



Net Link



Stay Connected with Network 14!

July 2009

Keep up with what's *new*, what's *due* & what's *upcoming*

End Stage Renal Disease Network of Texas, Inc. (#14)

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PLEASE POST FOR ALL STAFF! Important information from Network 14

Network #14 Updates:

IM Department

Need IDNUMs for your patients?

Please be advised that when requesting patient IDNUMs please refer first to the Quarterly Event Validation mailing that was sent to all Medicare certified dialysis and transplant facilities in late May 2009. This mailing included an ending patient census as of 3/31/2009 that lists patient IDNUMs in the far right column. If you have a patient or patients that started treatments at your facility after 3/31/2009 they will not be listed on the census and you will need to request the IDNUMs from Network 14. When sending your request please use the following procedure:
Fax (DO NOT EMAIL) a cover sheet with the subject line "IDNUM Request" and your name and fax number on it. Attach a list of patients that you need IDNUMs for. Please include the patients first name, last name, DOB and SSN. Fax the request to 972-503-3219.
Please allow 3 business days to process your request. If you have any other questions regarding IDNUMs or other Emergency Preparedness issues, please contact Jennie Conley at 469-916-3805.

Monthly Patient Activity Report (PAR)

Information Management would like to send out a big THANK YOU!!! to all facilities that consistently send their PAR in on time. For the first 5 months of 2009 we have received 89% on-time. You do not need to mail your original even if you fax them to 972-503-3219.

For July 2009 only, PARs are due by the 3rd of the month.

Network 14 appreciates your hard work and support!

Disaster Readiness Packets are on their way....

To prepare for the current hurricane season the Network office mailed to each Texas dialysis and transplant

center a packet of information the last week of June. Each packet contains instructions for preparing your facility and patients for a potential evacuation due to a natural disaster. For the latest information and updates for Disaster/Emergency Preparedness, visit our website at www.esrdnetwork.org and click on Disaster Planning. You can also access the Texas Emergency ESRD Coalition (TEEC) website through this link. Don't forget to update EMSsystem by the 8th of July. For assistance with Emergency Planning or EMSsystem, please contact Jennie Conley at 469-916-3805 or jkconley@nw14.esrd.net.

Do you know of a Registered Nurse who is looking for a change?

The Network is looking for a Quality Improvement Nurse to work out of its Dallas office. If you or someone you know are looking for a position that is exciting and provides lots of challenges we invite you to consider the following position.

RN to assist with QI projects. Requirements:BSN with 3-6 years related experience in quality management skills, Nephrology certification, proficient in MS Word, Excel, PowerPoint, & Outlook. Knowledge in MS Access & bilingual in Spanish desired but not required. Excellent benefits:generous PTO, 100% employee paid health, dental, vision, life insurance, 100% paid retirement plan, & 9 paid holidays per year. For consideration please email cover letter & resume to info@nw14.esrd.net or fax to 972-503-3219. If you have questions concerning the position contact Debbie O'Daniel at 469-916-3804. EEOC

ARE YOU A PROFESSIONAL?

How can you know if you are? A professional has certain competencies such as enthusiasm and commitment to patients with the capacity to solve problems. Their competencies are characterized by or conforming to the technical or ethical standards of a profession.

A professional exhibits a courteous, conscientious, and non-personal manner in the workplace. Our patients may tell us their life stories, but as professionals, we do not reciprocate to the fullest extent. We should not have a "neighbor to neighbor" relationship. We do not run to our patients and cry on their shoulder about an impend-

ing divorce or what that jerk did to us last night. We do not talk to our patients with the words and tone of voice that we may use with our children or with an overbearing parent. Professionals have a high degree of self-control of their behavior and are governed by a code of ethics. This code of ethics is a statement of values.

- The code ensures a high quality of service.
- The code guarantees competency of membership, honor, and integrity.
- The code is a direct expression of the professions' principles of service orientation.

Professionals are in a position, given their training and education, to use their own judgment in determining the appropriate approach to their patients. Their abilities can provide a valuable service to society and can operate with little or no self-interest. They take pride in the quality of their work.

"No man is an island unto himself" and our attitudes and behavior can and do cause boomerang effects. If we show anger and are rude to our patients, they are going to respond. They will either hide by ignoring us, or they will respond in an acting-out manner not conducive to the policy of the Center. So many involuntary discharges today are really reactions to the rude and uncaring way the patient has been treated by one or more of the staff.

It may help the professional to remember that patients have lost the person they were before renal failure. Patients suffer all the stages of grief without really knowing what is going on. Most of their feelings are pushed down and ignored in order to maintain their lives.

When we depend upon the professional to treat us with respect and dignity, and that person suddenly turns mean because they are having a bad day, all anger comes raging to the surface. When a professional stops acting like a professional, the patient loses even more. Their anger is not really directed toward anyone other than whoever happens to be there at the time.

A healthcare giver today could be a patient tomorrow. How we talk to our patients today could be the way we are talked to tomorrow. Let our facilities be a sanctuary of healing where caring about each other is the goal. The simple acts of kindness and the gentle spirit will see all of us through to another day.

Surviving The Storm.....

The Kidney Community Emergency Response Coalition (KCER) will be hosting a free conference to educate KCER community partners on emergency preparedness and surviving a storm/disaster. This event will be held on August 3rd, in Dallas, TX, at the Adolphus Hotel, 1321 Commerce St.

For more information concerning this very important conference or for a registration form contact FMQAI/Network 7 at 813-383-1530 or kcer@nw7.esrd.net.

Look for these new QI Web postings at www.esrdnetwork.org.

- 2009 QOC comparative data
- Updated HD & PD run charts
- HD & PD facility report cards.

Patient Sensitivity Training & Care of Difficult Patients

Per the new Conditions for Coverage, facilities are being cited for no documentation of staff training on patient sensitivity and care of difficult patients. Per Tag V693 Standard: Patient Care Dialysis

Technicians are required to complete a training program that includes patient sensitivity training and care of difficult patients.

The good news is that the Decreasing Dialysis Patient-Provider Conflict (DPC) training modules will fulfill this requirement. If you can't locate the DPC toolkit the NW mailed to you in 2005, it can be downloaded at: <http://esrdnetworks.org/special-projects/>.

To help your staff deal with difficult patients and limit or prevent involuntary discharges, NW #14's Medical Review Board recommends all facility staff complete this training. TIP - Many facilities have incorporated DPC training into

Their facility's New Hire Orientation!

Patient Assessment and Plan of Care

More and more facilities are being cited for deficiencies related to Patient Assessment and Plan of Care. See below for "Keys" to proper implementation of these patient care components. Look for more information on Patient Assessment

and Plan of Care in the next NW #14 Professional Newsletter . . .

- Both must be developed by entire Interdisciplinary Team (patient and/or designee, RN, MD, LMSW, RD)
- Outcome goals must meet clinical practice standards
- Patient Plan of Care must:
- Be developed after Comprehensive Assessment
- Be based on Comprehensive Assessment
- Address each patient's needs
- Include indicator goals described in the CMS Conditions for Coverage Measures Assessment Tool (MAT) and a plan for achieving unmet goals
- Stable versus Unstable Patient Status? Each patient must be categorized as Stable or Unstable, however, all patients must be continuously monitored!
- If a "stable" patient's outcomes don't meet plan of care goals, facility must revise plan of care between comprehensive assessments.
- Become very familiar with the 14 assessment "criteria" in the CFC Interpretive Guidelines and how they correlate to the Patient Plan of Care!

Look for these Quality Reports coming to your facility's Nurse Manager in July-August

- 2009 Quality of Care (QOC) Report. If you do not receive report by July 20, contact Angie at awieler@nw14.esrd.net or 469-916-3806.
- Annual Dialysis Facility Reports (DFR) will be sent via UPS (signature required) during the first week of August.
- **Remember to share reports with your patients!**

CROWNWeb Phase II to be Implemented Summer 2009

By: Oniel Delva, Network 7

The Centers for Medicare & Medicaid Services (CMS) recently announced plans to expand the use of its CROWNWeb system by the end of summer 2009. This development will enable up to 180 dialysis facilities, throughout the United States, to input and manage patient data via the web-based data-collection system. During this second phase-in implementation up to 10 facilities – five facilities affiliated with Large Dialysis Organizations (LDOs) and five Independent facilities – from each of the 18 geographically designated End Stage Renal Disease (ESRD) Networks will be selected to electronically submit time-sensitive patient data to their respective Network. Representatives from each Network office will contact facilities believed to be ideal to be included in this series of the phase-in implementation process.

How do I prepare for the Phase II Implementation?

Since the Phase II implementation of CROWNWeb is right around the corner, it is imperative that potential users of the system understand the process required to access the database: Potential users must obtain and complete a copy of the QualityNet Identity Provisioning System (QIPS) Account Form, and provide it to their appointed QIPS Security Administrator to input into the QIPS system before submitting the form to the CROWN Help Desk for review.

In addition to comprehending the QIPS Account Process, future users are encouraged to learn how to navigate through the CROWNWeb system by registering for any of the weekly CROWNWeb and QIPS WebEx training sessions. During these classes, which are provided over three days, attendees are taught how to properly complete and submit the QIPS Account Forms, and how to perform various tasks in CROWNWeb. See Figure 1 for the CROWNWeb and QIPS WebEx Training Agenda.

Schedule of Training	Day 1	Day 2	Day 3
1 st Half Hour	QIPS TRAINING <ul style="list-style-type: none"> • QIPS Form/Account Process Overview • QIPS Form Walk-Through • QIPS System Walk-Through 		
2 nd Half Hour	Facility Workshop – Role and Scope	Patient Admit Workshop – Admit/Discharge	Patient Treatment Workshop – Treatments
3 rd Half Hour	Facility Workshop - Personnel	Patient Admit Workshop – Patient Attributes	Patient Treatment Workshop – Clinical Data
4 th Half Hour	Facility Workshop – Facility Info	Patient Admit Workshop – CMS Form-2728	Patient Treatment Workshop - CMS Form-2746
A Questions and Answers session will be provided at the conclusion of each day.			

Figure 1: CROWNWeb and QIPS WebEx Training Agenda

Source: <http://www.projectcrownweb.org/assets/training/qipscrownwebagenda.pdf>

Obtain more information on CROWNWeb by visiting the Project CROWNWeb website at www.projectcrownweb.com, or by visiting the Centers for Medicare & Medicaid Services' CROWNWeb website at www.qualitynet.org and clicking on the ESRD tab.



Network 14 July 2009 Calendar



Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
					June PARs due Network Office CLOSED	4th of July
5	6	7	8 EMSystem update due	9	10  Non-LDO June FF data Due	11
12	13	14	15	16	17	18
19	20	21	22	23 Missing Forms Due	24	25
26	27	28	29	30	31 <i>Missing Forms Sent</i>	



PAR TIP:
Use our Website to locate provider numbers for the PARs: www.esrdnetwork.org.