

END STAGE RENAL DISEASE NETWORK OF TEXAS

EXIT WEBINAR: 2017 GRIEVANCE QIA

OBJECTIVES

- **Goals of Project**
- **CMS Watch List**
- **Progress of Project**
- **List of Interventions**
 - Phase 1 Example (only one)
- **Facility Patient Representatives (FPRs)**
- **Sustainability**
 - Explanation
 - Due Dates
 - Tips: Ideas to build upon
- **Conclusions**
 - Conclusions
 - Feedback/Overview



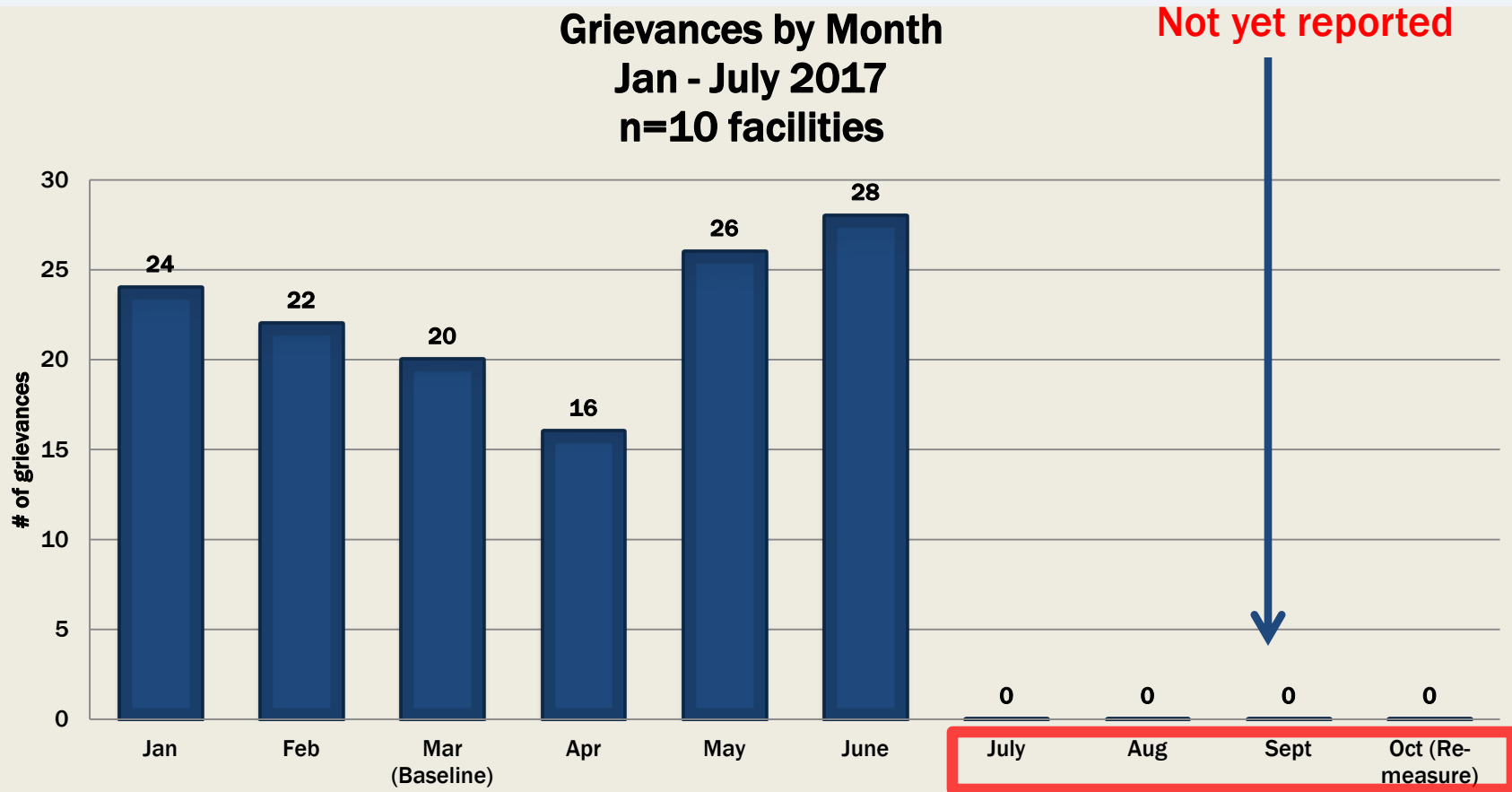
GOALS OF PROJECT

- Improve the utilization of the internal facility grievance process
- Improve communication between patients and facility staff
- Decrease grievances (operational, environmental) by 20%
Relative Improvement

CMS WATCH LIST

- Network 14 implemented a new method of follow up in 2016
- Facilities failing to submit required documentation for projects will receive
 - One written or e-mail notice
 - One notification by phone
- If no response is received from facility, the facility will be placed on the CMS Watch List, which will include:
 - Report of non-compliance to corporate leaders (if applicable)
 - Report of non-compliance to DSHS on monthly calls
 - Report of non-compliance to CMS

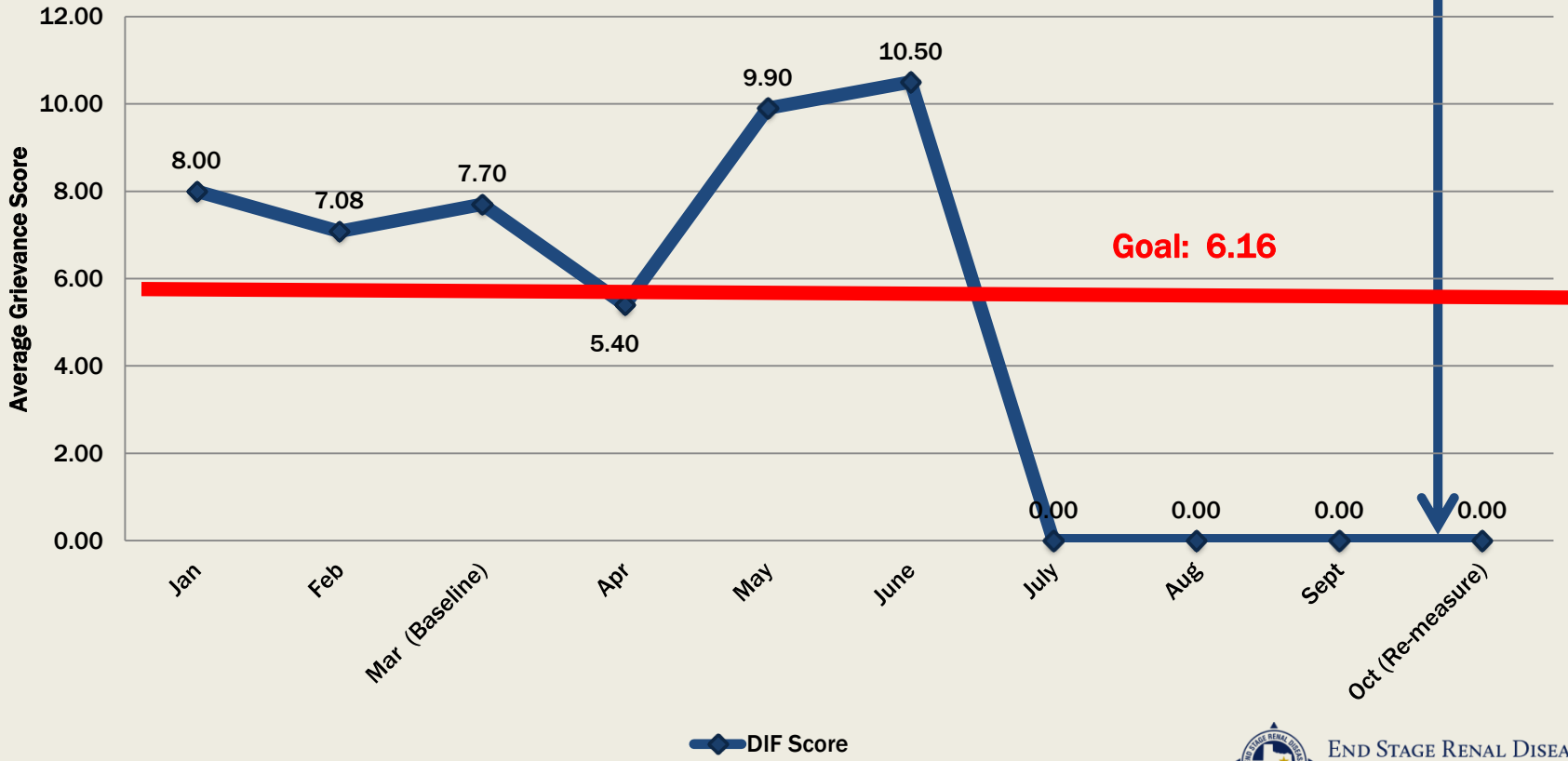
PROGRESS OF PROJECT



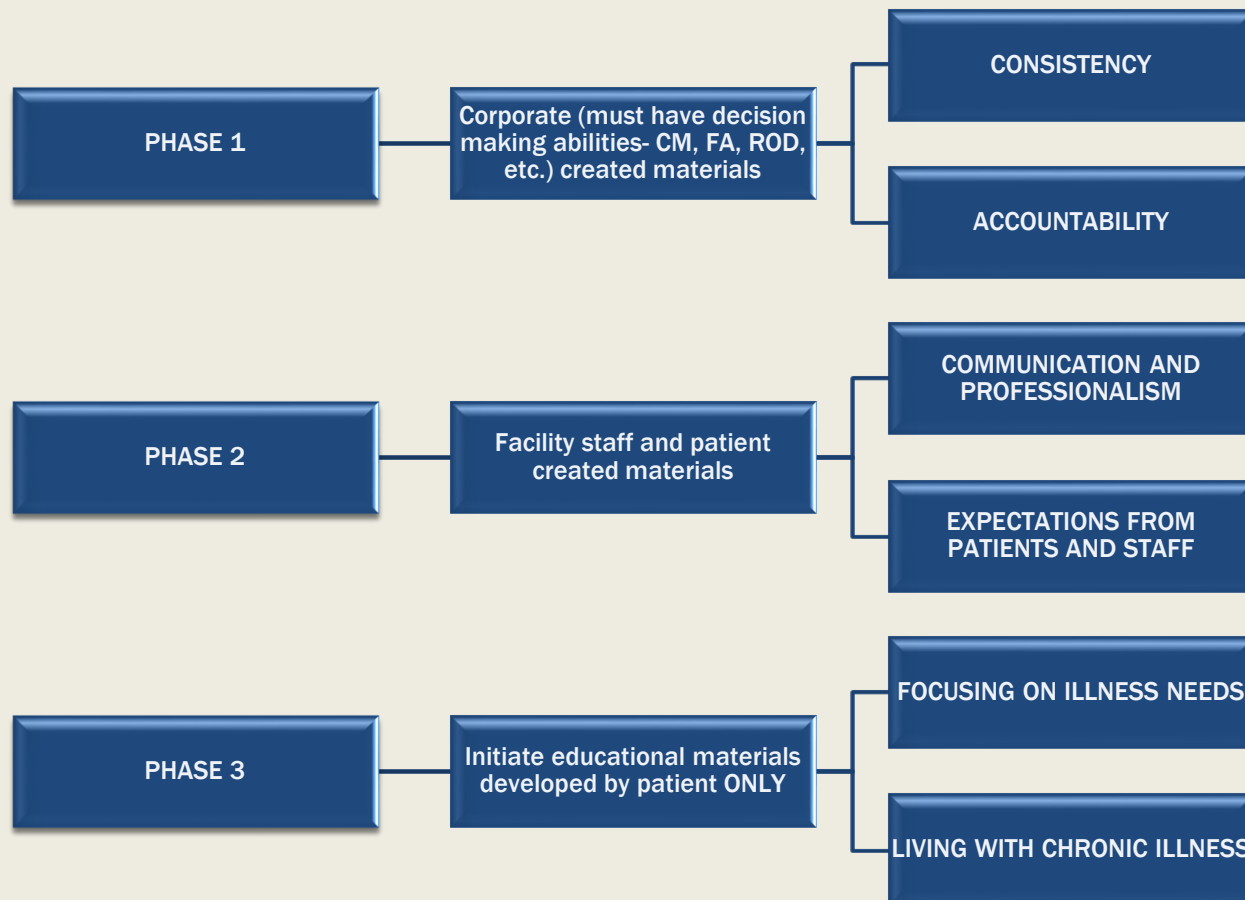
PROGRESS OF PROJECT

**Aggregate DIF Score by Month
Jan - September 2017
n=10 facilities**

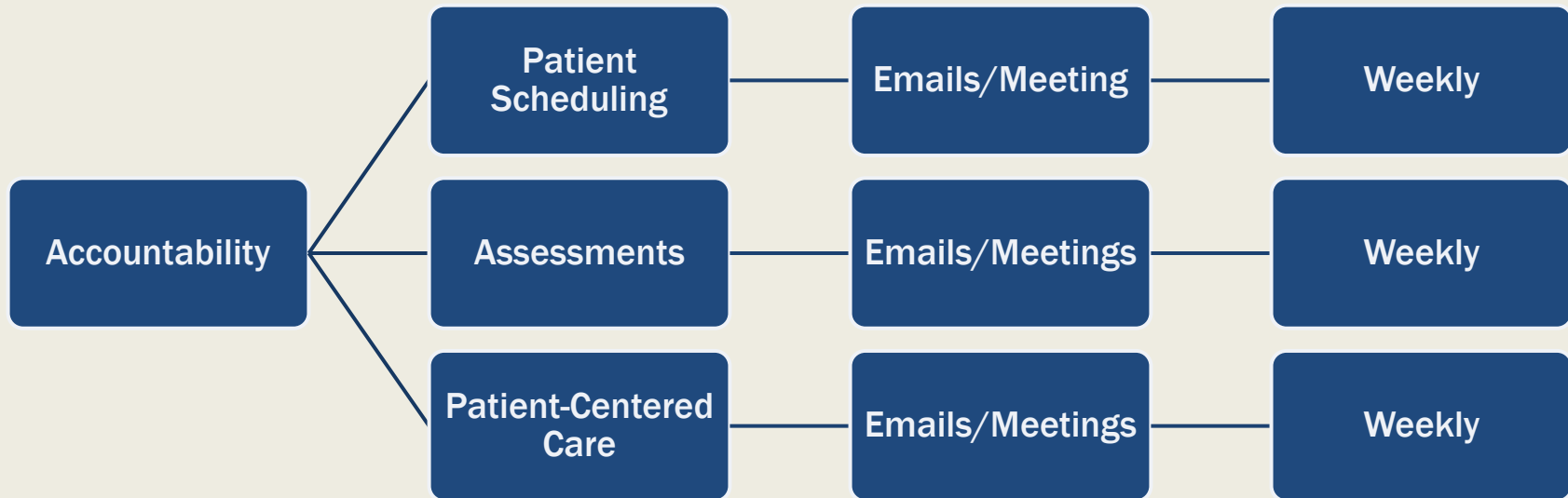
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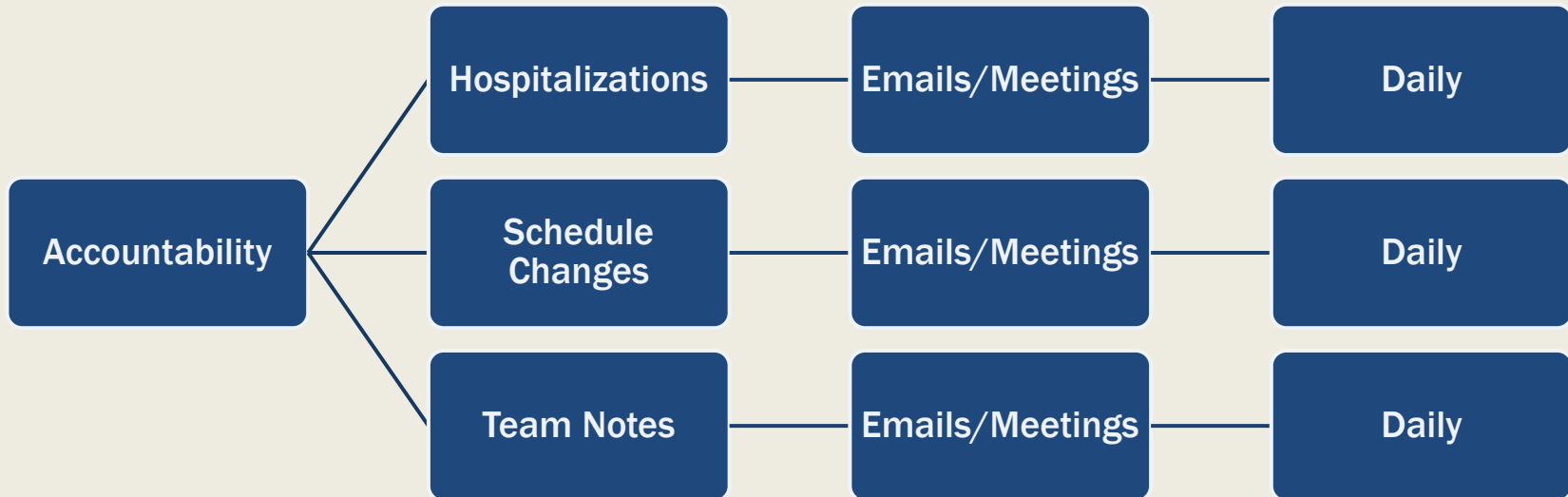
SELECT THREE - ONE FROM EACH PHASE



PHASE 1 EXAMPLE



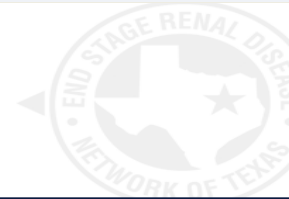
PHASE 1 EXAMPLE



FACILITY PATIENT REPRESENTATIVE (FPR)



END STAGE RENAL DISEASE NETWORK OF TEXAS



HOME

OUR NETWORK

CALENDAR

PATIENTS & FAMILIES

Filing a Grievance

Making Choices

Choosing a Facility

Medicare Information

Treatment Options

Patient Engagement &

Patient- and Family-

Centered Care

Patient Education

About Kidney Disease

End of Life

Healthy Living

Vocational Rehabilitation

Your Vascular Access

Patient Representatives

Quality Incentive

Program (QIP)

PATIENT REPRESENTATIVES

What is a Facility Patient Representative (FPR)?

Every dialysis clinic in Texas should have a Facility Patient Representative (FPR) who will act as a link between patients and the facility staff. The attached handbook and tools will assist facilities with recruiting and training patients to become valuable members of the team.

To learn more about the FPR program, contact your facility social worker and read the information available in the FPR Toolkit!

FPR Toolkit – English  – Spanish  – Revised 05/2015

Responsibilities Include:

Suggested Standard Responsibilities:

1. Be a role model to other patients by learning information about treatments for kidney disease and following his/her own treatment plan.
2. Receive and distribute ESRD Network patient mail-outs.
3. At the facility's request, communicate clinic updates or concerns to fellow patients.
4. Be available to assist the unit Social Worker with patient support groups.

<http://www.esrdnetwork.org/patients-families/patient-representatives>



END STAGE RENAL DISEASE
NETWORK OF TEXAS

SUSTAINABILITY

SUSTAIN

STANDARDIZE

UTILIZE

SHARE

TRANSPARENCY

ACCOUNTABILITY

INTEGRATION

NEVER GO BACK



SUSTAINABILITY PLAN

- **STEP 1: Complete this survey within 10 business days of receipt.**
- **STEP 2: Before submitting this survey, save and print a copy of this Sustainability Plan to keep at the facility. Right click on your mouse, select the print option. Then click on the Submit Sustainability Plan button.**
- **STEP 3: Obtain the signature and approval on the printed Sustainability Plan of one of the following: Regional Manager, Director of Operations, or other Corporate Leader.**
- **STEP 4: Send your signed Sustainability Plan to the Network by fax: (972) 331-3659.**
- **STEP 5: Complete this process for EACH QIA your facility participated in ONLY at the time it is requested by the QIA project lead.**
- **STEP 6: Lastly, IMPLEMENT your plan and incorporate progress and results in monthly QAPI meetings.**

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10. STANDARDIZATION: In order for this to become the culture, standard, or usual business in your facility, please provide specific examples of how you will hardwire and prioritize these processes into your current system?

(For example: Do you have a policy and procedure, algorithm, checklist, or best practice for these processes and how will you prioritize these interventions into daily work?)

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11. UTILIZATION: How will you utilize frontline staff and corporate leadership to implement these changes?

(For example: How could your corporate leadership be instrumental in assisting you at the clinic level to maintain gains and positive outcomes from the quality improvement activities that you have participated in?)

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12. SHARE: How will these new changes, or changes to existing processes, be communicated with - existing staff, new staff, PRN staff, patients and family members? How will feedback be obtained and addressed from each group?

(For example: Do you have a communication plan?)

You will have **TEN** business days from receipt of this survey to complete your sustainability plan.

<https://www.surveymonkey.com/r/2017sustain>



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TIPS: IDEAS TO BUILD UPON

Standardization

- Use grievance policy
- Mention internal company policy and/or general policies
- Provide “training” or “educate” staff responses
- Conduct frequent interventions (monthly)

Utilization

- Use corporate escalation polices
- Utilize general corporate initiatives
- Educate and train staff



TIPS: IDEAS TO BUILD UPON

Share

- Engage staff
- Provide annual updates for staff
- Provide annual updates for patient interventions
- Give handouts to patients and/or staff to educate them – may include lobby days
- Include education and forming relationships with patients/consumers of services and families



TIPS: IDEAS TO BUILD UPON

Transparency

- Conduct monthly homeroom meetings with staff to convey that they have the right to complain without fear of retaliation
- Follow up with issues that have been presented to clinic staff by patients (i.e. posting a resolution)
- Host monthly Facility Health meetings
- Create a culture where patients know they have the right to complain without fear of retaliation
- Track top issue(s) that are of most concern to staff and patients
- Host “Town Hall” meetings
- Create communication boards
- Use best management practices



TIPS: IDEAS TO BUILD UPON

Accountability

- Monitor performance measures on the corporate level (Medical Director/ROD) then corporate will designate front line staff to address the issue(s)
- Host “Homeroom” meetings (including FPR involvement)

Integration

- Communication (i.e. FPR, homeroom for staff, advocates for families, continued patient engagement, etc.)
- New process already aligns with organizational and departmental goals
- Continue to use Network 14 grievance form and process from QIA project



TIPS: IDEAS TO BUILD UPON

Never Go Back: Patient level

- Bi-annual projects
- Targeted educational topics (monthly)
- Quarterly patient engagement programs
- Encourage patients to speak up regarding their concerns
- Follow goals outlined on sustainability plan
- Town Halls
- Bulletin boards
- Newsletters
- Continue collaboration between patients and staff
- Suggestion box



TIPS: IDEAS TO BUILD UPON

Never Go Back: Staff Level

- Follow goals outlined on sustainability plan
- Town halls
- Bulletin boards
- Continue to reinforce appropriate professional behaviors
- Encourage staff to speak up regarding their concerns
- Provide training on de-escalation techniques from QIA project



TIPS: IDEAS TO BUILD UPON

Never Go Back: Corporate Level

- Continue to trend and monitor quality measures

OVERVIEW/FEEDBACK

- Sustainability plan link will be e-mailed after presentation.
- Sustainability plan due **10** business days from today.
- Thank you for your creativity, diligence, and hard work!

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***PLEASE DO NOT EMAIL ANY PATIENT-SPECIFIC
INFORMATION (NAME, DATE OF BIRTH, SOCIAL
SECURITY NUMBER, ETC.) TO THE NETWORK #14
OFFICE***

