



POST for all staff to read



January 2012



Network 14's Five-Diamond Patient Safety Program

CONGRATULATIONS!!

Facilities that have earned Diamond status this month

1 DIAMOND STATUS

- DSI GREENWOOD
- FMC ORANGE COUNTY
- HARLINGEN DIALYSIS
- KIDNEY TREATMENT CENTER
- NEDERLAND DIALYSIS
- RCG WOODLANDS
- SE TEXAS KIDNEY CENTER

*1 facility not listed

2 DIAMOND STATUS

No facilities

3 DIAMOND STATUS

- DAVITA EAST
- WILBARGER GENERAL HOSPITAL

4 DIAMOND STATUS

- STAFFORD DIALYSIS

5 DIAMOND STATUS

Almost there!

Overview:

The **5-Diamond Patient Safety Program** consists of educational modules, which include the tools and resources necessary for implementation of each patient safety concept. Facilities may complete any of the modules, with only one module, Patient Safety Principles, being mandatory. The module options are as follows:

- Patient Safety Principles
- Decreasing Dialysis Patient-Provider Conflict
- Emergency Preparedness
- Hand Hygiene (Infection Control)
- Influenza Vaccination
- Medication Reconciliation
- Missed Treatments
- Sharps Safety
- Slips, Trips, & Falls
- Transplantation
- Health Literacy
- Patient Self-Managed Care
- Stenosis Surveillance

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All facilities in Texas are eligible to enroll in the **5-Diamond Patient Safety Program** and to be recognized for their commitment to providing safe and quality ESRD care to dialysis patients through completion of the Five Diamond modules.

NOTE: All units that have completed the 5-Diamond Program by April 1, 2012, will be eligible to compete in a drawing for free registration to the 2012 Nephrology Today & Tomorrow seminar, June 29-30, in Irving, TX.

Questions about the 5 Diamond Patient Safety Program? Please contact Christi at 469-916-3807.

Community Corner

“Meeting Today’s Challenges”

14th Annual Texas ANNA Collaborative Meeting
The Hotel Galvez, Galveston, TX— January 27th & 28th, 2012

For an agenda and registration form go to www.annatexasmeeting.org.

Early Bird registration ends on December 28, 2011



Information Management Corner

Patient Activity Report Alert



Please be advised that in order to prepare for both the 2744 Annual Survey and the CROWNWeb national rollout, the December 2011 Patient Activity Report (PAR) will be due **JANUARY 6, 2012** instead of the normal due date. Please prepare in advance so that your facility can meet this important deadline.

If you have any questions, please call Kathleen Prewitt at 972-503-3215 ext. 318.



If you need to call the Information Management Department, but don't know which staff member you need to speak with, you may use this staff listing.

Information Management Director

Nathan Muzos, BS, MCSE, MCSA, MCDBA, Comp TIA A+
469-916-3819 OR 972-503-3215 Ext. 312

- CMS 2744 (Annual Facility Survey) questions
- NW14 annual report data tables
- SIMS/VISION
- Scheduling data orientations for facility staff
- Compliance Reports
- Patient count by zip code
- CROWNWeb

Receptionist/Data Clerk

Doris Wilson 469-916-3811 OR 972-503-3215 Ext. 332

- CMS 2728 forms
- Transplant Patient Activity Reports (PARs)
- Transplant missing forms
- First date of dialysis

Data Clerk

Kathleen Prewitt, BA 469-916-3815 OR 972-503-3215 Ext. 318

- Monthly Patient Activity Report (PAR)
- Missing forms
- Quarterly Event Validations
- Beginning & Ending patient populations

Data Clerk

Magdalena Sanchez, BS 469-916-3809 OR 972-503-3215 Ext. 326

- CMS 2746 forms
- Facility Key Personnel Updates
- VISION
- First date of dialysis

Data Clerk

Ashley Wright, BA 469-916-3805 OR 972-503-3215 Ext. 322

- CMS 2728 requests
- HMO requests
- Patient ID number requests
- Ordering blank CMS 2728/2746 forms
- Tie-Breaker Reports (Notifications)

You can download a full staff listing with job descriptions and phone numbers from our website at www.esrdnetwork.org. Under the "Our Network" tab click on "Who We are", then on "The End Stage Network of Texas staff" link at the bottom of the page. Feel free to copy and post beside all facility phones.



Network Corner



ARE YOU READY FOR A SURVEY?????

One item the surveyor will be looking for is your “Network Agreement”. Take a few minutes to make sure that you have a copy of this agreement and that all management staff knows where to locate your agreement. **Requests for a duplicate copy of the agreement from the Network office will take 7 to 10 days to complete.** To request a copy of your facility's Network agreement please email info@nw14.esrd.net with your facility's CMS 6-digit provider number (starts with 45 or 67), your name, contact number, fax number and city in which unit is located. Incomplete requests will not be processed.

Outreach Corner

Facility Specific Disaster Plans

Why does the NW request your plans?

As you know, all facilities are required to update by the 8th of the month in EM Systems. The Network is alerted if your facility has updated late or missed a month. After two months of noncompliance your facility will be contacted by the Network in order to mentor facility personnel on the ins and outs of EM Systems. As the Network Outreach Coordinator, I might also request your facility specific disaster plan. I request your plan for the opportunity to review it and suggest improvements – not for punitive measures. The Network has resources available to aid facilities in the development of their facility specific disaster plans. And as the name implies, your disaster plan must be **facility specific**, not specific to your corporation.

It is imperative that you update your plan at least on an annual basis, so mark a date on your calendar and get in the habit of updating the plan every year. I would also be happy to go over your facility specific disaster plan anytime, regardless of your facility's compliance with EM Systems. Both the Network website at www.esrdnetwork.org and the Texas ESRD Emergency Coalition website at www.texasteec.org have resources available for your facility. I can fax your facility any of the disaster plan checklists and resources I have available. If you would simply like to make sure your EM Systems account has been updated correctly, contact me, Anna Koenig, MPH – Network 14 Outreach Coordinator, at akoenig@nw14.esrd.net OR 469-916-3800.

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Here are a few reminders about updating EM Systems:

- Make sure you check all status boxes and fill in the box whether or not you offer a specific service. For example, if your facility does not offer PD, do not leave the box blank, instead put a **0** in the box
- Be sure to scroll to the bottom of the page and click Save
- To check if your status has updated correctly, look at the date under Last Update on your View Resource detail page

452513 Amarillo High Plains Dialysis [edit resource details](#) [back to view](#)

Type: RAC A - Amarillo
Address: 5920 W Amarillo Blvd
Amarillo, TX 79105
County:
Lat/Longitude: 35.203005 / -101.905392
EMResource/AHA ID: 13346 /
Website:
Contact: a Kathy Daniel b James R. Chaddick
Phone 1: 806-679-1900
Phone 2: 806-3539182
Fax: 806-353-8542
Email: kim.lively@fmc-na.com
Notes:

[larger map / driving directions \(opens new window\)](#)

Statures	Status	Comment	Last Update
1. Patient Capacity	120		02 Apr 11:45
4. # Home Hemo	0		02 Apr 11:45
3. # PD	7		02 Apr 11:45
5. # Isolation Patients	2		02 Apr 11:45
2. # Dialysis Patients	109		02 Apr 11:45
6. Dialysis	Open		02 Apr 11:45

In conclusion, don't hesitate to contact the NW if you have questions about EM Systems or your facility specific disaster plan. If your plan is requested please take the opportunity to learn and improve your disaster plan. Remember, we must plan and prepare for the **NEXT** disaster, not the **LAST** disaster.

Thanks for all your work in disaster preparedness!

Quality Improvement Corner

A new series of informational videos illustrating the AV fistula physical examination are now available on the FFBI website. Learning to perform a complete and proper physical examination of an arteriovenous fistula is a basic skill necessary for everyone involved in the care of dialysis patients.

These animated videos will clarify the basic concepts of this important procedure using simple and valuable educational tools. You can access the video series by clicking on the "AVF Physical Examination Made Easy" link in the "What's New" section of the FFBI website homepage, <http://www.fistulafirst.org/Home.aspx>, and scrolling down to the series of five video links.

These videos were developed by Dr. Tushar Vachharajani and are being shared on the FFBI website with the permission of Wake Forest University School of Medicine, Winston-Salem, North Carolina. Presently, the videos can be viewed only on a PC.

We hope you enjoy the new videos and find them useful in your practice.





CDC CAMPAIGN TO PREVENT ANTIMICROBIAL RESISTANCE IN HEALTHCARE SETTINGS

Tips for Dialysis Patients to Prevent Antibiotic Resistance

Bacteria that develop resistance to antibiotics can be harmful to you. By preventing infections in general, you keep yourself healthy and decrease your need for antibiotics. This will decrease the chance that you will get an infection that is antibiotic-resistant. Be involved and take an active role in decisions about your care. Patients who are more involved with their care tend to get better results.

- Ask your doctor if you need to be vaccinated against diseases that cause respiratory infections such as influenza and pneumonia. Preventing lung infections and their complications decreases antibiotic use.
- If you must stay in a hospital, ask about the facility's infection control program. Also ask what can be done to help reduce the risk of infection. Let doctors and nurses know that you care about preventing infections.
- Since you are part of your healthcare team, do not be afraid to remind doctors or nurses to clean their hands. This includes washing their hands with soap and water or using an alcohol-based handrub before working with you.
- Wash your hands carefully after handling any type of soiled material or body fluids. Also, wash your hands before you change your dressing or manipulate a central venous catheter. Remember to wash your hands after you have gone to the bathroom.
- Use proper personal hygiene, such as bathing the night before dialysis and/or the day of dialysis. Follow the unit policy on cleaning instructions for your access carefully before every cannulation. If you are diabetic, maintain regular foot checks.
- Be sure your healthcare providers are aware of all medications you currently take. This includes both prescription and over-the-counter medications. Doing this may prevent a medication interaction, which may cause one or more of your medications not to work. Ask if there are special instructions for your medication before and after dialysis.
- Ask your healthcare provider or the pharmacist for the names of each medication being given to you and the reasons you are taking them. By asking questions, you may prevent errors.
- Ask your doctor or nurse if and when you should wear gloves, gowns, and masks. For example, you may need to wear gloves when changing your catheter dressings.

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR DISEASE CONTROL AND PREVENTION
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CDC CAMPAIGN TO PREVENT ANTIMICROBIAL RESISTANCE IN HEALTHCARE SETTINGS

Tips for Dialysis Patients to Prevent Antibiotic Resistance

- Intravenous catheters and drainage tubes are all entry points for germs. Discuss with your doctor the proper care involved and when they can be safely removed. Keep the skin around the dressing clean and dry.
- Your dressing may become loose or wet, or your catheter or drainage tube may become loose or dislodged. Know how to take care of the situation and when to seek medical treatment.
- Pay attention to symptoms that may indicate an infection: unexpected pain, chills, fever, drainage, or increased inflammation of a surgical wound or catheter site. Contact your doctor if any of these occur.
- Keep in mind that antibiotics are used to treat bacterial, not viral, infections. A viral illness, such as a cold, will not respond to antibiotic therapy. Asking for antibiotics when they are not needed may actually harm your health.
- If your doctor orders antibiotics to treat an infection, take the full course of antibiotics as prescribed. Do not stop taking the antibiotic when you begin to feel better. Do not save antibiotics for later use “just in case of another infection.”

For More Information www.cdc.gov/drugresistance/healthcare

November, 2003

The Campaign to Prevent Antimicrobial Resistance in Healthcare Settings is funded by the CDC Foundation with support from Pharmacia Corporation, the Sally S. Potter Endowment Fund, and Premier.

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National Healthcare Safety Network

The Centers for Medicare & Medicaid Services (CMS) issued a final rule on November 1, 2011 that updates Medicare policies and payment rates for dialysis facilities paid under the ESRD Prospective Payment System with provisions that will be effective for payments to dialysis facilities furnished on or after January 1, 2012. One of the new measures that CMS has adopted that will be used with other measures to score a facility's performance under the Quality Incentive Program (QIP) is ***whether the facility reports certain dialysis-related infections to the Centers for Disease Control and Prevention's (CDC) and National Healthcare Safety Network (NHSN).***

Based on the ruling and information we learned from CDC last week, here are some key points to keep in mind:

1. All dialysis facilities should complete required training and the Outpatient Dialysis Center Practices Survey in **January 2012**.
2. All dialysis facilities should start the NHSN enrollment process.
3. A series of CDC learning webinars regarding NHSN will be scheduled for **January 2012**. The Network will keep you apprised of these.
4. Facilities reporting to NHSN for the CMS ESRD QIP rule must collect data following the Dialysis Event Protocol for a minimum of 3 consecutive months and begin reporting no later than **October 1, 2012**.

A free webinar training opportunity regarding NHSN was held on **December 20, 2011**. This is a great learning opportunity for in-depth information about reporting through NHSN as it relates to dialysis, as well as a chance to ask questions you may have. Click on the registration link listed below to access the webinar. It will be available for viewing until 12/31/14.



Webinar: Dialysis Event (DE) Surveillance and Reporting

When: December 20, 2011

Time: 12:00pm - 1:30pm CST;
1pm-2:30pm ET

Register at:

<http://webinars.apic.org/session.php?id=8055>

The Connecticut Department of Public Health is collaborating with the Association for Professionals in Infection Control and Epidemiology (APIC) to provide a webinar focused on Dialysis Event (DE) Surveillance and Reporting. Our list of subject matter experts will conduct the following webinar focused on reporting dialysis events via NHSN (National Healthcare Safety Network). Faculty include: Dr. Priti Patel and Ms. Alicia Shugart from CDC, and Jenny Kitsen and Ms. Priscilla Laliberty from Network of New England. Topics to be covered include: an overview of ESRD Quality Incentive Program (QIP) requirements for monitoring Dialysis Events in NHSN in 2012 for payment incentives in 2014; rationale for doing surveillance of DE in NHSN; methodology, protocols, definitions, key words, and FAQs for reporting DE in NHSN; and calculating DE rates to prevent over/underreporting.



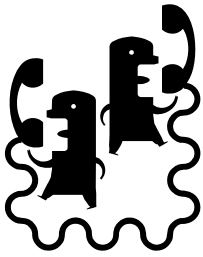


January 2012



Sun	Mon	Tue	Wed	Thu	Fri	Sat
1 	2 <i>Network office closed</i>	3	4	5	6 <i>December 2011 PARs due</i>	7
8 <i>EMSystems updates due</i>	9	10 <i>Non-LDO FF data due</i> 	11	12	13 <i>Missing Forms due</i>	14
15	16	17	18	19	20	21
22	23	24	25	26	27 ANNA Texas Chapters Collaborative meeting Galveston, TX	28
29	30	31 <i>Missing Forms Reports faxed</i>				





Did you hear.....

The ESRD Network of Texas is available to assist both the facility staff as well as patients with:

How to use Dialysis Facility Compare website

Help patient find a dialysis unit during a disaster or when traveling

Help facilities with patient education on modalities, quality of life, transplantation, rehabilitation and advance care directives/end of life

Help patients and staff with home therapies, in-center self care, and immunizations.

Help facilities in developing plans for local disasters

Help facilities in developing mechanisms for assessing the health-related quality of life for patients

Help facilities in developing community and patient education programs

Help providers in developing appropriate quality improvement plans as needed to meet Network/CMS goals

To contact the Network for assistance:

Patient's Toll Free # 1-877-886-4435 (patients only please)

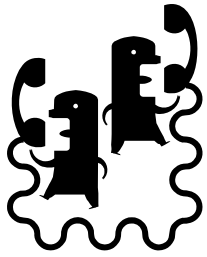
Facility staff -972-503-3215

Email: info@nw14.esrd.net



Facility staff - post both the English and Spanish flyer by the patients' scales as well as near the sink that the patients use to wash their accesses and in the lobby/waiting room.





Ha oído.....

La Red ESRD del Estado de Texas está para ayudar tanto al personal del centro como a los pacientes en:

Cómo utilizar el sitio Web *Dialysis Facility Compare*

Ayudar a los pacientes a encontrar un centro de diálisis en caso de catástrofe o durante un viaje

Ayudar a los centros con la educación del paciente sobre modalidades, calidad de vida, trasplante, rehabilitación y directivas anticipadas de atención médica/final de la vida

Ayudar a los pacientes y al personal encargado de terapias a domicilio, autocuidado en el centro e inmunizaciones

Ayudar a los centros a elaborar planes para el caso de catástrofes locales

Ayudar a los centros a desarrollar mecanismos para evaluar la salud en relación con la calidad de vida de los pacientes

Ayudar a los centros a desarrollar programas de educación para la comunidad y los pacientes

Ayudar a los proveedores a desarrollar planes de mejora de calidad adecuados para alcanzar los objetivos de la Red/CMS

Para solicitar ayuda a la Red:

Número gratuito para pacientes # 1-877-886-4435 (solo para pacientes)

Personal del centro-972-503-3215

Email: info@nw14.esrd.net

