinar

The webinar will begin promptly at 2:00PM
ESRD Network of New York
Support Gainful Employment QIA
Mid-Point Webinar

June 26, 2019
This Webinar is being **recorded**.

You will receive an e-mail to notify you when the materials are available on our website.
Welcome/Opening Remarks

Anna Bennett,
Quality Improvement Coordinator
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
Housekeeping Reminders

• All phone lines muted upon entry to eliminate background noise/distractions
• There will be a Q&A with our presenter later in the webinar
• Please submit any questions via chat
• Please complete the post webinar feedback evaluation to help us provide webinars that are meaningful to you and your practice
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

• Review
  – Goals/Measures
  – Disparities
  – Interventions
  – Promising Practices
  – Customer Focus
    • S.M.A.R.T Goals
    • Certificate of Achievement Program
    • Patient Feedback Form
  – Sustainability
    • CROWNWeb Reporting
    • Do you have a Sustainability Plan?
• Open Forum Q&A
• Closing Remarks/Next Steps
Learning Objectives

• Understand QIA purposes, goals, and interventions.
• Identify Disparities in Care
• Review Promising Practices
• Identify Customer Focus
  – Your patients help identify what the facility needs to achieve the goal, they say … “We need this…”
• Learn Sustainability Requirements
Time for a Live Poll!

Has this QIA improved your facility’s process for tracking, referring, and supporting patient Vocational Rehabilitation?

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
Chat Check-In – Questions/Comments?
2019 Employment/VR Goals, Measures and Definitions
Your facility progress is being e-mailed Monthly

Have you noticed the reminders in your inbox?
These important notices from the Network contain your facility’s progress towards goal, and reporting status.
2019 Requirements: Support Gainful Employment of ESRD Patients

• Purpose:
  - Assist ESRD patients with seeking gainful employment and/or returning to work
  - Collaboration with Employment Network (EN) and/or State Vocational Rehabilitation (VR)

• Criteria:
  - 10% of dialysis facilities in the Network service area (32 Facilities)
  - Patients Ages 18-54

• Measures:
  - Baseline: October 2017 – June 2018/Final Re-measure: September 30, 2019
QIA Goals and Definitions

• 100% Screening (Employment/School/VR)
• 10% improvement in VR Referrals
  – Give patient contact information/website
• 5% Improvement in Utilization
  – Appointment with/be assigned a Counselor

CROWNWeb Vocational Rehabilitation Options:
• Referred to VR
• Currently in VR
• Completed VR
• Not Eligible for VR
•Declines VR
Measures: Year to Date

- Screened
- Referred
- Utilized

February:
- Screened: 1.92%

March:
- Screened: 0.14%
- Referred: 9.61%

April:
- Screened: 0.71%
- Referred: 16.82%

May:
- Screened: 0.92%
- Referred: 19.51%
- Utilized: 0.00%
Patients Receiving VR/EN Services

Appointment with/be assigned a Counsel or attend a Webinar

Measure Name
- Vocational Rehabilitation Receiving
- Network
- NW02
- Time Period
- (All)

Show Overall Network Value
- No

Show National Value
- Yes

National Value
Overall Network Value
QIA Measure Value

<table>
<thead>
<tr>
<th>Time Period</th>
<th>QIA Measure Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baseline</td>
<td>0.00%</td>
</tr>
<tr>
<td>February</td>
<td>0.32%</td>
</tr>
<tr>
<td>March</td>
<td>0.55%</td>
</tr>
<tr>
<td>April</td>
<td>0.75%</td>
</tr>
<tr>
<td>May</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

Graph shows the trend of QIA Measure Value from Baseline to May.
Measures: CROWNWeb VR Fields
Patient Record

Updating Misc Info through View Patient Attributes History

Use Patient Attribute HISTORY link to make updates:

1. Research correct status and effective date(s)
2. Search for Patient in CROWNWeb
3. Click on the CROWN UPI to navigate to Patient Attributes page
4. Click View Patient Attribute History link
5. Click Edit Patient Attribute History link
6. Make desired update(s)
7. Click Submit
8. Research correct status and effective date(s)

<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>
<tr>
<td></td>
<td>School Status &amp; Effective Date*</td>
</tr>
<tr>
<td></td>
<td>Vocational Rehabilitation Status &amp; Effective Date*</td>
</tr>
<tr>
<td></td>
<td>Citizenship Status and Effective Date*</td>
</tr>
</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 Reporting

### Common Scenarios - Vocational Rehabilitation

<table>
<thead>
<tr>
<th>CROWNWeb Category</th>
<th>Scenario:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referred to VR</td>
<td>Social worker gave patient phone number for VR</td>
</tr>
<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>
</tr>
<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>
</tbody>
</table>

### Common Scenarios - General

<table>
<thead>
<tr>
<th>Scenario</th>
<th>Action Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient is no longer at my unit</td>
<td>All information is still required if patient was at your unit as of the end of the survey year.</td>
</tr>
<tr>
<td>I do not know the date the patient changed statuses</td>
<td>Use the earliest date you are sure of the patient’s status.</td>
</tr>
</tbody>
</table>
| I made the change in CROWNWeb but it is not reflected on my 2744 | • Regenerate the survey after you made the change  
• Verify the [Effective Date in CROWNWeb is correct](#)  
| CROWNWeb status is blank but the patient has a status that will not affect the 2744 | Update CROWNWeb |
| I am trying to update the effective date on the patient attributes page, but the date is grayed out | If you are changing the date only, but not the status, you must change it from the Patient Attributes History page. |
| I do not have the option to “Edit Patient” or “View Patient Attribute History” | Contact the Network. You may have lost the scope to make the change if the patient has left your facility. |

### Error Messages

- **Error**: The effective date for a change to patient employment status must be after the most recent previous change to this patient attribute. Please use the Patient Attribute History page to view or edit the history of this attribute.
- **Action Needed**: You cannot add a prior date to the Patient Attributes page. You must make the change from the Patient Attributes History page.
Time for a Live Poll!

Has this QIA improved your facility’s communication with outside Agencies/Resources?

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
Disparities

How often are you assessing your patient population for Disparities in VR/EN Referral?

CMS Disparity List:

• Age (65 and older vs. 18-64)
• Ethnicity (Hispanic vs. Non-Hispanic)
• Facility Location (Rural vs. Urban)
• Gender (Female vs. Male)
• Race (Population other than White, including African American, Asian, Native American, Pacific Islander, etc. vs. White)
Disparities

In March QIA facilities were asked to report their disparities resulting in:
- 25/32 facilities replied NO
- 7/32 facilities skipped the question

In June, the ESRD NCC reported that the overall disparity for the QIA was GENDER:

![Disparity Identified Pie Chart]

- 22% NO
- 78% ??

*Female: 15.15%  Male: 23.33%

* = Significant Difference Detected
Project Intervention Implementation
Facility Self Assessment/ QAPI Benchmarking
- Root Cause Analysis (Feb and June)
- Staff Knowledge Assessment (Ongoing)

Staff Specific:
- ESRD NCC LAN Calls (Quarterly)
- Review Ticket To Work Program
- Contact local Independent Living Center
- Contact local Access VR Office

Patient Engagement:
- Patient Knowledge Assessment (Feb – April)
- Education Station (Feb – June)
- Collect Patient Feedback (July)
- MEI Patient Interest Checklist (Feb – June)
- S.M.A.R.T Goals (July-Sept)
- Certificate of Achievement Program (July- Ongoing)

Data Clean Up (Monthly)
- Review Network Report
- Review Patient Attributes
- Target Eligible Patients
- Update Status
- Work/School/ VR
Promising Practices

- Education Stations!
- VR Form (H.K. Freeman)
- VR QIA Steps
  1. Assess patient needs (Screen for depression)
  2. Discuss Quality of Life (QOL) (Work, school, volunteer, hobbies)
  3. Set goals for QOL
  4. Refer to VR/EN If and when patient is ready or requests
  5. UPDATE Patient VR Record in EHR/CROWNWeb
  6. Reassess when needed or at Plan of Care
Customer Focus
Customer Focus

- **S.M.A.R.T Goals**

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When patients say: “We need this [X, Y, Z]”
Customer Focus

Recognition of Achievement Program

Criteria (please use these topics as guidelines):

- Community Involvement: Either as a PAC Representative or in other volunteer positions outside of dialysis.
- School or Vocational Accomplishments: Success in school; reentering the work force or maintaining a career.
- Completed a SMART goal

When patients say: “We need this [X,Y,Z]”
Customer Focus

Patient Feedback Form:

- From 10% of your facility census
- Fax back to the Network by July 31, 2019
- Tips:
  - Have a PAC Member assist you with distribution/collection
  - Catch patients while they are waiting in Lobby
  - Choose a specific shift to ask
Sustainability
Sustainability

The process of locking in progress that the facility has already made and continuing to improve upon it.

• Improvement in this QIA
• Improvement in the VR Process
• Final step in the PDSA Process

August is Sustainability Month
• Develop a high level VR Sustainability Plan for your clinic
Working together for Sustainability

To succeed in this QIA use these 5 Tips:

1. Attend/Delegate ESRD National LAN calls (Bi-Monthly)
2. Review the Monthly QIA Activity E-mail
3. Print the monthly worksheet
4. Utilize a QIA focused Intervention/Activity during the month.
5. Submit the Monthly Status Report (MSR) On-Line

Don’t do this alone.

Plan
Delegate
Communicate
Share Responsibility
What is Sustainability?

- **Supportive Management Structure**
  - Do you have the correct Job Training/Job Aids?

- **Structures to “Fool Proof” Change**
  - What Worked? (Adapt/Adopt/Abandon)
  - Do you have a Process, Resource Guide or tip sheet for utilizing what worked?

- **Robust, Transparent, Feedback System**
  - Do you discuss the VR Screening/Referral process:
    - in QAPI Meetings?
    - With Patients?
    - At Staff Meetings
    - At Job Reviews?

- **Shared Sense of the System[Process] to be Improved**
  - Is everyone at your facility on the same “page”?
Resources
SUPPORT GAINFUL EMPLOYMENT OF ESRD PATIENTS

✓ QIA Guidelines

The intent of this QIA is to assist ESRD patients with seeking gainful employment and/or returning to work.

The Social Security Administration (SSA) administers the Ticket to Work Program. Under this free and voluntary program, eligible beneficiaries between the ages of 18 and 55, who are blind or have a disability and receive Social Security Disability Insurance (SSDI) or Supplemental Security Income (SSI) benefits are entitled to sign up with an Employment Network (EN) or a State Vocational Rehabilitation (VR) agency of their choice. These approved service providers coordinate and provide appropriate services to help eligible beneficiaries find and maintain employment. Appropriate services may include training, career counseling, vocational rehabilitation, job placement, and ongoing support services necessary to achieve a work goal.

Collaboration: the Network shall identify a minimum of five (5) Employment Networks and/or the State Vocational Rehabilitation (VR) agency that serves the recruited patient population and educate patients regarding the researched and identified EN and/or VR resources.

Facility Selection: The Network shall include in the QIA, at least 10% of the dialysis facilities within the Network’s service area.

Inclusion Criteria: The ESRD NCC will provide to the Network, based on CRWNNWeb, the number of patients reported as receiving EN and/or VR services to be used as the numerator and to be used for the denominator, the number prevalent patients between the ages of 18 and 55.

Goal: The Network shall demonstrate at least a 10% percentage point increase in the number of patients receiving EN and/or VR services as reported in CRWNNWeb by September 30th of the contract year.

Baseline Data: The baseline for this QIA shall be the number of patients identified in CRWNNWeb as working in the patient demographics, October 2017 – June 2018.

QIA Activities (to date)

- Review July 2017 CRW
- Submit Education Station Photo to Network
Questions or Comments?
Suggestions/Recommendations?
Chat Check-In – Questions/Comments?
Next Steps/Actions

- Communicate with Network on challenges, barriers, and best practices
- Are your referred eligible patients utilizing VR/EN Services?
- Submit Education Station Photo by 6/30 to be eligible for contest
- Attend National QIA LAN Meetings hosted by CMS and NCC
- Let us know what works, and what can be improved.
We need your feedback and suggestions! Please complete our Webinar Evaluation to share your thoughts and comments. We welcome and value your input!
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Thank You!

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