Welcome to
Treatment Options QIAs
Mid-Point Best Practice Webinar

The webinar will begin promptly at 2:00PM
ESRD Network of New York

Home Therapies QIA
Transplant Waitlist QIA
Mid-Point Webinar

June 25, 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
Meet the NW2 Quality Improvement Team

Your Partners in Improving Quality of Care for ESRD Patients

Jeanine Pilgrim
Quality Improvement Director and Network Assistant 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 QIA
  - Goals/Measures
  - Promising Practices
  - Disparities
  - Customer Focus
    - Patient Feedback Form
• Sustainability
  - Do you have a Sustainability Plan?
• Educational Resources
• Open Forum Q&A
• Closing Remarks/Next Steps
Learning Objectives

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

Has this QIA improved your facility’s process for tracking, referring, and supporting patient Treatment Options education?

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
2019 Transplant QIA
Goals, Measures, and Progress
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.

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**Facility TRANSPLANT QIA REMINDER and Activity Reporting Review**

**Provider Number (CCN):** 332824

**Facility Name:** CITY DIALYSIS CENTER

<table>
<thead>
<tr>
<th>Goal</th>
<th>May Re-Measure</th>
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<tbody>
<tr>
<td>(# of NEW patients</td>
<td>(UNOS listed YTD)</td>
</tr>
<tr>
<td>listed with UNOS)</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>6</td>
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June MSR is due 6/30/2019

June Monthly Status Report (Worksheet [PDF], Online Submission Form)

If you have any questions or would like to review the QIA, please email [email address] to schedule a Virtual Site Visit, where I will work with you and your staff to discuss the QIA.

**Activity/Reporting Status** (if listed NPA — your facility is NOT required to report):

<table>
<thead>
<tr>
<th>January LAN Webinar</th>
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<tr>
<td>(or view recording)</td>
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<td>March LAN Webinar</td>
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<td>May LAN Webinar</td>
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<tr>
<td>June NCC QAPI Webinar</td>
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<td>(or view recording)</td>
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<tr>
<td>April MSR</td>
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<td>May MSR</td>
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Due 5/9/2019 - June 30, 2019

Please note that if your facility has any overdue reporting, it can be submitted using the following links:

- QIA Contact Form Reporting: Online Submission Form
- QIA Kickoff Webinar Slides: Recording; Post-Distribution Information (link)
- February Monthly Status Report Worksheet PDF, Online Submission Form
- March Monthly Status Report (Worksheet PDF), Online Submission Form

**Mandatory National Transplant LAN Meetings/Recordings:**

(One Continuing Education Credit Opportunity for each webinar/recording):

Click [here](#) if you are already registered in the Learning Management Center (LMC).

Click [here](#) to register for the LMC and then access the course.

**March 19, 2019**
Best Practices on Promoting Kidney Transplant in the Dialysis Setting | View Recording

**January 22, 2019**
Applying Best Practices and Theory to Improving Transplant Discussions | View Recording

Please follow these 5 Tips to succeed in this QIA

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[Image of the page]
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
WHAT CAN WE DO TO IMPROVE THIS?
Chat Check-In – Questions/Comments?
2019 Home Therapies QIA Goals, Measures, and Progress
2019 Requirements: Home Therapies QIA

Home Therapies National Goal:
• By 2023 increase the % of ESRD Patients dialyzing at home (HHD or PD) to 16% from the 2016 national average of 12% (NW2 2018 rate was 6.69%)

Purpose:
• Promote referrals to home modalities
• Identify and mitigate 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” a 60-month lookback of patients utilizing home therapies.
Home Therapies QIA New York Year to Date

WHAT CAN WE DO TO IMPROVE THIS?
WHAT IS EVERYONE ELSE DOING THAT WE ARE NOT DOING??
Chat Check-In – Questions/Comments?
Project Intervention
Implementation
2019 Interventions (Combined)

Facility Self Assessment/QAPI Benchmarking
- Process Review & Root Cause Analysis (Feb and June)
- Staff Knowledge Assessment (Ongoing)

Data Clean Up (Monthly)
- Review Network Report
- Review Eligible Patients
- Review Step Data
- Update Status as needed
2019 Interventions

(Combined)

Staff Specific:
- ESRD NCC LAN Calls (Bi-Monthly)
- Working relationship with Transplant Center Staff
- Working relationship with Home Therapies Staff
- Staff QIA Champions (Feb – June)

Patient Engagement:
- Education Station (Feb – June)
- Collect Patient Feedback (July)
- MEI Patient Interest Checklist (Feb – June)
- Patient Knowledge Assessment (Feb – April)
- Education Event/Lobby Day (Ongoing)
- Patient QIA Champions (Ongoing)
Promising Practices

- Education Stations! *(Pictures Due 6/30)*
- Lobby Days/Patient Participation/Feedback
- “Homeroom meetings for teammates are a good place to educate the team about transplant and home modalities”
- “Core team meeting prior to all Care Plan meetings and new admissions”
- “Initiating the conversation with the team together with the Pt and family works well”
- Treatment options pop quiz
- Presentations from out of state Transplant Clinic
- Bi-weekly Home Promoter Calls immediate referral with Kidney Care Advocate
- Facility Newsletter to incorporate transplant/home therapies information/education.
Time for a Live Poll!

Do you like the streamlined approach (reporting/interventions) of both Home and Transplant QIAs together?

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
Disparities

How often are you assessing your patient population for Disparities in treatment options?

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)
Customer Focus

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

When patients say: “We need this [X,Y,Z]”
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 treatment options education process:
    - 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”?
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 Treatment Options Referral Sustainability Plan for your clinic
Chat Check-In – Questions/Comments?
Educational Resources
To succeed in these QIAs 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 by the last day of the month

Don’t do this alone.

Plan
Delegate
Communicate
Share Responsibility
Order Network QIA Tools and Resources

Online Publications Order Form:
https://www.surveymonkey.com/r/NW2QIAResources
Treatment Options
What are my Treatment Choices Flyer PDF

Transplant
Transplant Center Referral Guide Booklets:
- New York PDF
- South Atlantic (GA, NC, SC) PDF

Flyers and Booklets
Get the Facts About Transplant Pamphlet (English PDF; Spanish PDF)
Is a Kidney Transplant Right for Me? Your Guide to the Transplant Process

Booklet
Why Transplant Is a Good Idea Flyer (English | Spanish)
ESRD NCC’s Your Life, Your Choice: A Sampling of Stories from Kidney Transplant Patients and Donors Booklet

Home Therapies
Flyers and Booklets
Is Home Dialysis Right for You? Flyer PDF
Know the Facts about Home Dialysis Choices Booklet PDF

Peritoneal Dialysis (PD)
Poster
PD: Start The Conversation PDF

Flyers and Booklets
Know your Treatment Options. PD : The Needle-Free Option Flyer
Peritoneal Dialysis (PD) : The Needle-Free Option Trifold Booklet PDF
PD Myths vs. Reality Flyer
PD Crossword Puzzle Flyer
NYKidney Transplant Consortium
Project ECHO

• 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.
Project ECHO Pilot Educational Sessions
(Free SW CE)

- Mythbusting: An Interactive Dialogue for Overcoming Disparity
- Help me or Hurt me: What are the Benefits and Risks of Transplant vs. Dialysis?
- Let’s Be Candid about Candidacy: Who is a Candidate & Who is Not?
- Hate to Wait! How the Waitlist Works.
- Wanted: Dead or Alive! What are my Donor Options?
Join us at ECHO University (Monthly)

- Monthly ECHO sessions with advanced topics and discussions
- Case presentations from transplant programs, dialysis centers, nephrologists
- Attendees must complete a DATE session to participate
- Contact the Network to sign-up for free ECHO participation
- qualityimprovement@nw2.esrd.net
Chat Check-In –
Questions/Comments?
Closing Remarks
Next Steps/Actions

- Read/Review Monthly Activities Newsletter
- Submit Monthly Summary Report (MSRs) by last day of each month
- Submit Education Station Photo by 6/30 to be eligible for contest
- Attend National QIA LAN Meetings hosted by CMS and NCC
  - Tuesdays 3:00-4:00PM
  - July 9th (Home Therapies) and July 16th (Transplant)
- Submit a Publication Request Order Form
  [https://www.surveymonkey.com/r/NW2QIAResources](https://www.surveymonkey.com/r/NW2QIAResources)
- Sign-up to participate in Project ECHO University for Free CEUs
- Communicate with Network on challenges, barriers, and best practices
  - Are you helping your patients in process of being listed?
  - Are you overcoming any barriers to Home Dialysis (PD/HHD)?
  - 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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