

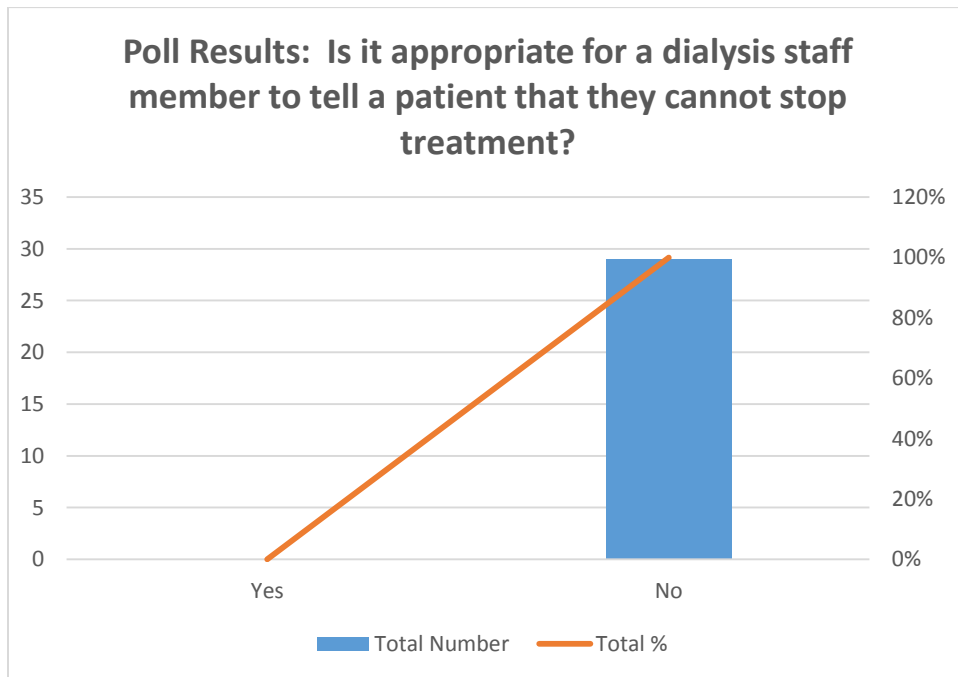
Difference
Between Lost
to Follow up
and
Withdrawal
from Care

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Actual Polling Questions from Webinar

1. Is it appropriate for a dialysis staff member to tell a patient that they cannot stop treatment?
 - a. True
 - b. False – Correct Answer**
 - i. Self-determination and patient will. Also, professional boundaries of staff.



2. Read this scenario and tell what the next steps should be:

The patient is at a dialysis facility but needed to be hospitalized.

Post-hospitalization, he began to miss treatments and refused to answer phone calls from clinic staff.

When he does talk to the staff, he tells them he does not want to come into the clinic, that he was discontinuing dialysis, and he wanted them to stop contacting him.

His wife called the clinic to inform them that he had shut off his phone but they could reach her on their home phone.

The wife also stated that they had been in contact with their primary care physician (PCP). The PCP had provided educational as to the consequences of stopping dialysis.

The wife was supportive of the husband's decision, and together they have made funeral arrangements.

The Clinic nephrologist and the Interdisciplinary Team (IDT) have addressed the issue internally.

The Clinic Manager (CM) has written a summary letter to the patient and his wife informing them that the Center will maintain open communication for 30 days from the withdrawal notice. The manager has indicated that the staff is available should they have any questions or concerns and how to proceed if the patient changes his mind.

The Clinic staff has provided a list of hospice providers as well as Advanced Directive Documents, including Texas Out of Hospital – Do Not Resuscitate Form (TX-OOH-DNR Form)

The letter was sent Certified Mail with Return Receipt through the US Postal Service.

The Clinic has documented all their efforts in the patient's medical record.

What are the next steps?

- i. **Nothing additionally needs to be done - Correct Answer**

Poll Results for What are the next steps?

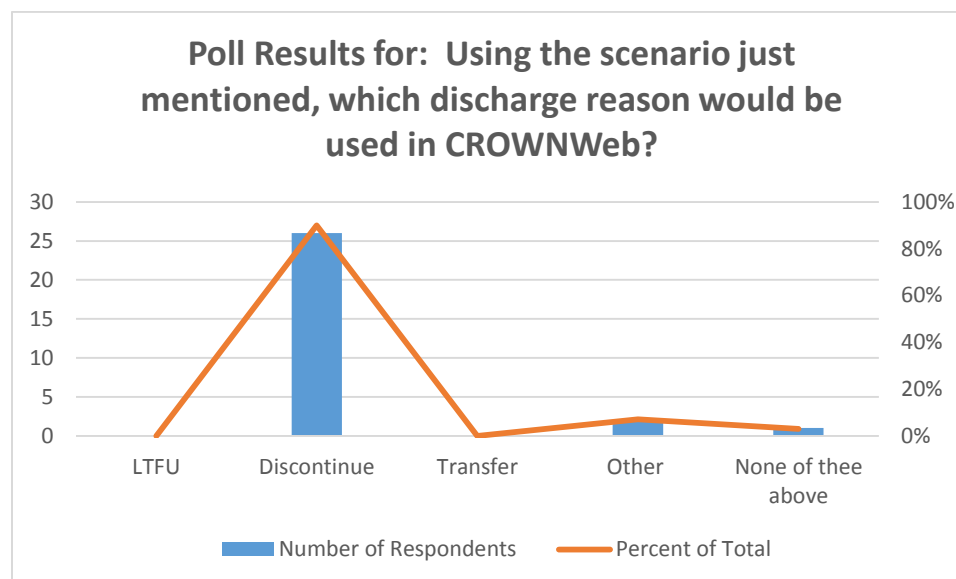
(Some repeating responses as it was a polling question)

- Follow up with PCP and wife.
- Nothing
- Keep up communication with his wife.
- I think I would still feel better if I spoke with the patient directly but I agree that the patient has the right to choose and it sounds like all bases were covered.
- Mental Health Referral also.
- It appears that all has been done. I cannot think of any additional interventions.
- Follow up with PCP
- Provide supportive counseling to wife, if accepted
- Talk to PCP to ensure proper education was given to the patient by PCP. Have Nephrologist call PCP and patient.
- Ensure patient understands what is happening, and information received from PCP
- Talk to PCP. Have a serious conversation about hospice.
- I would have done the same thing.
- If all has been done, there is nothing else but to respect the patient's choice.
- Follow up with patient's spouse on a weekly basis to see if the patient has changed his mind.
- It seemed like quite a bit, and I just don't know enough that I would know what else could be done. Support the choice of the patient.
- I would feel better if I talked to the patient directly.
- Continue communication with the wife.
- All covered.
- Support patient's informed decision.

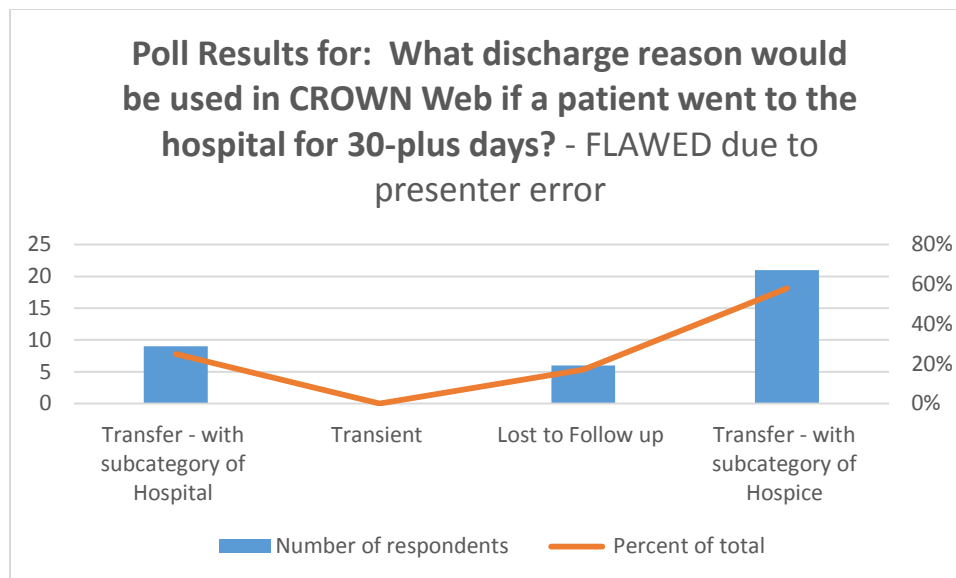
DIFFERENCE BETWEEN LOST TO FOLLOW UP AND WITHDRAWAL FROM CARE

- F/u with PCP.
- Nothing else to do.
- Nothing else
- Discuss comfort care.
- The physician could call the patient directly.
- Call the PCP to make sure wife/patient were educated on end of life issues

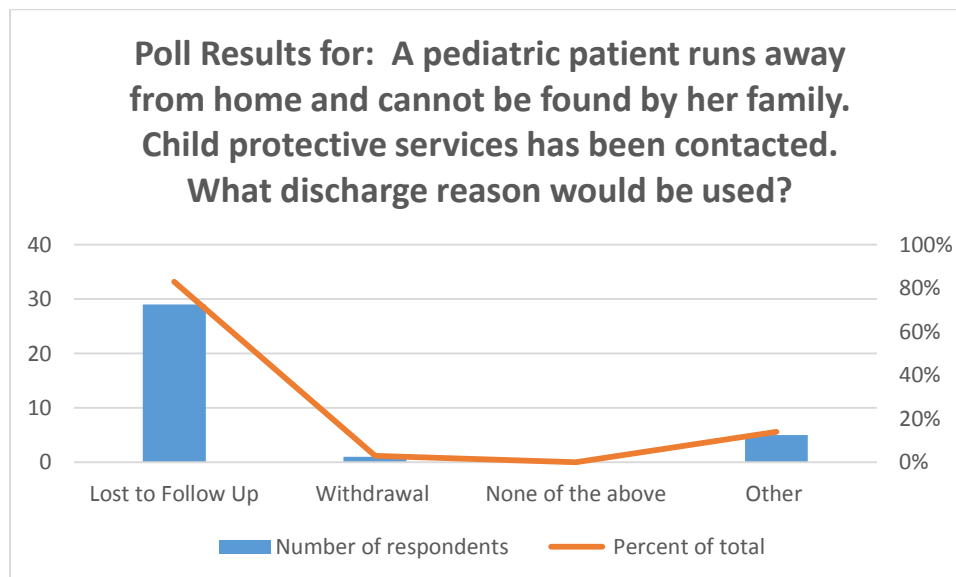
3. Using the scenario just mentioned, which discharge reason would be used in CROWNWeb?
- Lost to Follow Up
 - Discontinue – Correct Answer**
 - Transfer
 - Other
 - None of the above



4. What discharge reason would be used in CROWNWeb if a patient went to the hospital for 30-plus days?
- Transfer - with sub category of Hospital – Correct Answer**
 - Transient
 - Lost to Follow Up
 - Transfer- with sub category of Hospice



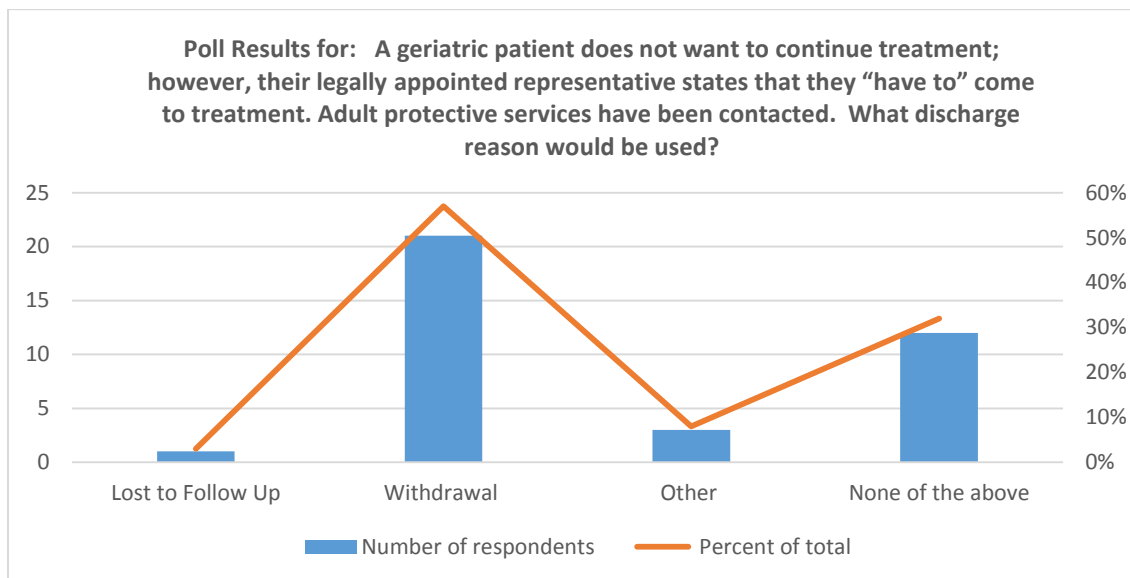
5. A pediatric patient runs away from home and cannot be found by her family. Child protective services have been contacted. What discharge reason would be used in CROWNWeb?
- Lost to Follow Up- Correct Answer
 - Withdrawal
 - None of the above
 - Other



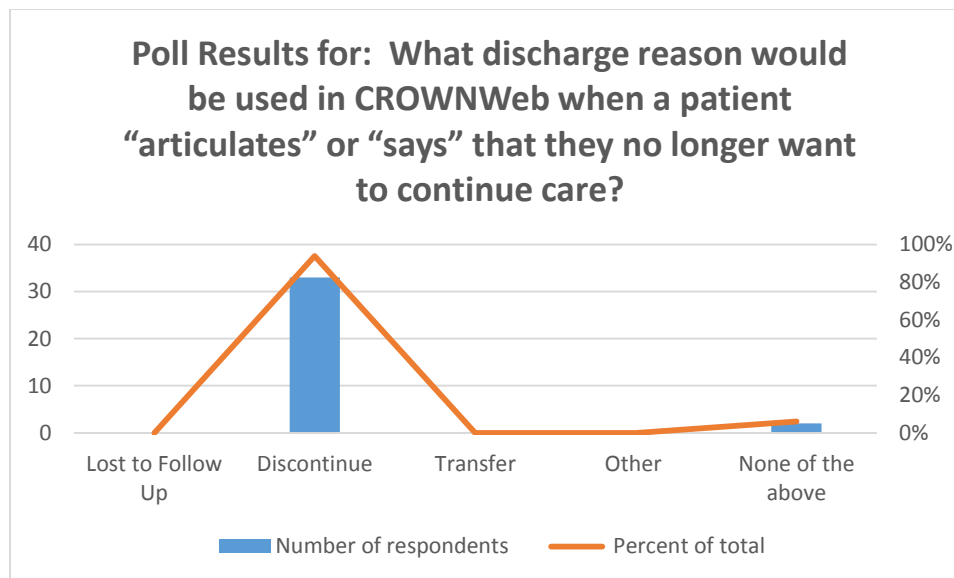
6. A geriatric patient does not want to continue treatment; however, their legally appointed representative states that they “have to” come to treatment. Adult protective services have been contacted. What discharge reason would be used in CROWNWeb?

DIFFERENCE BETWEEN LOST TO FOLLOW UP AND WITHDRAWAL FROM CARE

- a. Lost to Follow Up
- b. Withdrawal
- c. Other
- d. None of the above – Correct Answer



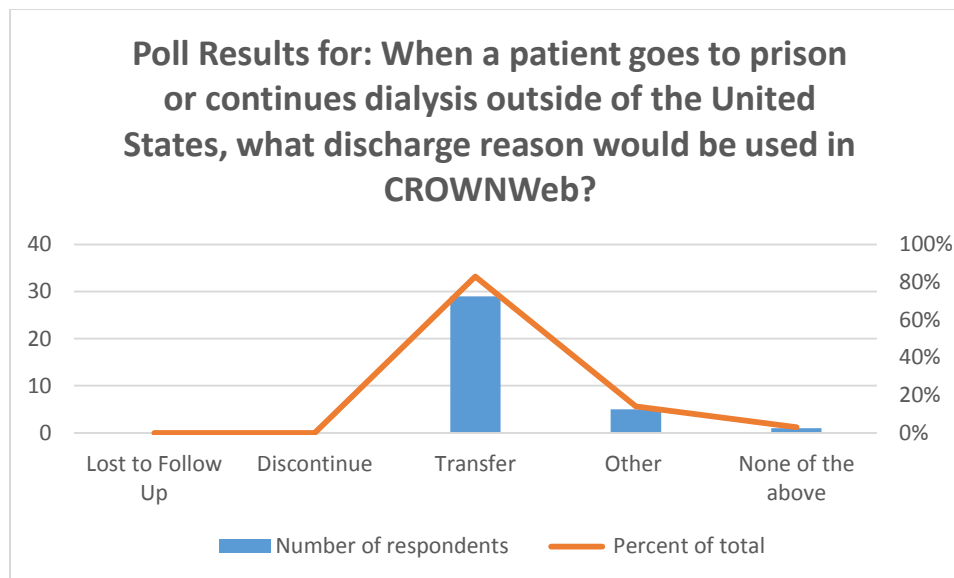
7. What discharge reason would be used in CROWNWeb when a patient “articulates” or “says” that they no longer want to continue care?
- a. Lost to Follow Up
 - b. Discontinue- Correct Answer
 - c. Transfer
 - d. Other
 - e. None of the above



8. Grace has decided that she would like to go back to Ireland to continue dialysis (to be closer to her family). What discharge reason would be used in CROWNWeb?
- Lost to follow up
 - Discontinue
 - Transfer
 - Other – Correct Answer**
 - None of the above

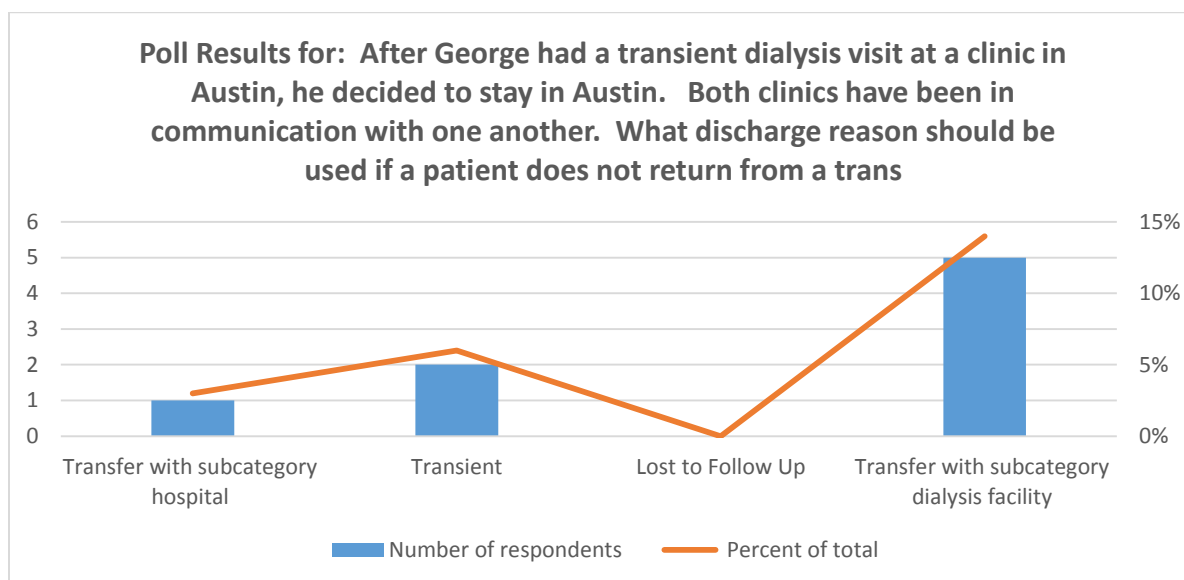
No polling question

9. When a patient goes to prison or continues dialysis outside of the United States, what discharge reason would be used in CROWNWeb?
- Lost to Follow Up
 - Discontinue
 - Transfer
 - Other- Correct Answer**
 - None of the above



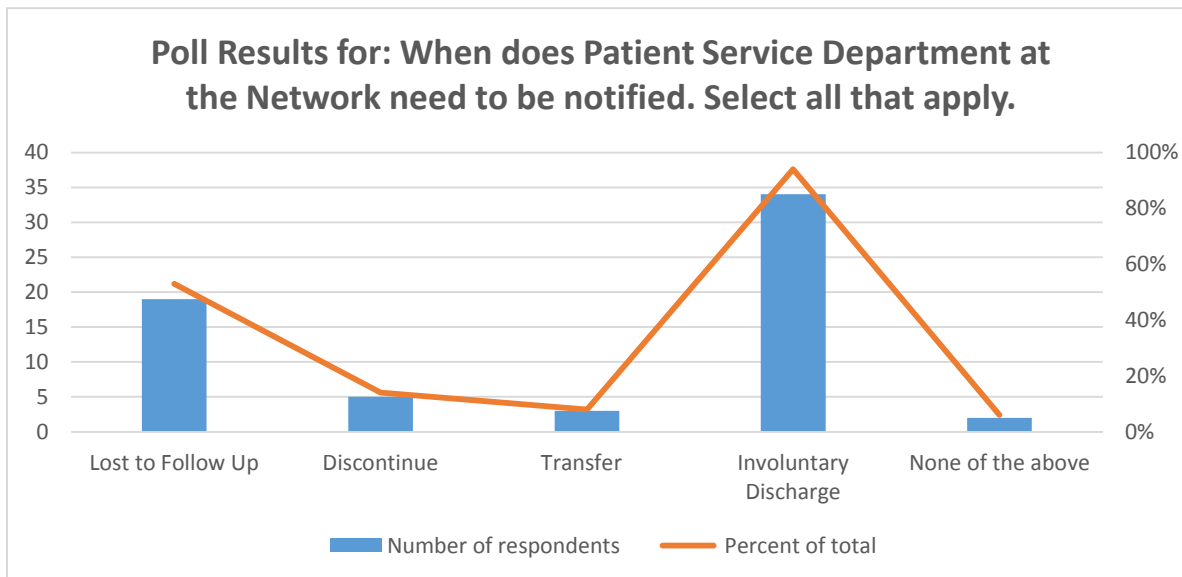
10. After George had a transient dialysis visit at a clinic in Austin, he decided to stay in Austin. Both clinics have been in communication with one another. What discharge reason should be used if a patient does not return from a transient clinic?

- a. Transfer - with sub category of Hospital
- b. Transient
- c. Lost to Follow Up
- d. Transfer- with sub category of Dialysis Facility- Correct Answer**



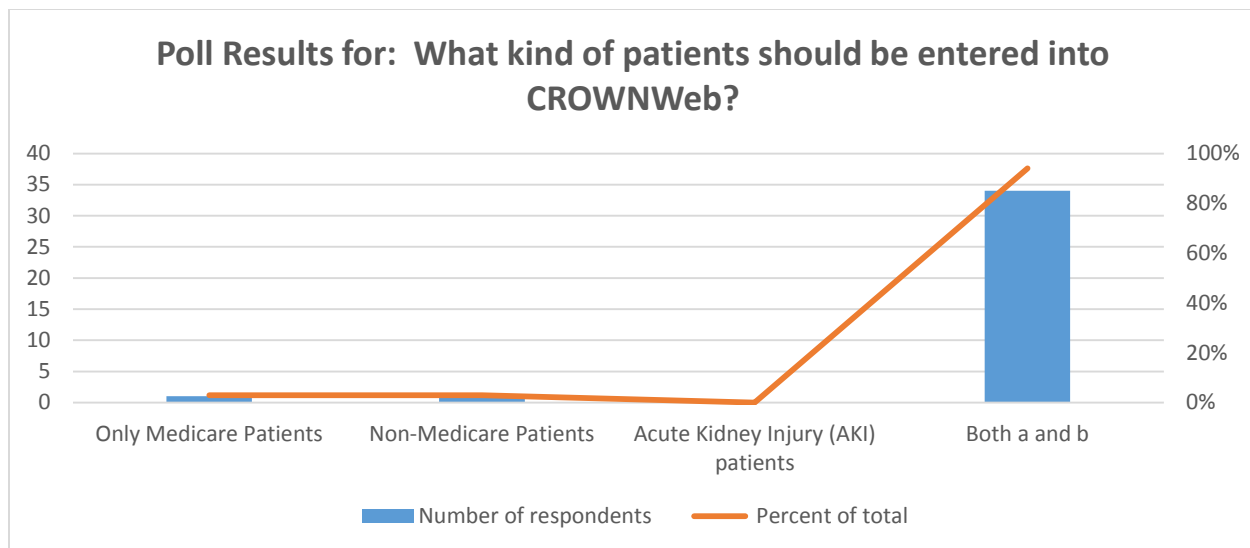
11. When does Patient Service Department at the Network need to be notified? Select all that apply.

- a. Lost to Follow Up- Correct Answer
- b. Discontinue
- c. Transfer
- d. Involuntary Discharge- Correct answer
- e. None of the above



12. What kind of patients should be entered into CROWNWeb?

- a. Only Medicare patients
- b. Non-Medicare patients
- c. Acute Kidney Injury (AKI) patients
- d. Both a. and b.



13.

A patient who is homeless has consistently not shown for dialysis treatments for the past two months. The staff informs the patient that he must go the nearest emergency room once before returning to the outpatient dialysis clinic. The patient agrees to go to the emergency room once after missing one month of treatment.

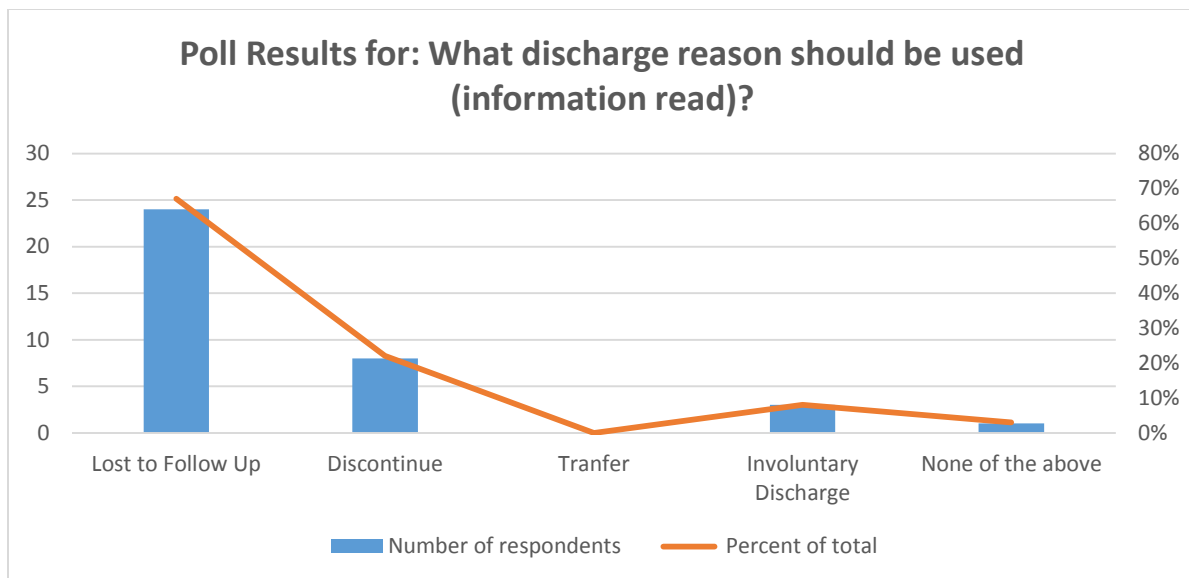
The patient tells the nephrologist that he will “be in for dialysis in a week,” and then continues to not show up for treatment for another month.

The patient has no next of kin and no known address because he continually moves around.

Adult Protective Services (APS) assessed the patient and determined that he can make his own decisions. He continues to refuse all services that are offered by APS

What discharge reason should be entered in CROWNWeb?

- a. Lost to Follow Up- Correct Answer
- b. Discontinue
- c. Transfer
- d. Involuntary Discharge
- e. None of the above



Questions asked on Webinar

14. Should we just call the Network and have the Network staff tell us the correct discharge reason?
 - a. No, look over discharge reasons located on the website, make an informed decision, and document your rationale.
 - i. www.esrdnetwork.org → professionals → social work tools and resources
 → HEADER: ADMIT/DISCHARGE RESOURCES → Sub header: Admit Discharge Reasons → CROWN WEB ADMIT DISCHARGE REASONS (Excel spreadsheet)

Admit/Discharge Resources

Involuntary Discharge Resources

- IVD Process
- Conditions for Coverage
- DSHS Incident Form

Admit Discharge Reasons

- CROWNWeb Admit Discharge Reasons
- Lost to Follow up Letter

(OTHER THAN INVOLUNTARY DISCHARGES, THE NW ONLY NEED BE NOTIFIED OF PATIENTS THAT ARE LOST TO FOLLOW UP)

15. If we transfer a patient to the hospital (30 days post discharge), does that patient need to be admitted as a new admission upon return to the clinic?
 - a. If you know the patient is coming back, do not discharge the patient in CROWNWeb (that is, if your affiliation policies allow this).

- b. If affiliation policies do not allow, discharge Transfer- sub category hospital
 - c. Discharge the patient with the LAST day they treated in your facility
16. If a patient says, "I don't want to continue treatment," do we wait 30 days to discharge them from CROWNWeb?
- a. If the patient is competent to make medical decisions, the patient can be discharged immediately. If not then examine why the patient wants to discontinue treatment.
17. If an incarcerated patient starts dialysis in prison and then comes to my clinic, do I need to do 2728 again?
- a. Yes, an incarcerated patient is treated like a patient coming from the hospital. The laboratory results from the prison can be used. Also, use the start date to reflect the date the patient started dialysis at your clinic.

Supplemental Questions

18. Who at the Network handles a 2746 (death notification forms)?

a. Information Management Department- correct answer (CONTACT US section of our website:

www.esrdnetwork.org)

b. Quality Improvement Department

c. Patient Services Department

d. Administrative Offices



19. Who at the Network handles “gap” patient resolutions?

a. Information Management Department- correct answer (CONTACT US section of our website:

www.esrdnetwork.org)

b. Quality Improvement Department

c. Patient Services Department

d. Administrative Offices



20. What is a “Gap” patient?

- a. Please reach out to IM department to discuss further- correct answer (CONTACT US our section of the website: www.esrdnetwork.org)



21. What happens when a patient is accepted by my facility but does not show up for any treatments after being accepted?
 - a. This patient should not be listed on your clinic roster as they are not a patient of your clinic.

22. How does a 30-day trial period work?
 - a. Call the Network.
 - b. Ask to speak with the Patient Services Director to be granted a 30-day trial
 - i. Once granted, follow the process below:
 1. First, the facility is to have a meeting with the patient to establish a behavioral agreement.
 2. The patient is to understand that placement is a trial for 30- days and not permanent, if agreement (s) is not met.
 3. Patient is to be admitted as a transient in CROWN Web
 4. If 30- day trial is not accomplished, the patient is to be transferred without a receiving facility in CROWN Web
 5. If 30- day trial is accomplished, the patient is to be placed into permanent status in CROWN Web

Upcoming Reminders

JUNE:

- ICH CAHPS 2017 Spring Survey Data Collection Period (5/5-7/14) <https://ichcahps.org/>
- CROWNWeb April Clinical closure (6/30 at 10:59 p.m. CST) https://cportal.qualitynet.org/QNet/pgm_select.jsp

JULY:

- ICH CAHPS 2017 Spring Survey Data Collection Period (5/5-7/14) <https://ichcahps.org/>
- Quarterly Dialysis Facility Compare (QDFC)-Preview for October 2017 reports available (7/15) <https://dialysisdata.org/>
- FY 2018 Dialysis Facility Reports (DFRs) available (7/15) -Comment period for dialysis facilities opens at 12:01 am ET <https://dialysisdata.org/>
- PY 2020 Proposed Rule comment period begins
- PY 2017 Preview Performance Score Report (PSR) (submit formal inquiries or clarification questions) https://cportal.qualitynet.org/QNet/pgm_select.jsp
- ICH CAHPS 2017 Spring Survey Data Submission Deadline (7/26) <https://ichcahps.org/>
- National Healthcare Safety Network (NHSN) reporting deadline for the 2017 ESRD QIP Q1 data due (7/31 at 11:59 p.m. PT) <https://auth.cdc.gov/siteminderagent/forms/login.fcc?TYPE=3355>
- CROWNWeb May Clinical closure (7/31 at 10:59 p.m. CST) https://cportal.qualitynet.org/QNet/pgm_select.jsp